



Ziba Beauty
Employee Handbook
2017



ABOUT THIS HANDBOOK / DISCLAIMER

We prepared this handbook to assist you in finding the answers to many questions that you may have regarding your employment with Ziba Beauty. Please take the necessary time to read it.

We do not expect this handbook to answer all of your questions. Your Supervisor and Human Resources will also be a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative, is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. Ziba Beauty adheres to the policy of **employment at will**, which permits Ziba Beauty or the employee to terminate the employment relationship at any time, for any reason, with or without cause or notice.

Employment at-will may only be altered IN AN INDIVIDUAL CASE OR GENERALLY by a signed agreement signed by the CEO of Ziba Beauty.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Ziba Beauty documents. These Ziba Beauty documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Ziba Beauty guidelines. Ziba Beauty may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will.

This handbook supersedes all prior handbooks, unless, a written agreement is signed by the CEO it can supersede this handbook.

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Section 1

Governing Principles of Employment

Core Statements

- Purpose: Bringing the joys of authentic Eastern beauty to the modern world
- Vision: To be the global leader in brow and body artistry
- Mission: To provide Ziba Beauty customers with an intimate and authentic experience delivered through a unified team of skilled beauty artists, committed management and an extensive network of company and studios

1-1. Welcome Statement

This handbook was written to help you get acquainted with Ziba Beauty and give you a brief explanation of some of our policies and procedures, and therefore cannot be considered a contract for employment. This Employee Handbook governs all employees of Ziba Beauty.

Because circumstances change, Ziba Beauty may find that it will have to change, add, delete, or modify its policies and benefits from time to time, with the exception of the at-will policy. In the event that this occurs, Ziba Beauty will make every attempt to provide you with prior notification.

This booklet will not answer all your questions but it is designed to address those most frequently asked. Should you need additional information, please contact your Supervisor, Brand Ambassador or the Human Resources Department or Sanjay Sabarwal, General Counsel

1-2. Equal Employment Opportunity

Ziba Beauty is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition, marital status, veteran status, sexual orientation, genetic information or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Ziba Beauty will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please contact Ziba Beauty's General Counsel.

Ziba Beauty will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on Ziba Beauty's operations. If you wish to request such an accommodation, please speak to the General Counsel.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the General Counsel. Ziba Beauty will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy



will lead to discipline, up to and including termination. All employees must cooperate with all investigations.

Authorization to Work (Required Proof)

Ziba Beauty is in full compliance with the Immigration Reform and Control Act of 1986. All persons hired after November 6, 1986, are required to provide documentation proving the legal right to work in the United States within 72 hours of hire. Ziba Beauty will have no recourse but to terminate employees who fail to provide such proof with authentic documents in a timely manner.

Electronic Communication and Information Systems

Ziba Beauty's electronic communication and information systems including, but not limited to, electronic mail ("e-mail"), voice mail, and computer system are company property and should be used for company purposes only. Nothing should be entered into these systems without good reason. You must be aware that Ziba Beauty reserves the right to: 1) Monitor and retrieve information from these systems to assure that its property is being used for appropriate business purposes only; and 2) Disclose or use any information found in these systems. Employees do not have a personal privacy right in any matter created, received, sent, or stored in these systems. Finally, employees should only disclose information or messages from these systems to authorized persons.

1-3. Non-Harassment

It is Ziba Beauty's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the General Counsel. If the person toward whom the complaint is directed is one of the individuals indicated above, you should contact any higher -level manager in your reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including termination. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, Ziba Beauty will not allow any form of retaliation against individuals who report unwelcomed conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including termination. All employees must cooperate with all investigations.

1-4. Sexual Harassment

It is Ziba Beauty's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within Ziba Beauty. It is to ensure that at Ziba Beauty, all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcomed sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related



comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers. The Company encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

Complaint Procedure:

Any employee who believes that he or she has been the victim of harassment, including sexual harassment, should report this problem to his or her immediate supervisor or any other member of management. In a case where the complaint may involve the employee's immediate supervisor, the employee should notify Human Resources. All complaints will be investigated. Investigations will be confidential and information obtained during the complaint procedure and investigation will only be shared with individuals on a need-to-know basis. If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against an employee for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Company encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

Employees who feel they have not received satisfaction after utilizing this procedure may contact the Department of Fair Employment and Housing or the Equal Employment Opportunity Commission and seek remedies through these agencies.

1-5. Safety

The health and well-being of every employee is of vital importance to Ziba Beauty. It is the policy of Ziba Beauty to strive to provide safe working conditions for all employees.

Although Ziba Beauty strives to maintain the very highest safety and health standards, the success of such a program rests ultimately with the employees. All employees are required to report to the Human Resources Department any condition that might represent a potential hazard to the safety of an employee or customer. If an employee has an accident or injury, no matter how slight, they must report it immediately to their supervisor. Any use of fire extinguishers must be reported immediately to their immediate supervisor for the extinguishers to be turned in for refill.

Failure to observe any safety procedures could lead to disciplinary action up to and including termination.

Prohibited Conduct



Threats, threatening language or any other acts of aggression or violence made toward or by any Ziba Beauty employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto Ziba Beauty premises.

Security

For general security reasons, management reserves the right to conduct inspections of all work and non-work areas, including items such as desks, computers, cabinets, lockers, shelves and any other Company-owned property. In addition, for security purposes, inspections and/or searches may also occur of any other property and/or person on Company premises, including, but not limited to, purses, brief cases, packages, and vehicles. The employee acknowledges that bringing any property and/or vehicle onto Ziba Beauty property constitutes consent to the search of such property and/or vehicle. These inspections and searches may occur at any time without prior notice. Failure to comply with this policy may result in disciplinary action up to and including termination.

Solicitation/Collections/Distributions

In order to avoid disruption of Ziba Beauty's operations, employees of Ziba Beauty and outsiders not employed by Ziba Beauty may not solicit or distribute literature at any time for any purpose during working times in working areas. Non-employees may not solicit or distribute at any time on the premises, including any parking areas that may be Company property.

Working time includes the working time of both the employee doing the soliciting and distributing and the employee to whom the soliciting and distributing is being directed. Working time does not include break periods, meal periods, or any other specified periods during the workday when employees are not engaged in performing their work tasks.

Section 2 Operational Policies

2-1. Employee Classifications

For purposes of this handbook, all employees fall within one of the classifications below.

Full-Time Employees - Employees who regularly work at least 30 hours per week who were not hired on a short-term basis.

Part-Time Employees - Employees who regularly work fewer than 29 hours per week who were not hired on a short-term basis.

Short-Term Employees - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term Employees generally are not eligible for Ziba Beauty benefits, but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. You will be informed of your classifications upon hire and informed of any subsequent changes to your classifications.

2-2. Introductory Period

The first 90 days of your employment is an introductory period. This is an opportunity for Ziba Beauty to evaluate your performance. It also is an opportunity for you to decide whether you are happy being employed by Ziba Beauty. Ziba Beauty may extend the introductory period if it deems necessary to give you an opportunity to improve in areas that need your focus and attention. Completion of the introductory period does not alter an employee's at-will status.

2-3. Your Employment Records

In order to obtain your position, you provided us with personal information, such as your address and telephone number. This information is contained in your personnel file.

Please keep your personnel file up to date by informing your supervisor of any changes. Also, please inform your supervisor of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem.

2-4. Working Hours and Schedule

To accommodate the needs of our business, individual work schedules may be changed on either a short-term or long-term basis. Your punctuality and attendance is extremely important, ensure that you look at your weekly schedule and arrive to your work as required.

Rest Breaks



Non-exempt employees who work three-and-one-half (3-1/2) or more hours per day are provided one 10-minute rest break for every four (4) hours or major fraction thereof worked. For purposes of this policy, "major fraction" means any time greater than two (2) hours. For example, if you work more than six (6) hours, but no more than 10 hours in a workday, you are provided and should take two 10-minute rest breaks: one during the first half of your shift and a second rest break during the second half of your shift. If you work more than 10 hours but no more than 14 hours in a day, you are provided, and should take, three 10-minute rest breaks, and so on.

Rest breaks should be taken as close to the middle of each work period as is practical. Employees do not need to obtain their supervisor's approval or notify their supervisor when taking a rest break.

