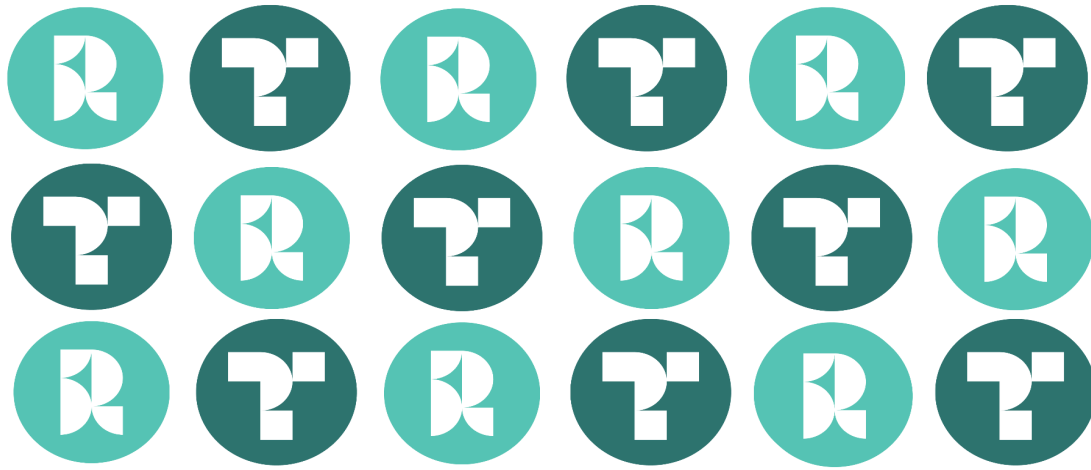


Real Pilates® Employee Handbook



Section 1: Welcome & Brand Foundation

A Letter from Alycea

Hi Team,

When I opened Real Pilates®, I carried forward the lineage that Joseph Pilates began, the legacy that Romana Kryzanowska protected, and the mission I've devoted my life to. But here's the truth, this company isn't just about Pilates. It's about people, and that means you.

Working here is not a pit stop. It's not just clocking in and out. It's a chance to grow, to learn, and to contribute to something larger than yourself. At Real Pilates®, you are part of a personal development company. We don't just train clients, we develop careers, we build each other up, and we connect through shared values.

Every teacher, every client, every team member is part of the same circle. We hold space for one another, we honor the traditions of classical Pilates, and we keep our commitment to being Real, direct, authentic, and always striving for excellence.

I want you to know that you matter here. Your work matters. Your presence matters. Together, we're not just maintaining a studio, we're sustaining a legacy.

I'm so glad you're here. — *Alycea*

What It Means to Work at Real Pilates®

- You're part of a legacy brand, directly descended from Joseph Pilates.
- You're part of a team, not an island.
- You're part of a career path, with opportunities to grow inside the company.
- You're part of a personal development journey, where your work is a chance to evolve.

The I.C.& E Values

- Integrity, do the right thing even when no one is watching.
 - Care, show up with empathy for clients, colleagues, and yourself.
 - Expertise, commit to excellence in your craft and service.
-

Section 2: Employment Basics

2.1 Employment Relationship

All employment with Real Pilates® is at-will, meaning either the employee or the company may end the relationship at any time, with or without cause or notice, as permitted by law. Real Pilates® is an equal opportunity employer. Discrimination or harassment of any kind is prohibited.

2.2 Hiring & Classification

- All employees are W-2. We do not engage independent contractors for regular employment roles.
- Full-time is 35 hours/week. All other employees are part-time.
- Full-time employees are eligible for standard New York State employment benefits. Real Pilates® does not provide company-sponsored health insurance. Dental and vision add-ons are available at employee cost.
- Introductory period, 90 days. A time for training, support, and mutual evaluation.

2.3 Work Hours & Scheduling

- Studio schedules are set by Studio Managers. Employees are expected to work assigned shifts and follow procedures for swaps, time-off requests, and call-outs.
- Attendance and punctuality are essential to client service and team operations.

2.4 Timekeeping & Payroll

- Biweekly payroll, direct deposit only.
- Employees are responsible for checking the accuracy of their payroll and alerting management if something is amiss.

- Review pay stubs and report discrepancies promptly.

2.5 Pay & Compensation

- Roles may be hourly, salaried, or per-class, all processed through biweekly payroll.
- Overtime is paid per applicable law (typically time-and-a-half for hours over 40 in a workweek for eligible non-exempt employees).
- Breaks & meals provided per New York State regulations for eligible employees.