Employees are encouraged to take their rest breaks; they are not expected to and should not work during their rest breaks. Non-exempt employees are paid for all rest break periods. Accordingly, you do not need to clock out when taking a rest break.

Meal Periods

If you work more than 5 hours in a workday, you are provided an unpaid, off-duty meal period of at least 30 minutes. If six (6) hours of work will complete the day's work, you may voluntarily waive your meal period in writing. Contact Human Resources if you would like to complete and sign the waiver form that waives your right to meal period if you work no more than six (6) hours in a day. Employees who work more than 10 hours in a day are entitled to a second unpaid, off-duty 30-minute meal period. If an employee works no more than 12 hours, the employee can waive his or her second meal period, but only if the first one was not waived in any manner. Any waiver of the second meal period must be in writing and submitted before the second meal period. Contact Human Resources if you would like to complete and sign the waiver form that waives your right to a second meal period, as explained above. If you work more than 12 hours you may not waive your unpaid 30-minute meal period and you should take your second unpaid, off-duty 30-minute meal period.

You are responsible for scheduling your own meal period, but it should begin no later than the end of your fifth hour of work. For example, an employee who begins working at 8:00 a.m. must begin his or her meal period no later than 1:00 p.m. When scheduling your meal period, you should try to anticipate your work flow and deadlines. Employees are encouraged to and should take their meal periods; they are not expected to work during their meal periods.

During your meal period, you are relieved of all duty and you should not work during this time. When taking your meal period, you should be completely off work for at least 30 minutes. Employees are prohibited from working "off the clock" during their meal period. Those employees who use a time clock must clock out for their meal periods. These employees are expected to clock back in and then promptly return to work at the end of any meal period. Those employees who record their time manually must accurately record their meal periods by recording the beginning and end of each work period.

Unless otherwise directed by your supervisor in writing, you do not need to obtain your supervisor's approval or notify your supervisor when you take your meal period.

General Requirements for Rest Periods and Meal Breaks



All rest breaks and meal periods must be taken outside your work area. You should not visit or socialize with employees who are working while you are taking your rest break or meal period. You may leave the premises during your meal periods.

Employees are required to immediately notify their supervisor, manager, or Human Resources if they believe they are being pressured or coerced by any manager, supervisor, or other employee to not take any portion of a provided rest break or meal period.

2-5. Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including termination.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

Attendance Expectations

Attendance and punctuality are very important to the success of our business. However, we recognize that on occasion you may have an unforeseen reason to be absent from work. In order to effectively manage our business, we ask that the following guidelines be observed:

Employees should be at their workstations, ready to work, at the start of their assigned shift and after break and meal periods.

Employees must notify Supervisor or Brand Ambassadors within **at least 4 hours** of the start of their work schedule if they will be late or must be absent from work.

Notice of tardiness or absence **must** be given directly to Supervisor or Brand Ambassadors, unless another employee has been designated to act on the Supervisor or Brand Ambassador's behalf. If a Supervisor or Brand Ambassador is not available, the employee should contact the Operations Management team at Headquarters.

Employees must personally notify their Supervisor or Brand Ambassador of a tardiness or absence, unless they are physically unable.

Employees must obtain permission from their Supervisor or Brand Ambassador to leave work prior to the end of their scheduled work shift.

Employees who do not show up to work when scheduled and who fail to notify a proper management team member (Supervisor, Brand Champion, Brand Ambassador, Sales & Education team,) immediately will be considered to have voluntarily terminated employment with Ziba Beauty. It is imperative to stay in communication with your immediate Supervisor or Brand Ambassador or above in case of an absence. Ziba Beauty has a zero tolerance policy on "no call no show" – the only exception being a verifiable emergency.



Outside Employment

Employees are not discouraged from seeking outside employment or moonlighting while employed by Ziba Beauty. Ziba Beauty does however want to ensure that the expectation with regards to scheduling and operational needs is clear to all employees. Employees are expected to abide by scheduling and operational requirements. If you suspect that scheduling requirements may conflict with your ability to work your assigned scheduled, you are expected to communicate with a, Executive Store Lead or Brand Ambassador immediately and prior to the conflict arising to ensure that scheduling is honored. Ziba Beauty reserves the right to accommodate scheduling requests however does not guarantee that it will make changes to its scheduling requirements. Conflicts in an employee's ability to meet scheduling requirements may result in termination due to the employee's lack of ability to abide to scheduling requirements.

2-6. Overtime

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your Supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations.

Non -exempt employees generally will be paid overtime at the rate of time and one-half (1.5) times their normal hourly wage for all hours worked in excess of eight (8) hours in one day or forty (40) hours in one week, or for the first eight (8) hours on the seventh day in the same workweek.

Non-exempt employees generally will be paid double-time for hours worked in excess of twelve (12) in any workday or in excess of eight (8) on the seventh day of the workweek.

Employees may work overtime only with management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12 a.m. on Monday and ends at 11:59 a.m. on the following Sunday.

2-7. Travel Time for Non-Exempt Employees

Out-of-Town Trips for One Day

Non-exempt employees who travel out of town for a one -day assignment will be paid for all travel time, except for, among other things: (i) time spent traveling between the employee's home and the local railroad, bus or plane terminal; and (ii) meal periods.

Local Travel

Non-exempt employees will be compensated for time spent traveling from one job site to another job site during a workday. The trip home, however, is non-compensable when an employee goes directly home from his/her final job site, unless it is much longer than his/her regular commute home from the regular worksite. In such case, the portion of the trip home in excess of the regular commute is compensable.

Commuting Time

Under the Portal to Portal Act, travel from home to work and from work to home is generally non-compensable. However, if a non-exempt employee regularly reports to a worksite near his/her home, but is required to report to a worksite farther away than the regular worksite, the additional time spent traveling is compensable.



If compensable travel time results in more than 40 hours worked by a non-exempt employee, the employee will be compensated at an overtime rate of one and one-half times the regular rate.

2-8. Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for the Company. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- ☐ Full-day absences for personal reasons.
- ☐ Full-day absences for sickness or disability.
- ☐ Full-week disciplinary suspensions for infractions of our written policies and procedures.
- ☐ Family and Medical Leave absences (either full- or partial-day absences).
- ☐ To offset amounts received as payment from the court for jury and witness fees or from the military as military pay.
- ☐ The first or last week of employment in the event you work less than a full week.
- ☐ Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- ☐ Partial day absences for personal reasons, sickness or disability.
- ☐ Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- ☐ Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work (subject to any offsets as set forth above).
- ☐ Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable



reply), you should immediately contact the Accounting department or any other supervisor in the Company with whom you feel comfortable.

2-9. Internal Communication Policy

Communication is the way of conveying information, thoughts, experiences and knowledge among our organization. Communication is also the process that will drive success to the development of yourself, employees and studios.

Communication Policy

1. Work email should be checked a minimum of 3 times a day
 - a. 1st hour of beginning shift
 - b. Between 2-3p
 - c. Last hour before shift ends
2. Emails sent after 6pm are considered next business day.
3. Business writing skills required for company correspondence (Spell Check, Punctuation)
4. Management emails will have a special coding to identify urgency
 - a. 911 Response upon receipt
 - b. 411 Response within a Business Day
5. Email Signature should reflect the following example

Name: John L. Doe

Title: Associate Manager of Area

Location: Ziba Beauty Cerritos

Address: 9201 Los Cerritos Center, Cerritos, CA 90702

Contact: Phone: 562-402-5131 x123

Fax: 562-402-5131

Use of Vehicles

All employees who are either required or requested to drive for Ziba Beauty are expected to do so in a safe, courteous manner and in conformance with all applicable laws. Employees driving for Ziba Beauty are required to have a valid driver's license and a safe driving record. Any employee cited by the authorities for "driving under the influence" while operating a Company vehicle or on a Company errand in a personal vehicle may be subject to disciplinary action up to and including termination. Employees driving or riding as passengers in either Company or personal vehicles on Company business are required to wear seat belts. Under no circumstances may anyone ride in the back of an open vehicle.

Employees driving personal vehicles on Ziba Beauty business must have automobile insurance as required by California law. Because Ziba Beauty believes in safe driving habits, any traffic violations received while in a vehicle on Ziba Beauty business will be the sole responsibility of the employee. Employees must report promptly any accident, tickets and violations.

Ziba Beauty does not assume responsibility for damages to any personal vehicle while on Company business. Employees are encouraged to take steps to safeguard their vehicle from damage.