2.6 Time Off & Leave (See Time Off Guidelines)

Vacation / Personal Time

- Hourly employees, unpaid time off with manager approval (request as far in advance as possible, two weeks preferred).
- Salaried employees, paid vacation per offer letter/agreements.

Sick Leave (NYS)

- Employees earn 1 hour of paid sick leave for every 30 hours worked, up to the annual maximum set by law.
- Sick time may be used for personal illness, medical appointments, or caring for a family member.
- Report sick time to a manager as soon as possible, ideally 2 hours before a shift.

Holidays

- Studios are closed on Thanksgiving, Memorial Day, Labor Day, Christmas Day, and New Year's Day. Additional closures may be announced at management's discretion.
- Hourly employees are not paid for closed holidays. Salaried employees continue to receive regular pay.

Family & Medical Leave

- Requests are administered consistent with applicable federal/state law (including FMLA and NY Paid Family Leave). Documentation may be required.

Other Absences

- Jury duty, bereavement, or civic obligations will be addressed per law and

reviewed by management. Provide documentation when requested.

2.7 Benefits & Perks (Overview)

- Free group classes (space permitting).
- Discounted privates and semi-privates.
- Apparel perks, multiple complimentary onboarding pieces, then 25% retail discount.
- Dental/vision add-ons available at employee expense.

2.8 Pay & Records Conduct

- We treat compensation as a private matter between the employee and the company. Please respect the privacy of your colleagues.
 - Report pay errors promptly.
 - Late notices of pay discrepancies could result in delayed pay.
-

Section 3: Workplace Conduct & Expectations

3.1 Professional Behavior

We are leaders in our industry. Professionalism is who we are. We practice respect, courtesy, and service in every interaction. We uphold an assumed positive intent mindset and do not tolerate toxic behavior. Gossip, negativity, or divisiveness erodes the team and has no place here.

3.2 Attendance & Punctuality

Our studios run on precision — including time. Employees are expected to arrive on time, prepared, and ready to work for every scheduled shift, class, or session. Frequent lateness or unexcused absences will lead to corrective action.

Call-Out Policy

If you need to call out sick, follow these steps in this exact order:

- 1) TEXT the General Manager. Do not email. Do not message the front desk first. The front desk and managers will ask if you've contacted the GM. If not, they will direct you back to Step 1.
- 2) Notify your Studio Manager.
- 3) Notify the Front Desk.

This process is clearly posted in break rooms and online. Failure to follow it can result in missed messages, delayed communication, and operational issues.

Vacation / Time-Off Requests

If requesting time off in advance (vacation, personal days), use the Request Off QR code provided in the break area.

Key Reminder, the first step for any call-out is always to text the General Manager.

3.3 Appearance & Dress Code

At Real Pilates®, presentation matters. The way we look is part of the client experience and reflects the professionalism, care, and expertise we bring to our work. Our dress code ensures we present ourselves as polished, unified, and prepared.

LOOK THE LOOK — Real Pilates Dress Code: The Importance of Presentation

At Real Pilates, we know that what we wear does not reflect who we are, but it is a powerful tool in shaping how we are perceived. Our expertise, passion, and professionalism set us apart, and our appearance should reflect that. In a competitive industry, presentation is one of the simplest yet most impactful ways to reinforce our credibility and communicate our commitment to excellence. Before a client experiences the depth of our knowledge, they see

us. When we present ourselves as polished, professional, and cohesive, we send a clear message, Real Pilates is the standard for classical Pilates. Dressing the part doesn't just elevate the studio, it elevates you. When we look like experts, our expertise shines through. The confidence we project translates into trust from our clients, strengthening their experience and their connection to our community. Physical presentation is a small yet significant way to support the perception of our business, ensuring that every detail — no matter how seemingly minor — works in our favor.

THE SKINNY, Dress Code Requirements

While working a Real Pilates shift, you must wear:

1. At Least One Piece of Real Pilates Apparel (provided complimentary or at cost): Beanie (complimentary); Baseball Cap (complimentary); Sweatshirt (at cost); Zip-Up (at cost); T-Shirt (complimentary); Tank Top (first one complimentary, additional at cost); Long-Sleeve Tee (at cost).
2. Color-Coded Apparel, any combination of the following SOLID colors: Black; White; Teal; Aqua; Gray.
3. For trainers, studio footwear must be worn and not previously worn outside.
4. Small logos of outside athletic brands one inch or smaller are allowed.
5. No backless shoes. All shoes or sneakers must have a back.
6. Apparel must be clean, well-fitting, and free of wrinkles or stains.