Employees violating any of the above driving restrictions may be subject to disciplinary action up to and including termination

2-10. Paydays

Employees are paid bi-monthly on the 10th and 26th of the month. If a payday falls on a Saturday, paychecks will be issued the previous workday. If a payday falls on a Sunday, paychecks will be issued the next workday.



Paychecks will be distributed at your work place. We recommend all employees to sign up for paperless paycheck stubs with ADP Payroll. Log in details can be provided by Ziba Beauty's payroll department. If an employee is absent on a payday, it is his or her responsibility to make arrangements with his or her supervisor or Management to have the paycheck delivered to the employee. Otherwise, the paycheck will be held until the employee returns to work.

All employees are subject to required deductions for federal, state and local taxes

2-11. Direct Deposit

Ziba Beauty strongly encourages employees to use direct deposit. Employees can sign up for the direct deposit program by filling out an authorization form available from Accounting.

2-12. Record Retention

Ziba Beauty acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against Ziba Beauty and its employees and possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee has an obligation to contact Sanjay Sabarwal, General Counsel to inform them of a potential or actual litigation, external audit, investigation or similar proceeding involving Ziba Beauty that may have an impact on record retention protocols.

Section 3

General Standards of Conduct

3-1. Workplace Conduct

Ziba Beauty endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including termination, in Ziba Beauty's sole discretion. The following are examples of some, but not an all-inclusive conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Ziba Beauty property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Violation of safety rules and policies.
5. The unlawful or unauthorized use, abuse, solicitation, distribution, theft, possession, transfer, purchase, or sale of drugs, drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises), or while representing the Company, reporting to work or remaining on duty after using drugs or alcohol in any amount that adversely affects the employee's ability to perform the functions of the job. (Please refer to the Company's specific policy (if any) for additional information.)
6. Fighting, threatening or disrupting the work of others or other violations of Ziba Beauty's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
10. Gambling on Ziba Beauty property.
11. Willful or careless destruction or damage to Company assets or to the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of company policies listed in the Handbook



Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and Ziba Beauty reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. Ziba Beauty will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Ziba Beauty will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

3-2. Use of Communication and Computer Systems

Ziba Beauty's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Company policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy regarding their use of the Ziba Beauty systems.

Ziba Beauty may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

Further, Ziba Beauty may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which the Company may review employees' use of the Internet with Company property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Company's policies prohibiting harassment, in their entirety, apply to the use of Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Company's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.



Violators of this policy may be subject to disciplinary action, up to and including termination.

3-3. Use of Social Media

Ziba Beauty respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Ziba Beauty's interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with Ziba Beauty equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions Ziba Beauty and also expresses either a political opinion or an opinion regarding Ziba Beauty's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not Ziba Beauty's position. This is necessary to preserve Ziba Beauty's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden. Ziba Beauty policies apply equally to employee social media usage. Employees should review their Employee Handbook for further guidance.

Ziba Beauty encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including termination.

3-4. Personal and Company-Provided Portable Communication Devices

Ziba Beauty -provided portable communication devices (PCDs), including cell phones and personal digital assistants that must be used primarily for business purposes. Employees have no reasonable expectation of privacy regarding the use of such devices, and all use is subject to monitoring to the maximum extent permitted by applicable law. This includes as permitted the right to monitor personal communications as necessary.

Some employees may be authorized to use their own PCD for business purposes. These employees should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may subject to monitoring if sent through Ziba Beauty's networks and the PCD must be provided for inspection and review upon request. Employees requesting to use their own PCD must sign an agreement authorizing Ziba Beauty to access their device.



All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a Ziba Beauty-provided or personal device, employees must comply with applicable Ziba Beauty guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Ziba Beauty-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If an employee who uses a personal PCD for business resigns or is terminated, the employee will be required to submit the device to the IT department for resetting on or before his or her last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Ziba Beauty information and personal data (such as contacts, e-mails and photographs). The IT department will make efforts to provide employees with the personal data in another form (e.g., on a disk) to the extent practicable; however, the employee may lose some or all personal data saved on the device.

Employees may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Ziba Beauty information. This is the only way currently possible to ensure that all Ziba Beauty information is removed from the device at the time of termination. The removal of Ziba Beauty information is crucial to ensure compliance with Ziba Beauty's confidentiality and proprietary information policies and objectives.

Please note that whether employees use their personal PCD or a Ziba Beauty-issued device, Ziba Beauty's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

Ziba Beauty requires that employees act responsibly when using personal communication devices (i.e. Cell phones) for phone calls or texting. Common courtesy dictates that employees not use personal communication devices for calls or texting in the studio and in work areas of the offices so as not to disturb other employees during working time.

3-5. Inspections

Ziba Beauty reserves the right to require employees while on Ziba Beauty property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Ziba Beauty or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to Ziba Beauty or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

3-6. Personal Belongings

Purses, backpacks, briefcases etc. that are larger than a 9"x6"x3" and cellular phones are not allowed around your working area. A locker will be assigned for you to keep your belonging.

1. Associates must enter and leave the store through the front entrance.
2. A Brand Ambassador or Brand Champion Lead must visually inspect all purses, backpacks, briefcases and/or outer garments (e.g. jacket, coat) of each employee each time the employee leaves the store during a work shift. It is the responsibility of the employee who is leaving the store to "offer" his/her possessions for inspection to a member of store management. If an employee does not "offer" his/her possessions for inspection, then it is the responsibility of the member of management to politely request the inspection.
3. Reserves the right to conduct routine inspections or search at any time for company property on company premises, including lockers and desks as well as any contents,

personal belongings or articles in the desks, or other enclosed areas or personal possessions.

4. Ziba Beauty uses security cameras to observe its facilities and safeguard its property.
5. Lunches may be brought to work in a lunch bag and is subject to the same guidelines as a bag check.
6. Employees, who come to Ziba Beauty to get services or shop on their own time, are not subject to a bag check. They will be treated as a regular customer and are NOT allowed in any employee areas (e.g. behind the desk/lunch area etc.).
7. Headquarter employees who enter a non-selling area for any reason are subject to the same bag check upon leaving the store.
8. We are not responsible for lost, damaged or stolen items brought on premises. Therefore, personal valuables should not be brought into the workplace.
9. Ziba Beauty reserves the right to check and inspect personal purchases. Employees with Ziba Beauty merchandise or property in their possession without proof of purchase or proper approval to remove merchandise or property will be terminated.

Violations of the Loss Prevention Personal Belonging Policy Check may lead to disciplinary action up to and including termination.

3-7. Smoking

Smoking, including the use of e-cigarettes, is prohibited on Ziba Beauty premises and in all Ziba Beauty vehicles.

3-8. Personal Visits and Telephone Calls

Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas.

3-9. Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on working time and in all selling and direct customer service areas. "Working time" is the time an employee is engaged, or should be engaged, in performing his/her work tasks for Ziba Beauty. Solicitation of any kind by non-employees on Ziba Beauty premises is prohibited at all times.

3-10. Bulletin Boards

Important notices and items of general interest are continually posted on our bulletin board. Make it a practice to review it frequently. This will assist you in keeping up with what is current at Ziba Beauty. To avoid confusion, please do not post or remove any material from the bulletin board. Employees are not authorized to post personal information as this is only for Ziba Beauty's communication purposes.

3-11. Confidential Company Information

During the course of work, an employee may become aware of confidential information about Ziba Beauty's business, including but not limited to information regarding Ziba Beauty finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and potential customers. An employee also may become aware of similar confidential information belonging to Ziba Beauty's clients. It is extremely important that

all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of Ziba Beauty may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

3-12. Conflict of Interest and Business Ethics

It is Ziba Beauty's policy that all employees avoid any conflict between their personal interests and those of Ziba Beauty. The purpose of this policy is to ensure that Ziba Beauty's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of Ziba Beauty.

It is not possible to give an extensive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with Ziba Beauty, by any employee who is in a position to directly or indirectly influence either Ziba Beauty's decision to do business, or the terms upon which business would be done with such organization.
2. Holding any interest in an organization that competes with Ziba Beauty.
3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with Ziba Beauty or which competes with Ziba Beauty.
4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with Ziba Beauty.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and Ziba Beauty.