Examples of Approved Outfits

- RP Baseball Hat + Solid White Top + Solid Black Bottoms
- RP T-Shirt + Solid Teal Bottoms
- Solid Aqua Set + RP Zip-Up
- RP Beanie + Solid Aqua Top + Solid Black Bottoms

What Cannot Be Worn

If you are on the floor with one of these items, you will be asked to remove it. In extreme cases, you may be asked to go home and change or offered an alternative found in the studio:

- No Jeans
- No Heels, Boots or other non-athletic shoes (i.e., Uggs)
- No slip-ons (i.e., Crocs)
- No open-toe shoes (i.e., flip-flops or Birkenstocks)
- No graphics or large fonts on sweatshirts, tee shirts, long-sleeve shirts, or pants that are not Real Pilates branded.

Our goal is to ensure that every team member looks awake, well-groomed, and professional while wearing attire that supports their position's mental and

physical demands. If you need assistance selecting appropriate attire or have any questions, contact the General Manager.

Section 4: Communication & Culture

4.1 Real Talk, Our Standard of Communication

Real Talk is direct, respectful, honest, and kind. Say what you mean with care, and listen with the same integrity. Real Talk doesn't shy away from hard conversations, but it never sacrifices kindness. It reflects how we show up with clients and for each other.

4.2 Assume Positive Intent

We work from the belief that our colleagues are here for the same reason we are, to care for clients, uphold our legacy, and support the team. When in doubt, we assume positive intent. Misunderstandings happen, but our starting point is always trust.

4.3 Troubleshooting Before Complaining

We don't complain — we troubleshoot. If something isn't working, first ask,

→ Is there a simple solution I can try myself?

→ Can I check in with a colleague for advice?

→ What would make this better for the team and the client?

If you've tried to solve the problem and it still needs attention, bring it forward.

When you come to a manager, arrive with possible solutions — not just the issue.

4.4 Communication Channels

- Prospr, for finding class or shift subs.
- Email, for time-off requests, questions for managers, and official updates.
- Meetings, Studio Managers and the General Manager are available by request.
Other platforms (texts, social DMs, personal channels) are not official unless specifically directed by management.

4.5 Escalation & Open Door

- 1) Colleague → 2) Studio Manager → 3) General Manager. Leadership maintains an open door policy, bring questions, concerns, or ideas at the right level, with the right intent.
-

Section 5: Studio Operations

5.1 Scheduling

- Schedules are managed and posted by Studio Managers.

- Employees are expected to work assigned shifts. If you need a sub, use Prospr to request coverage.
- Permanent schedule changes must be approved by a Studio Manager.
- Time-off requests must be submitted in advance using the official QR code located in the studio breakroom and confirmed by management.

5.2 Opening & Closing Procedures

- Studio Care Coordinators (SCCs) are responsible for opening and closing the studio.
 - Opening, arrive early enough to prepare the space before the first client arrives (lights, front desk readiness, cleanliness check, schedule confirmation).
 - Closing, reset the studio, complete closing checklist, secure the premises, and confirm alarms.
- SCCs follow the Opening/Closing Checklists posted at each studio.
- The Studio Experience Team (SET) supports extra cleaning and presentation during business hours.
- A professional cleaning company services the studios three times per week overnight.

5.3 Studio Standards, Safety, Cleanliness & Environment

- All staff share responsibility for maintaining a spotless, safe studio environment.
- Apparatus and props must be wiped down after every session or class.
- The SET provides additional cleaning support throughout the day.
- Temperature control, monitored by David Energy.
 - Winter, 73–74°F.

- Summer, 70–71°F.
- 360 Aroma scent system is installed in all HVAC units for a consistent client experience.
- Report issues with cleaning, temperature, or scent systems immediately to your Studio Manager.
- Sound is a key part of the client experience. Volume is a concern. Trainers leading a group class set the volume for the room and have vocal priority. If there is no group class on the floor the most senior trainer sets the volume.

5.4 Security & Monitoring

- Cameras are installed in studios, stairwells, front doors, and common areas for safety.
- The building superintendent manages structural/building issues. Route requests through your Studio Manager.