3-13. Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of Ziba Beauty's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, Ziba Beauty is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

3-14. Hiring Relatives/Employee Relationships

A familiar relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Ziba Beauty may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of Ziba Beauty. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. Ziba Beauty generally will attempt to identify other available positions, but if no alternate position is available, Ziba Beauty retains the right to decide which employee will remain with Ziba Beauty.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

3-15. Employee Dress and Personal Appearance

The image that you present to clients and vendors helps maintain, in part, Ziba Beauty's atmosphere. It is important that you maintain high standards of personal grooming, and present a business-like appearance during working hours. As a matter of policy, you must be in uniform (this includes, grooming, makeup and work attire) prior to beginning your work shift.

Employees who are inappropriately dressed may be asked to leave and return to work in proper attire. If asked to leave, employee will not be compensated for the time away from work.

- ☐ Corporate Dress Attire
 - o Professional Business Attire
 - o Appropriate make up and styling of hair at all times while working
- ☐ Supervisor or Brand Ambassadors
 - o Professional business attire
 - o Appropriate make up and styling of hair at all times while working
- ☐ Brand Champions/Brand Champion Leads
 - o All black business attires (males: black collared buttoned shirt or polo shirt)
 - o Black closed toe shoes
 - o Appropriate make up and styling of hair at all times while working
- ☐ Beauty Artists
 - o Ziba Beauty Smock (males: black collared buttoned shirt or polo shirt)
 - o Black closed toe shoes

- o Appropriate make up and styling of hair at all times while working.

Additional Guidelines

- ☐ All attire should be clean, free of wrinkles (ironed) and in good condition
- ☐ Inappropriate jewelry is not permitted; i.e. body piercing outside the areas of the ears and nose is not allowed
- ☐ Ink and permanent body art must be reasonably covered
- ☐ Employees are **required** to wear makeup while working inside of any Ziba Beauty Studio. The minimum requirements that you must wear are; Foundation/Powder, Eyeliner, Mascara, Eye shadow, Lipstick. Use of Sumita Beauty Products is suggested, but not required.

Supervisors or Brand Ambassadors are responsible for determining the acceptable appearance in the department and enforcing these guidelines. Job Duties, work hours, or contact with the public may be considered when deciding the standards of appearance. If you have questions regarding this policy, please speak to your Supervisor or Brand Ambassador.

3-16. Publicity/Statements to the Media

All media inquiries regarding the position of Ziba Beauty as to any issues must be referred to the Director of Marketing. Only the Director of Marketing is authorized to make or approve public statements on behalf of Ziba Beauty. No employees, unless specifically designated by the Director of Marketing, are authorized to make those statements on behalf of Ziba Beauty. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of Ziba Beauty must first obtain approval from the Director of Marketing.

3-17. Expense Reimbursement

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be pre-approved by your Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the Payroll Clerk along with the expense form and receipts by the end of the month in which the expenses were incurred for reimbursement. Employees are expected to exercise restraint and good judgment when incurring expenses. You should contact your Supervisor in advance if you have any questions about whether an expense will be reimbursed.

3-18. References

Ziba Beauty will respond to reference requests through the Human Resources Department. Ziba Beauty will provide general information concerning the employee such as date of hire, date of termination, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Human Resources Dept. **Only the Human Resources Department may provide references.**

3-19. If You Must Leave Us

Should you decide to leave Ziba Beauty, we ask that you provide your Supervisor with at least two (2) weeks advance notice of your departure. Your thoughtfulness will be appreciated.

All Ziba Beauty property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc. must be returned at separation. Employees also must return all of Ziba Beauty's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay Ziba Beauty (through payroll deduction, if lawful) for any lost or damaged Ziba Beauty property.



As noted previously, all employees are employed at-will and nothing in this Handbook changes that status.

3-20. Exit Interview

Employees who resign are requested to participate in an exit interview with Human Resources, if possible.

Section 4 Benefits

4-1. Benefits Overview

Ziba Beauty strives to offer you a wide variety of benefits with an emphasis on meeting the unique needs of each employee while minimizing out-of-pocket expenses. Plan descriptions for all benefits are provided to new employees on the first day after 90 consecutive days of employment. Also, during the annual enrollment period, all employees are provided with information allowing them to update and make changes to their benefit coverage.

The following provides an overview of the benefit programs available to all employees. Contact the Ziba Beauty Human Resources Department with more detailed questions.

Eligibility Requirements

Full time employees are eligible for insurance benefits on the first day of the month following the completion of the 90-day introductory period.

Changes to Benefits

All eligible employees must make insurance elections upon completion of their introductory period and these elections remain in effect until the next open enrollment period. Changes to insurance coverage, including adding/deleting dependents, may only be made during the annual open enrollment period. Outside of the open enrollment period, only certain qualifying event changes may be made to insurance plans. Such events include:

- ☐ Marriage or same-sex domestic partnership of one year or more
- ☐ Divorce or termination of same-sex domestic partnership
- ☐ Birth or Adoption
- ☐ Death of a spouse/same-sex domestic partner or child
- ☐ Termination of a spouse's/same-sex domestic partner's employment
- ☐ Commencement of a spouse's/same-sex domestic partner's employment
- ☐ Change in status for the employee or their spouse/same-sex domestic partner from part-time to full-time status or vice-versa
- ☐ If the employee or his/her spouse/same-sex domestic partner takes an unpaid leave of absence
- ☐ If an employee's employment is terminated and continuation of benefits under
- ☐ COBRA (Consolidate Omnibus Budget Reconciliation Act) is elected

A significant change in health coverage of the employee or spouse/same-sex domestic partner attributable to the spouse's/ same-sex domestic partner's employment.

Employees must notify the Human Resources Department and complete applicable paperwork within 31 days of a qualifying event in order to effect a change to their insurance plans during the plan year. Otherwise, they must wait until the next annual open enrollment period.

Medical Insurance



Ziba Beauty offers all eligible employees comprehensive medical coverage including office visits, hospitalization, emergencies and prescriptions. Contact the Human Resources Department about specific options available to you.

Expense Reimbursement

Employees will be reimbursed for reasonable business expenses by completing an expense report for expenses incurred and submitting it to Accounts Payable with Supervisor or Brand Ambassador's approval. Talk to your Supervisor or Brand Ambassador for current policies and procedures relating to business expenses. Questions regarding the status of an expense report should be directed to the Accounts Payable Department.

Travel Reimbursement

Employees will only be reimbursed for mileage when required to attend and participate in events outside of their normal location and schedule. Such reimbursement will be made at the Internal Revenue Service approved rate. All requests for mileage reimbursement must be submitted to the Accounts Payable department with Supervisor or Brand Ambassador's approval. Reimbursements will be distributed within two pay periods following submission.

Discount Policy

All Ziba Beauty employees receive discounts as follows:

- ☐ Generally 30% discount on retail items that are non-sales items with a limit of \$200 per month. (Variation does apply)
- ☐ Generally 30% discount on Ziba Beauty professional services with a limit of \$200 per month (Variation does apply)

All professional services must be scheduled. Ziba Beauty professional services must be paid for in cash or by way of credit card to the Supervisor or Brand Ambassador upon signing up for services.

State Disability Insurance

This insurance is provided for employees who suffer a non-job related or off-the-job illness or injury, and is paid for through payroll deductions by state law. Employees who are covered by California State Disability Insurance plans may receive benefits after the (7th) day of disability.

Unemployment Insurance Benefits

All States have adopted laws providing for payment of unemployment benefits to qualified individuals. Ziba Beauty pays the entire cost of this program.

Employees are qualified for weekly Unemployment Insurance benefits if they meet certain qualifications established by the State. The weekly benefit amount is based upon the amount of wages earned in the highest quarter of the previous one year period (base year period).

Social Security

All employees of Ziba Beauty are automatically covered by Social Security and Medicare. Ziba Beauty pays one-half of the current tax charged by the federal government to provide a monthly income to retired employees. Each employee pays the other half of the current tax through automatic payroll deductions. The amount of the tax is regulated by federal law.

4-2. Holidays

The following are un-paid holidays:



Thanksgiving Day
Christmas Day
Easter Sunday

4-3. Lactation Breaks

Ziba Beauty will provide a reasonable amount of break time for an employee who wishes to express breast milk for her infant child. If possible, the break time must run concurrently with rest and meal periods already provided to the employee. If break time cannot run concurrently with rest and meal periods, it will be unpaid.

Ziba Beauty will make reasonable efforts to provide the use of a room or location other than a bathroom stall for the employee to express milk in private. This location may be the employee's private office, if applicable.

Ziba Beauty may not be able to provide additional break time if doing so would seriously disrupt operations. Please consult Human Resources if you have questions regarding this policy.

4-4. Paid Time Off (PTO) (ONLY For Brand Ambassadors and HQ staff)

We know how hard you work and recognize the importance of providing you with time for rest and relaxation. We fully encourage you to get this rest by taking your paid time off (PTO).

Time off under this policy includes extended time off, such as for a PTO, leave of absence and incidental time due to sickness of the employee and their loved or to handle personal affairs. Sick leave under this policy is pursuant to the Healthy Workplaces, Healthy Families Act.

Eligibility

Upon being hired, Brand Ambassadors, Corporate Headquarters and Executive level full-time employees **accrue** paid time off as follows:

Years of Service	Projected Annual PTO	Per Pay Period Accrual
Years 0- 3	Up to 6 days (48 hours) per year	3.20 hours per pay period
Years 4+	Up to 10 days (80 hours) per year	3.33 hours per pay period

Where time is foreseeable you must submit a request to your manager at least two (2) weeks in advance of your requested time off. Similar notice should be provided for planned time off of shorter duration.

Every effort will be made to grant your request, consistent with our operating schedule. However, if too many people request the same period of time off, the company reserves the right to choose who may take time off during that period. Individuals with the longest length of service generally will be given preference. The employee's supervisor must approve all PTO usage in advance, except in the case of emergencies due to illness or injury.

All PTO leave pay is only granted for time already accrued and is not advanced.

Usage

Paid time off may be used for any reason including vacation, personal time and paid sick leave for the following reasons:

- 1) For diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member meaning a child (including biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child); grandparent; grandchild; or a sibling.
- 2) For an employee who is a victim of domestic violence, sexual assault, or stalking:
 - a) To obtain or attempt to obtain a temporary restraining order, restraining order, or other injunctive relief;
 - b) To help ensure the health, safety, or welfare of the victim or the victim's child;
 - c) To seek medical attention for injuries caused by domestic violence, sexual assault, or stalking;
 - d) To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault, or stalking;
 - e) To obtain psychological counseling related to an experience of domestic violence, sexual assault, or stalking; or
 - f) To participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking, including temporary or permanent relocation.

PTO benefits may be **utilized in 2-hour increments**.

If PTO request is for unplanned absences for illness or injury of employees or their family member(s), employees should provide as much advance notice as is reasonable under the circumstances prior to being out for these various reasons; at least one hour before the employee is scheduled to start working is recommended. If the need for paid sick leave is foreseeable, the employee must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee must provide notice of the need for the leave as soon as practicable.

Carryover & Payout

Eligible employees accrue PTO up to a cap of 2 times their maximum yearly accrual. At that point, accrual stops until banked PTO is used. For example, if maximum PTO accrual for a year is ten (10) days, an eligible employee will stop accruing PTO once the employee has twenty (20) banked days. **Accrued, unused PTO is paid out upon separation.**

Enforcement & Retaliation

Retaliation or discrimination against an employee who requests paid sick days or uses paid sick days, or both, under this policy is prohibited, and employees may file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the employee.

Employees will be notified of their available paid sick leave on each itemized wage statement. If employees have any questions regarding this policy, they should contact Human Resources.

4-5. Paid Sick Leave

Eligibility

Employee currently not eligible for benefits under the company Paid Time Off benefits policy are eligible for sick pay benefits leave pursuant to the Healthy Workplaces, Healthy Families Act, the Company provides paid sick leave to employees who, on or after July 1, 2015, work in California for thirty (30) or more days within a year. For employees who work in California who are eligible for sick time under the general Paid Sick Time policy (if any), this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general Paid Sick Time policy (if any).

California Sick Leave Grant

At the beginning of each calendar year, employees are granted three (3) days (or twenty four (24) hours) of paid sick leave. No further paid sick leave will be granted until the next year. For purposes of this policy, for employees hired on or before July 1, 2015, the year is the consecutive 12-month period beginning July 1st and ending on June 30th. For employees hired after July 1, 2015, the year is the consecutive 12-month period beginning on the employee's date of hire.

City of Los Angeles Sick Leave

Employers with 25 or fewer Employees begin providing sick leave benefits on July 1, 2017. The paid sick leave will be provided to all Employees who work at least two hours in a particular week in the City of Los Angeles for the same Employer for 30 days or more within a year.

Usage

Employees can use granted paid sick leave beginning on the 90th day of employment. Paid sick leave may be used in minimum increments of two (2) hours. Paid sick leave may be used for the following reasons:

- 1) For diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member meaning a child (including biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child); grandparent; grandchild; or a sibling.
- 2) For an employee who is a victim of domestic violence, sexual assault, or stalking:
 - a) To obtain or attempt to obtain a temporary restraining order, restraining order, or other injunctive relief;
 - b) To help ensure the health, safety, or welfare of the victim or the victim's child;
 - c) To seek medical attention for injuries caused by domestic violence, sexual assault, or stalking;
 - d) To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault, or stalking;
 - e) To obtain psychological counseling related to an experience of domestic violence, sexual assault, or stalking; or
 - f) To participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking, including temporary or permanent relocation.

**Notice & Documentation**

Notice may be given orally or in writing. If the need for paid sick leave is foreseeable, the employee must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee must provide notice of the need for the leave as soon as practicable.

Payment

Eligible employees will receive payment for paid sick leave, at their normal base rate of pay, by next regular payroll period after the leave was taken. Use of paid sick leave is not considered hours worked for purposes of calculating overtime.

Carryover & Payout

Paid sick leave does not carry over from year to year, and unused paid sick leave under this policy will not be paid out at separation.

Enforcement & Retaliation

Retaliation or discrimination against an employee, who requests paid sick days or uses paid sick days, or both, is prohibited, and employees may file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the employee.

Employees will be notified of their available paid sick leave on each itemized wage statement.

If employees have any questions regarding this policy, they should contact Human Resources.

4-6. Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your Supervisor. Failure to follow Ziba Beauty procedures may affect your ability to receive Workers' Compensation benefits.

Any leave of absence due to a workplace injury runs concurrently with all other Ziba Beauty leaves of absence. Reinstatement from leave is guaranteed only if required by law. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

4-7. Statutory Short-Term Disability

The State of California provides Statutory Short-Term Disability Insurance, and is deducted from your paycheck each pay period. This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

Section 5

Leaves of Absence

5-1. Personal Leave

Personal Leave may be granted to employees who have completed at least six months of continuous employment. The maximum length of a Personal Leave is 60 days. Requests for Personal Leaves will be considered on a case-by-case basis and are approved or disapproved at the discretion of your regional Supervisor or Brand Ambassador. Personal leaves are unpaid.

Upon completion of your personal leave of absence, Ziba Beauty will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by Ziba Beauty, will be considered a job abandonment of your employment.

Personal leave runs concurrently with any Ziba Beauty-provided Short-Term Disability Leave of Absence.

5-2. Family and Medical Leave

Employees may be entitled to a leave of absence under the Family and Medical Leave Act ("FMLA") and/or the California Family Rights Act ("CFRA"). This policy provides employees with information concerning FMLA/CFRA entitlements and obligations employees may have during such leaves. Whenever permitted by law, the Company will run FMLA leave concurrently with CFRA and any other leave provided under state or local law. If employees have any questions concerning FMLA/CFRA leave, they should contact Human Resources.

I. Eligibility

FMLA/CFRA leave is available to "FMLA/CFRA eligible employees". Employees must meet the following eligibility requirements to be deemed an "eligible employee" for FMLA and/or CFRA purposes:

FMLA

An employee must: (1) have been employed by a covered Company* for at least 12 months (which need not be consecutive); (2) have worked for a covered Company at least 1250 hours during the 12-month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees of a covered Company are located within 75 miles of the worksite.

CFRA

An employee must: 1) have worked for the Company* for at least 12 months (which need not be consecutive), (2) have worked for at least 1,250 hours in the last 12 months for a



covered Company and (3) be employed at a worksite that has 50 or more employees within 75 miles from the location of your Company worksite.