5.5 Emergency Procedures

- In an emergency, notify your Studio Manager immediately and follow posted protocols.
- Call 911 if there is immediate danger.
- Emergency contact numbers are posted in staff-only areas.
- Complete incident reports for all accidents, injuries, or unusual events, even if minor.

5.6 Client Care Responsibilities

- Greet clients warmly and acknowledge departures.
- Assist with check-ins, answer questions, and support clients in navigating the studio.

- Never leave a client unattended in the studio space.
- Maintain confidentiality and respect in every interaction.

5.7 Equipment & Studio Property

- Handle all apparatus per Real Pilates® training and safety standards.
 - Do not move, adjust, or modify equipment without approval.
 - Studio supplies and retail inventory are company property; outside use requires manager authorization.
-

Section 6: Benefits & Perks

6.1 Why We Offer Perks

Benefits aren't just extras — they are how we live our values. We care for our clients by first caring for our team. Perks help you stay connected to the work, feel part of the community, and grow in your practice and career.

6.2 Time Off

- Vacation / Personal Days, hourly employees may request unpaid time off in advance (manager approval required). Salaried employees receive paid vacation time per their offer letters.
- Sick Leave (NYS), employees earn 1 hour of paid sick leave for every 30 hours worked, up to the annual maximum set by law. Sick days may be used for personal illness, medical appointments, or caring for a family member.

6.3 Complimentary Classes

- Employees may attend group classes free of charge, space permitting, to deepen their own practice and stay connected to the client experience.

6.4 Discounted Sessions

- Discounted rates on private and semi-private sessions. Experiencing the Real Pilates® method first-hand strengthens teaching, service, and brand connection.

6.5 Apparel Perks

- Employees receive multiple complimentary onboarding pieces of Real Pilates® apparel. Thereafter, employees receive a 25% discount on retail purchases. Wearing the brand is a daily reminder that we stand together as Real Pilates®.

6.6 Continuing Education & Development

- Real Pilates® supports ongoing education. To request a stipend, see your General Manager for [an application](#). The application asks, How will you develop this skill, and how will you utilize it at Real Pilates®? Approved stipends are capped at \$250 per request.

6.7 Community Perks

- From staff gatherings to annual events, we create opportunities to connect outside of daily studio life. These events help make Real Pilates® a team, not just a workplace.

Section 7: Policies

7.1 Equal Opportunity & Anti-Discrimination

Real Pilates® is an equal opportunity employer. We prohibit discrimination or harassment based on any protected characteristic under applicable law. Retaliation for raising a good-faith concern is prohibited.

7.2 Anti-Harassment & Sexual Harassment Prevention

- Zero tolerance. Harassment of any kind is not permitted.
- Annual training (NYS). All employees must complete New York State-compliant sexual harassment prevention training online every year and acknowledge receipt of the policy.
- Reporting. Report incidents promptly to your Studio Manager or the General Manager. You may escalate directly to ownership.

- No retaliation. You will not be penalized for making a good-faith report or participating in an investigation.
- Investigations. Reports are reviewed promptly and addressed per law and company policy.

7.3 Workplace Safety & Substance Use

We maintain a drug- and alcohol-free workplace. Employees may not possess, use, or be under the influence while on duty, on premises, or representing Real Pilates®. Report unsafe conditions immediately to your Studio Manager.

7.4 Confidentiality & Data Privacy

- Client confidentiality, no exceptions. Client names, schedules, contact/payment info, and health notes are private.
- Company information (policies, playbooks, pricing, schedules, rosters, and non-public materials) is confidential company property. Do not share/copy without written permission.
- Data hygiene, use approved systems only; do not store client/company data on personal devices without explicit approval.

7.5 Intellectual Property & Brand Use

- Brand assets, Real Pilates® name, marks, logos, written materials, and training content are protected intellectual property.
- Correct usage, use Real Pilates® with the ® where feasible in written materials and public posts.
- Permission required, do not create flyers, web pages, classes, or events using the Real Pilates® name or logo without written approval.
- No redistribution, company manuals and internal resources may not be copied, republished, or used outside your role.
- Personal bios, employees may state their current role, but may not imply ownership, licensing rights, or independent authorization to use the brand outside of employment.

7.6 Social Media & Public Communications

- No recording or photography inside studios without management approval. Any client appearance requires a signed RP media waiver.
- Do not speak on behalf of Real Pilates® without authorization. Direct media inquiries to management.
- Posts should reflect integrity, care, and expertise. Influencer-style commercial content on site is prohibited unless pre-approved.
- Never post client images/schedules/identifying details without a signed waiver and written permission.

7.7 Facilities, Security & Monitoring

- Cameras operate in studios, stairwells, entrances, and common areas for safety.
- The building superintendent manages building-wide issues; route through your Studio Manager.
- Environment standards, temperature and scent systems (David Energy, 360 Aroma) are maintained to RP specs; report issues immediately.

7.8 Technology, Email & Devices

- Use company-approved platforms for work (Prospr for subs, email for time-off/manager requests).
- Keep passwords secure, do not share logins.
- Company email/systems are primarily for business use and may be monitored as permitted by law.

7.9 Conflicts of Interest & Outside Work

- Disclose outside employment/activities that could conflict with your role.
- Do not solicit RP clients for outside services or competing offerings.

7.10 Policy Violations & Corrective Action

We aim for coaching first, then corrective steps if needed. Depending on severity, action may include a verbal/written warning, suspension, or termination, consistent with law and our at-will relationship.

7.11 Acknowledgment

Employees will sign a handbook acknowledgment confirming they've received, read, and will follow these policies, including the annual NYS harassment training requirement.

Section 8: Performance & Growth

8.1 Our Philosophy on Growth

At Real Pilates®, every role is a path, not a stopover. We want you to grow here, build skills, and feel your career evolving. Reviews aren't about catching mistakes, they're about ensuring you have the tools, feedback, and opportunities to succeed.

8.2 Introductory Period (First 90 Days)

All new employees complete a 90-day introductory period designed for training, support, and clear feedback. It's a two-way process, you learn our systems, and we learn how to support your success.

90 Days to Success — Instructors

Education

- Know our websites and resources; learn RP systems and teaching standards.
- Read heritage texts (e.g., *Your Health* by Joseph Pilates).
- Explore thought-leadership (Pilates Anytime, Simon Sinek, Tim Ferriss).

Inspiration

- Identify your personal “why” for teaching Pilates.
- Build inspiration lists for client connection and messaging.
- Share success tactics and reflections at check-ins.

Goal-Setting

- 30 days, 25% bookings goal.
- 60 days, 50% bookings goal.
- 90 days, expand client base, develop a class idea and gather feedback.

Assessments

- Scheduled interviews at 30, 60, and 90 days with Alycea or Lead Trainer.
- Metrics reviewed, retention, attrition, new clients, referrals.

90 Days to Success — Admin Team (SCC + SET)

30 Days — Foundations

- Learn front desk systems (Prospr, payments, check-in).
- Memorize opening/closing checklists.
- Know staff/roles and read IC&E values, Client Care sections.
- Shadow SCC/SET team members.

60 Days — Independence

- Independently run opening/closing shifts.
- Master call-out protocol and time-off request process.
- Understand vendors (cleaning, super, David Energy, 360 Aroma).
- Observe a difficult client interaction handled well; reflect on learnings.

90 Days — Leadership Readiness

- Fluent in RP policies (time-off, call-outs, confidentiality, IP use).
- Enforce dress code standards and report/log maintenance or security issues.
- Share five ways the role embodies IC&E values; propose one improvement idea.

Assessments

- Check-ins at 30, 60, and 90 days with Studio Manager & GM.

8.3 Reviews & Feedback

- Regular informal feedback throughout the year.
- Formal reviews annually, including performance highlights, growth areas, and career path discussions.

8.4 Corrective Action & Performance Improvement

- Coaching and clear feedback first.
- If needed, a written Performance Improvement Plan (PIP) with specific steps and timelines.

8.5 Career Pathways

- Instructors, advanced teaching certifications, mentorship roles, lead trainer pathways.

- SCC/SET, growth into senior admin roles, management, or cross-training.
- All roles, continuing education, leadership opportunities, and participation in company projects/events.