***Note: A covered Company is one which has employed 50 or more employees for at least 20 workweeks in the current or preceding calendar year.**

II. Entitlements

As described below, the FMLA and CFRA provide eligible employees with a right to leave, applicable health insurance benefits and, with some limited exceptions, job restoration. The FMLA and CFRA also entitle employees to certain written notices concerning their potential eligibility for and designation of leave.

A. Basic FMLA/CFRA Leave Entitlement

The FMLA/CFRA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is based on a "rolling" 12-month period measured backwards from when an employee first uses FMLA/CFRA leave. In some instances, leave may be counted under the FMLA but not CFRA, or CFRA but not the FMLA. It is the Company's policy to provide the greater leave benefit provided under the FMLA or CFRA and to run leave concurrently under the FMLA and CFRA whenever possible.

Leave may be taken for any one, or for a combination, of the following reasons:

- ☐ Disability due to pregnancy, childbirth or related medical condition (counts only toward FMLA leave and California Pregnancy Disability Leave ("PDL") leave entitlements);
- ☐ Bonding and/or caring for a newborn child (counts toward FMLA and CFRA leave entitlements);
- ☐ For placement with the employee of a child for adoption or foster care and to care for the newly placed child; (counts toward FMLA and CFRA leave entitlements);
- ☐ To care for the employee's spouse, registered domestic partner, child or parent (but not in-law) with a **serious health condition**; (counts toward FMLA and CFRA leave entitlements (time to care for an employee's registered domestic partner does not count towards FMLA leave, only CFRA leave));
- ☐ For the employee's own **serious health condition** that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or (counts toward FMLA and CFRA leave entitlements);
- ☐ Because of any **qualifying exigency** arising out of the fact that an employee's spouse, son, daughter or parent is a covered military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces in support of contingency operations or Regular Armed Forces for deployment to a foreign country. (Counts towards FMLA leave entitlement only). This leave also is available for family members of active duty service members.

A **serious health condition** is an illness, injury, impairment or physical or mental condition that involves either an overnight stay in a medical care facility, hospice or residential health care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit

and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA/CFRA leave entitlement described above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a 12-month period to care for the servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A "**covered servicemember**" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." **Covered servicemembers** also include a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five years preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

C. Intermittent Leave and Reduced Leave Schedules

FMLA/CFRA leave usually will be taken for a period of consecutive days, weeks or months. However, employees are also entitled to take FMLA/CFRA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Leave due to qualifying exigencies may also be taken on an intermittent or reduced schedule basis.

Employees are also eligible for intermittent leave for bonding with a child following birth or placement. Intermittent leave for bonding purposes generally must be taken in two-week increments, but the Company permits two occasions where the leave may be for less than two weeks.

D. No Work While on Leave

The taking of another job while on FMLA/CFRA leave or any other authorized leave of absence is grounds for immediate termination, to the extent permitted by applicable law.

E. Protection of Group Health Insurance Benefits

During FMLA and/or CFRA leave, eligible employees are entitled to receive health plan coverage (if applicable) on the same terms and conditions as if they had continued to work.

F. Restoration of Employment and Benefits



At the end of FMLA/CFRA leave, subject to some exceptions including situations where job restoration of "key employees" will cause the Company substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions they held before the FMLA/CFRA leave. The Company will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA/CFRA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA/CFRA leave.

G. Notice of Eligibility for, and Designation of, FMLA/CFRA Leave

Employees requesting FMLA/CFRA leave are entitled to receive written notice from the Company telling them whether they are eligible for FMLA and/or CFRA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA/CFRA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) the Company's designation of leave as FMLA/CFRA-qualifying or non-qualifying, and if not FMLA/CFRA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

The Company may retroactively designate leave as FMLA/CFRA leave for a period of up to 10 days with appropriate written notice to employees, provided the Company's failure to designate leave as FMLA/CFRA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where a leave qualifies only for FMLA protection, the Company and employee can mutually agree that leave be retroactively designated as FMLA leave.

III. Employee FMLA/CFRA Leave Obligations

A. Provide Notice of the Need for Leave

Employees who wish to take FMLA/CFRA leave must timely notify the Company of their need for FMLA/CFRA leave. The following describes the **content** and **timing** of such employee notices.

1. Content of Employee Notice

To trigger FMLA/CFRA leave protections, employees must inform Human Resources of the need for FMLA/CFRA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA/CFRA leave specifically, or explaining the reasons for leave so as to allow the Company to determine that the leave is FMLA/CFRA-qualifying. For example, employees might explain that:

- ☐ a medical condition renders them unable to perform the functions of their job;
- ☐ they are pregnant or have been hospitalized overnight;
- ☐ they or a covered family member are under the continuing care of a health care provider;
- ☐ the leave is due to a qualifying exigency caused by a covered military member being on active duty or called to active duty status; or
- ☐ the leave is for a family member whose condition renders the family member unable to perform daily activities, or the family member is a covered service member with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA/CFRA leave under this policy. Employees must respond to the Company's lawful questions to determine if absences are potentially FMLA/CFRA-qualifying.



If employees fail to explain the reasons for FMLA/CFRA leave, the leave may be denied. When employees seek leave due to FMLA/CFRA-qualifying reasons for which the Company has previously provided FMLA/CFRA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA/CFRA leave.

2. Timing of Employee Notice

Employees must provide 30 days advance notice of the need to take FMLA/CFRA leave when the need is foreseeable. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA/CFRA notice obligations, may have FMLA/CFRA leave delayed or denied, to the extent permitted by applicable law.

Employees must also follow the Company's usual and customary notice and procedural requirements when requesting FMLA/CFRA leave, absent unusual circumstances, to the extent permitted by applicable law. If employees fail to comply with these requirements, and no unusual circumstances justify the failure to comply, FMLA/CFRA leave may be delayed or denied provided that employees have not otherwise provided timely notice as required by the FMLA/CFRA, to the extent permitted by applicable law.

B. Cooperating in the Scheduling of Leave of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations. Employees must consult with the Company prior to the scheduling of treatment in order to work out a treatment schedule that best suits the needs of both the Company and the employees, subject to the approval of the applicable health care provider. If employees providing notice of the need to take leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Company may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including a period of recovery from a serious health condition, or to care for a covered servicemember, the Company may temporarily transfer employees to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise the Company of the reason why such leave is medically necessary. In such instances, the Company and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the Company's operations, subject to the approval of the employee's health care provider.

C. Submit Initial Medical Certifications Supporting Need for Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA/CFRA leave sought, employees may be required to submit medical certifications supporting their need for FMLA/CFRA-qualifying leave. As described below, there generally are three types of FMLA/CFRA medical certifications: an **initial certification**, a **recertification** and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide the Company with timely, complete and sufficient medical certifications. Whenever the Company requests employees to provide FMLA/CFRA medical certifications, employees must provide the requested certifications within 15 calendar days after the Company's request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. The Company shall inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. The Company will deny FMLA/CFRA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications, to the extent permitted by applicable law.

With the employee's permission, the Company (through individuals other than an employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide the Company with authorization allowing it to clarify or authenticate certifications with health care providers, the Company may deny FMLA/CFRA leave if certifications are unclear, to the extent permitted by applicable law.

Whenever the Company deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

1. Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If the Company has reason to doubt initial medical certifications regarding an employee's own serious health condition, it may require employees to obtain a second opinion at the Company's expense. If the opinions of the initial and second health care providers differ, the Company may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Company and the employee.

2. Medical Re-certifications

Depending on the circumstances and duration of FMLA/CFRA leave, the Company may require employees to provide recertification of medical conditions giving rise to the need for leave. The Company will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification. In cases of leave that qualify under CFRA, recertification will generally only be requested when the original certification has expired.

3. Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA/CFRA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide the Company medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

D. Submit Certifications Supporting Need for Military Family Leave



Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of a covered military member, the Company may require employees to provide: 1) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member's active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different active duty or call to active duty status of the same or a different covered military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, the Company may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, the Company may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

E. Reporting Changes to Anticipated Return Date & Periodically Concerning Intent to Return to Work

Employees must contact Human Resources periodically in accordance with the instructions noted on the Eligibility Notice regarding their status and intention to return to work at the end of the FMLA / CFRA leave period. If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide the Company with reasonable notice (i.e., within two business days) of the employee's changed circumstances and new return to work date. If employees give the Company unequivocal notice of their intent not to return to work, they will be considered to have voluntarily resigned and the Company's obligation to maintain applicable health benefits (subject to COBRA requirements) and to restore their positions will cease.

F. Substitute Paid Leave for Unpaid FMLA and CFRA Leave

If employees request FMLA/PDL leave because of disability due to pregnancy, childbirth or related medical conditions, they must first substitute any accrued paid sick time for unpaid family/medical leave. Employees may submit a written request to substitute any other accrued, unused paid time off benefits for unpaid FMLA/PDL leave once the employees' sick time is exhausted.

If employees request FMLA/CFRA leave because of their own serious health conditions (excluding absences for which employees are receiving workers' compensation or short-term disability benefits), they must first substitute any accrued paid time off, including sick time, for unpaid family/medical leave.

If employees request FMLA/CFRA leave to care for a covered family member with a serious health condition or bond with a newborn child, they must first substitute any accrued paid time off, other than sick time, for unpaid family/medical leave. Once accrued paid time off, other than sick time, is exhausted, upon written request an employee can substitute paid sick time for unpaid FMLA/CFRA leave for such purposes except an employee cannot use sick time to bond with a child where the employee's child is not ill or sick since sick time is contingent on the illness of the employee, child, parent, spouse or registered domestic partner.



The substitution of paid time off for unpaid family/medical leave time does not extend the length of FMLA leaves and the paid time off runs concurrently with the FMLA/CFRA entitlement.

A leave of absence in connection with a workers' compensation injury/illness or for which an employee receives short-term disability or State of California Paid Family Leave benefits shall run concurrently with FMLA/CFRA leave. Upon written request, the Company will allow employees to use accrued paid time off to supplement any paid workers' compensation, short-term disability or Paid Family Leave benefits.

G. Pay Employee's Share of Health Insurance Premiums

As noted above, during FMLA/CFRA leave, employees are entitled to continued group health plan coverage (if applicable) under the same conditions as if they had continued to work. If paid leave is substituted for unpaid family/medical leave, the Company will deduct employees' shares of the health plan premium as a regular payroll deduction.

If FMLA/CFRA leave is unpaid, employees must pay their portion of the premium through regular payments during the period of leave or making arrangements to pay these upon return from leave of absence. See Human Resources for details on how to pay for medical premiums.

The Company's obligation to maintain health care coverage ceases if an employee's premium payment is more than 30 days late. If an employee's payment is more than 15 days late, the Company will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control) they will be required to reimburse the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA/CFRA leave.

IV. Coordination of FMLA/CFRA Leave with Other Leave Policies

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement that provides greater family or medical leave rights. However, whenever permissible by law, the Company will run FMLA leave concurrently with any other leave provided under state or local law. For additional information concerning leave entitlements and obligations that might arise when FMLA/CFRA leave is either not available or exhausted, please consult the Company's other leave policies in your Company handbook as applicable or contact Human Resources.

V. Questions and/or Complaints about FMLA/CFRA Leave

If you have questions regarding this policy, please contact Human Resources. The Company is committed to complying with the FMLA and CFRA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA and CFRA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact Human Resources immediately. The Company will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

5-3. Pregnancy Disability Leave



If employees are disabled by pregnancy, childbirth or related medical conditions, they are eligible to take a pregnancy disability leave (PDL). If affected by pregnancy or a related medical condition, employees also are eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. Employees disabled by qualifying conditions may also be entitled to other reasonable accommodations where doing so is medically necessary. In addition, if it is medically advisable for employees to take intermittent leave or work a reduced schedule, the Company may require them to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

The PDL is for any period(s) of actual disability caused by pregnancy, childbirth or related medical condition up to four (4) months per pregnancy. For purposes of this policy, "four months" means time off for the number of days the employee would normally work within the four calendar months (one-third of a year, or 17 1/3 weeks), following the commencement date of taking a pregnancy disability leave. For a full time employee who works 40 hours per week, "four months" means 693 hours of leave entitlement, based on 40 hours per week times 17 1/3 weeks. Employees working a part-time schedule will have their PDL calculated on a pro-rata basis.

The PDL does not need to be taken in one continuous period of time, but can be taken on an intermittent basis pursuant to the law.

Time off needed for prenatal or postnatal care, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, doctor-ordered bed rest, postpartum depression, loss or end of pregnancy, and recovery from childbirth or loss or end of pregnancy are all covered by PDL.

To receive reasonable accommodation, obtain a transfer or take a PDL, employees must provide sufficient notice so the Company can make appropriate plans. Thirty days' advance notice is required if the need for the reasonable accommodation, transfer or PDL is foreseeable, otherwise as soon as practicable if the need is an emergency or unforeseeable.

Employees are required to obtain a certification from their health care provider of the need for pregnancy disability leave or the medical advisability of an accommodation or for a transfer. The certification is sufficient if it contains: (1) a description of the requested reasonable accommodation or transfer; (2) a statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and (3) the date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

A medical certification indicating disability necessitating a leave is sufficient if it contains: (1) a statement that the employee needs to take pregnancy disability leave because she is disabled by pregnancy, childbirth or a related medical condition; (2) the date on which the employee became disabled because of pregnancy; and (3) the estimated duration of the leave.

Upon request, Human Resources shall provide a medical certification form that the employee can take to her doctor.

As a condition of returning from pregnancy disability leave or transfer, the Company requires the employee to obtain a release from a health care provider stating that she is able to resume the original job duties **with or without reasonable accommodation**.



Note: Requiring a release to return to work is permitted only if the employer has a uniformly applied practice or policy of requiring such releases from other similarly situated employees returning to work after a non-pregnancy related disability leave or transfer.

PDL is unpaid. At the employee's option, she can use any accrued vacation time or other accrued paid time off as part of the PDL before taking the remainder of leave on an unpaid basis. We require, however, that the employee use any available sick time during the PDL. The substitution of any paid leave will not extend the duration of the PDL. Employees who participate in the Company's group health insurance plan will continue to participate in the plan while on PDL under the same terms and conditions as if they were working. Benefit continuation under PDL is distinct from benefit continuation for employees who also take birth bonding leave under the California Family Rights Act. Employees should make arrangements with Human Resources for payment of their share of the insurance premiums.

We encourage employees to contact the California Employment Development Department regarding eligibility for state disability insurance for the unpaid portion of the leave.

If employees do not return to work on the originally scheduled return date, nor request in advance an extension of the agreed upon leave with appropriate medical documentation, they may be deemed to have voluntarily terminated their employment with the Company. Failure to notify the Company of their ability to return to work when it occurs, or continued absence from work because the leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of employment with the Company, unless employees are entitled to Family and Medical Leave, or entitled to further leave pursuant to applicable law.

Upon return from a covered PDL, the employee, in most instances, will be reinstated to the same position.

Taking a PDL may affect some benefits and the employee's seniority date. If the employee wants more information regarding eligibility for PDL and the impact of the leave on seniority and benefits, the employee should contact Human Resources.

Any request for leave after the disability has ended will be treated as a request for family care leave under the California Family Rights Act (CFRA) and the federal Family and Medical Leave Act (FMLA), if the employee is eligible for that type of leave. PDL runs concurrently with FMLA (but not CFRA). Employees should refer to the FMLA policy. Employees who are not eligible for leave under the CFRA or FMLA will have a request for additional leave treated as a request for disability accommodation.

5-4. Military Leave

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for Military Leave.



If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

5-5. Time Off for Military Spouses

If an employee works, on average, at least 20 hours per week and his or her spouse is a qualified member of the United States Armed Forces, the National Guard or the Reserves, the employee is eligible to take leave for a period of up to 10 days while his or her spouse is home during a qualified leave period. When an employee is also eligible for military family member exigency leave, leave under this policy shall also count toward the employee's leave entitlement under the Family and Medical Leave Act (FMLA), where the time off meets the definition of FMLA military exigency leave.

Required Notice to Employer

Within two business days of receiving official notice that the employee's spouse will be on leave, he/she must provide notice to the Company of his/her intent to take military spouse leave.

Required Documentation

The employee must submit written documentation to the Company certifying that during his/her requested time off, the employee's spouse will be on leave from deployment during a period of military conflict.

Leave is Unpaid

Leave granted under this policy is unpaid.