90 Days to Success – Comparison

Timeline	Instructors	Admin Team (SCC + SET)
30 Days – Foundations	25% bookings; learn RP sites/systems; read <i>Your Health</i> ; identify hot/warm leads; review retention/attrition	Learn front desk systems; memorize opening/closing; know roles; read ICE/Client Care; shadow SCC/SET
60 Days – Independence	50% bookings; differentiate Classical vs Contemporary; establish Pilates social presence; postcards/cards; take class with new instructor; brainstorm client pathways	Independently open/close; master call-outs & time-off; understand vendors; observe difficult client interaction; maintain client-facing areas
90 Days – Leadership Readiness	Expand client base; niche workshop; know neighborhood resources; workshop class idea; capture 10 inspirational teaching moments	Fluent in policies; enforce dress code; log/report maintenance/security; share 5 IC&E examples; propose 1 improvement idea
Assessments	30/60/90-day check-ins; metrics (bookings, retention, new clients, referrals)	30/60/90-day check-ins; systems, independence, client care style

Section 9: Studio & Program Connection

9.1 The Training Program in Our Studios

Real Pilates® is not only a studio, it is also the home of our internationally recognized Teacher Training Program. From time to time, apprentices and seminars will share space with clients and staff. Every employee contributes to the professional atmosphere that makes the program thrive.

9.2 Observation on the Floor

- Everyone on the floor may be observed — instructors (excluding Renters), clients, and staff.
- Apprentices observe with respect and at a respectful distance.
- If an observation feels intrusive, notify your Studio Manager.

9.3 Apprentice Dress Code

- Trainees wear a grey shirt to distinguish them clearly from qualified instructors.

9.4 Instructor Responsibilities During Training

- Instructors must adhere strictly to the Real Pilates® curriculum. Personal variations or outside methods are not permitted in our studios.

9.5 Seminars & Scheduling

- Teacher Training seminars may affect weekend schedules. Classes/sessions may be adjusted to accommodate training events.
- Studio Managers provide advance notice when seminar weekends alter the timetable.

9.6 Instructor Participation in Seminars

- Instructors may participate as demo bodies, drill practice bodies, or by auditing portions of the seminar, depending on experience level. Participation is encouraged as professional development.

9.7 Buddy System

- Real Pilates® uses a buddy system similar to a “big” and “little.” Instructors/staff may be paired as a “big” to support a trainee “little.” This is support and culture, not instruction. Apprentices receive their teaching from Lead Trainers.
-

Section 10: Employee Handbook Acknowledgment

I acknowledge that I have received a copy of the Real Pilates® Employee Handbook. I understand that it is my responsibility to read, become familiar with, and follow the policies, procedures, and expectations described within.

I understand that:

- This handbook is not a contract of employment.
- My employment with Real Pilates® is at-will.
- Real Pilates® may revise or rescind any policy at any time.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Manager/Witness: _____

Appendix – Tools & Resources

A. Performance & Growth

- [Instructor 30/60/90 Plan \(full\)](#)
- [Admin Team 30/60/90 Plan](#) (new)
- [Side-by-side Comparison Chart](#)

B. Forms & Applications

- [Time-Off Request \(QR instructions\)](#)
- [Continuing Education Stipend Request Form \(up to \\$250\)](#)
- [Incident/Accident Report Form](#)
- [Employee Handbook Acknowledgment Form](#)

C. Policies & Procedures (Quick Reference)

- [Call-Out Policy \(GM text first\)](#)
- [Official Dress Code \(full SOP text\)](#)

- [NYS Sexual Harassment Training link](#)
- [Emergency Contact Sheet](#)

D. Brand & Culture Resources

- [ICE Values one-pager](#)
- [Real Talk guide](#)
- [About Real Pilates® summary](#)

E. Troubleshooting Guide – “Try This First”

- Scheduling conflict (class or shift), post sub in Prospr; if not resolved within 24 hours, notify Studio Manager.
 - Client billing/package question, double-check in system; if unclear, escalate to the Studio Manager.
 - Temperature feels off, check thermostat (73–74°F winter / 70–71°F summer); if out of range, notify Studio Manager to contact David Energy.
 - Studio not clean/supplies low, notify SET; if unresolved, alert Studio Manager (who coordinates with cleaning vendor).
 - Apparatus/equipment issue, take out of service if unsafe; post a note; report to Studio Manager.
 - Client complaint/service issue, listen fully, thank them, do not argue; pass details to Studio Manager immediately.
 - Technology/login issue (Prospr, email, scheduling software), restart; if unresolved, report to General Manager.
 - Security concern, check camera feed if relevant; contact Studio Manager; if urgent, call 911 first.
 - Toilet or plumbing problem, post “Out of Order,” try plunger/basic tools; notify Studio Manager; Manager contacts building super; for flooding/leaks call super immediately, then notify GM.
 - Keys missing/gate not working/access issue, confirm with SCC on duty and staff log; notify Studio Manager; for urgent access issues, contact building super.
 - *Living document, added scenarios as they arise.*
-