Definitions

For the purposes of this policy, the following definitions apply:

"Qualified Member" means any of the following:

- (a) A member of the United States Armed Forces who is deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States; or
- (b) A member of the National Guard who is deployed during a period of military conflict; or
- (c) A member of the Reserves who is deployed during a period of military conflict.

"Period of Military Conflict" means any of the following:

- (a) A period of war declared by the U.S. Congress; or
- (b) A period of deployment for which members of the Reserves are ordered to active duty.

"Qualified Leave Period" means the period during which the qualified member is on leave from deployment during a period of military conflict.

5-6. Paid Family Leave Benefits

Eligibility

An employee who is off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent -in-law, or registered domestic partner, with a serious health condition, or to bond with a



new child, may be eligible to receive benefits through the California "Paid Family Leave" (PFL) program, which is administered by the Employment Development Department (EDD).

These benefits are financed solely through employee contributions to the PFL program. That program is solely responsible for determining if an employee is eligible for such benefits. Generally there is a waiting period during which no PFL benefits are available. The EDD can provide additional information about any applicable waiting period.

If an employee needs to take time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law, or registered domestic partner with a serious health condition or to bond with a new child, he or she must advise the Human Resources Department and the employee will be given information about the EDD's PFL program and how to apply for benefits. Employees also may contact their local Employment Development Department Office for further information. The employee should maintain regular contact with the Human Resources Department during the time off work so we may monitor the employee's return-to-work status. In addition, the employee should contact the Human Resources Department when he or she is ready to return to work so we may determine what positions, if any, are open.

When an employee applies for PFL benefits, the Human Resources Department will determine if the employee has any accrued but unused vacation and personal days available. If the employee has accrued but unused time available, then the employee will be required to use up to two (2) weeks of such time before becoming eligible for PFL benefits.

Job Reinstatement Not Guaranteed

Employees taking time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law, or domestic partner with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws.

Any time off for Paid Family Leave purposes will run concurrently with other leaves of absence, such as Family and Medical Leave, if applicable. Please see the "Family and Medical Leave" policy in this Handbook for eligibility requirements, if applicable.

5-7. Bone Marrow Donation Leave

An employee who has been employed for at least 90 days may request a leave of absence for up to five business days in any one-year period to undergo a medical procedure to donate bone marrow. Employees must provide a certification from their physician regarding the purpose and length of each leave requested. An employee must use any accrued vacation time, sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of this leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid, but the paid time off shall not exceed five days. Bone marrow donation leave will not be designated as FMLA or CFRA leave time. Employees will receive health benefits for the duration of their Bone Marrow Donation Leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

5-8. Organ Donation Leave

An employee who has been employed for at least 90 days may request a leave of absence for up to 30 business days in any one-year period to undergo a medical procedure to donate an organ. Employees must provide a certification from their physician regarding the purpose and length of each leave requested. An employee must use up to two weeks of accrued vacation,



sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of the leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid however the paid time off shall not exceed 30 days. Organ donation leave will not be designated as FMLA or CFRA leave time. Employees will receive health benefits for the duration of their organ donation leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

5-9. Rehabilitation Leave

Ziba Beauty is committed to providing assistance to our employees to overcome substance abuse problems. Ziba Beauty will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include time off without pay or an adjusted work schedule, provided the accommodation does not impose an undue hardship on the company. You may also use accumulated sick days, if applicable, for this purpose.

You should notify Human Resources if you need such accommodation. Ziba Beauty will take reasonable steps to safeguard your privacy with respect to the fact that you are enrolled in an alcohol or drug rehabilitation program.

5-10. Bereavement Leave

We know the death of a family member is a time when you wish to be with the rest of your family. If you are a full-time employee and you lose a close relative, you will be allowed paid time off of up to three (3) days to assist in attending to your obligations and commitments. For the purposes of this policy, a close relative includes a spouse, domestic partner, child, parent, sibling or any other relation required by applicable law. Paid leave days only may be taken on regularly scheduled, consecutive workdays following the day of death. You must inform your Supervisor prior to commencing bereavement leave. In administering this policy, Ziba Beauty may require verification of death.

5-11. Jury Duty Leave

Ziba Beauty realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. You are expected, however, to provide Ziba Beauty with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which they perform any work for Ziba Beauty.

5-12. Witness Leave

The Company encourages employees to appear in court for witness duty when subpoenaed to do so.

An employee subpoenaed or otherwise requested to testify as a witness by the Company will receive his/her regular base pay for the entire period of witness duty.

Employees will also be granted time off to appear in court as a witness when requested by a party other than the Company. For non-exempt employees, such time off is not compensated.



In accordance with state and federal law, salaried exempt employees will receive their regular salary if they have worked any part of the applicable workweek.

A subpoena or other request to appear as a witness should be shown to the employee's Supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. Employees are expected to report for work whenever the court schedule permits.

5-13. Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take off sufficient working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. An employee will be allowed a maximum of two (2) hours of voting leave on Election Day without loss of pay. Where possible, the supervisor should be notified of the need for leave at least three (3) working days prior to the Election Day.

5-14. Literacy Assistance

We are committed to providing assistance to employees who require time off to participate in an adult education program for literacy assistance. If you need time off to attend such a program, you should inform your direct supervisor or the Human Resources Department. Ziba Beauty will attempt to make reasonable accommodations for you by providing unpaid time off or an adjusted work schedule, provided the accommodation does not impose an undue hardship on Ziba Beauty. Ziba Beauty will attempt to safeguard the privacy of your enrollment in an adult education program.

5-15. Time Off For School Related Activities

Parents, guardians, or grandparents with school children from kindergarten through Grade 12, or who attend licensed child day care facilities, are provided unpaid time off (up to a maximum of eight (8) hours in one (1) calendar month and forty (40) hours in one (1) calendar year) to participate in school or day care activities if they work at a location with twenty-five (25) or more employees. We may require proof of an employee's participation in these activities. You must provide reasonable advance notice to your supervisor before taking any time off under this policy. Parents, guardians, or grandparents with custody of schoolchildren who have been suspended also are allowed to take unpaid time off to appear at the school pursuant to the school's request.

5-16. Time Off For Victims of Domestic Violence or Sexual Assault

Victims of domestic violence or sexual assault may take time off work to obtain help from a court, seek medical attention, obtain services from an appropriate shelter, program, or crisis center, obtain psychological counseling, or participate in safety planning, such as permanent or temporary relocation. We may require proof of an employee's participation in these activities. Whenever possible, you must provide your supervisor reasonable notice before taking any time off under this policy. You may use any accrued vacation, sick, or other time off for the leave under this policy. Leave under this policy does not extend the time allowable under the "Family and Medical Leave" Policy in this Handbook.

5-17. Time Off for Volunteer Firefighters

An employee who is a volunteer firefighter is permitted unpaid time off, not to exceed fourteen (14) days per calendar year, for the purpose of engaging in fire or law enforcement training. If you request time off under the policy you must notify your direct supervisor immediately after the need for the leave becomes known.

Section 6 In Conclusion

6-1. A Few Closing Words

This handbook is intended to give you a broad summary of things you should know about Ziba Beauty. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, Ziba Beauty, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Please do not hesitate to speak to management if you have any questions about Ziba Beauty or its personnel policies and practices.

General Handbook Acknowledgment Including At-Will Language

This Employee Handbook is an important document intended to help you become acquainted with Ziba Beauty. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because Ziba Beauty's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook including At-Will Language.

I have received and read a copy of Ziba Beauty's Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Ziba Beauty at any time.

I further understand that my employment is terminable at will, either by myself or Ziba Beauty, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of employment will alter "at will" status except in an individual case or generally in writing signed by the CEO of Ziba Beauty.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of Ziba Beauty's Employee Handbook.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

Receipt of Sexual Harassment Policy

It is Ziba Beauty's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within Ziba Beauty. It is to ensure that at Ziba Beauty all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the General Counsel. If the person toward whom the complaint is directed is one of the individuals indicated above, you should contact any higher-level manager in your reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, Ziba Beauty will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

I have read and I understand Ziba Beauty's Sexual Harassment Policy.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

Receipt of Non-Harassment Policy

It is Ziba Beauty's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the General Counsel. If the person toward whom the complaint is directed is one of the individuals indicated above, you should contact any higher-level manager in your reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, Ziba Beauty will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

I have read and I understand Ziba Beauty's Non-Harassment Policy.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

