



# Embellir Express

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# **Chapter I - Standards of Professional Conduct**

## **Article 1 - Safety Clothing and Equipment**

Examples of Safety Clothing and Equipment:

- Coats: Must be made of durable, washable material, with long sleeves, to protect against spills of chemical or biological products.
- Gloves: Disposable nitrile or latex gloves to avoid direct contact with potentially dangerous substances or cross-contamination.
- Face Masks: In areas where there is handling of chemical products or risk of exposure to infectious agents, N95 or similar masks are recommended.
- Protective Goggles: To protect against chemical splashes or particles.
- Shoe Covers: Disposable shoe covers in areas where it is necessary to maintain a sterile or contamination-free environment.

## **Article 2 - Data Privacy Policy**

Examples of Personal Data to be Protected:

- Identification Data: Full name, ID, CPF, address.
- Contact Information: Phone number, email address.
- Service History: Details of services provided, preferences, feedback.
- Payment Information: Credit card numbers, payment history.

## **Article 3 - Background Check**

Verification Documents and Procedures:

- Identity Verification: Official documents with photo.
- Criminal Background Check: Request for negative criminal record certificates.
- Professional References: Contact with previous employers to validate experience and professional conduct.

## **Article 4 - Image Permission**

Documentation Required for Using Images:

- Image Authorization Term: Document signed by the client authorizing the specific use of their images for promotional purposes, specifying the permitted means of communication.

## **Chapter II - Use of Technologies and Communication**

### **Article 5 - Professional Communication**

Guidelines for Effective Communication:

- Clarity: Use clear and accessible language, avoiding technical jargon.
- Respect: Treat customers and colleagues with respect, regardless of the situation.
- Professionalism: Maintain a professional attitude in all interactions, digital or in-person.

### **Article 6 - Restricted Use of Cell Phones**

Guidelines for Cell Phone Use:

- Emergencies: Only allowed for communication in cases of emergency.
- Off Site: Personal use restricted to designated areas during breaks.

### **Article 7 - Exclusive Communication through the Application**

Application Features for Communication Security:

- Encrypted Messages: Guarantee that conversations between clients and professionals are secure and private.
- Communications Log: All messages are logged to protect both parties in case of disputes.

## **Article 8 - Additional Prohibitions**

Prohibited Substances and Behaviors:

- Illicit Substances: Absolute prohibition on possession or use in the workplace.
- Alcohol and Tobacco: Prohibition of consumption in the workplace to maintain a professional and safe environment.

## **Article 9 - Length of Stay**

Guidelines for Scheduling and Services:

- Efficient Scheduling: Establish adequate intervals between appointments so as not to compromise the quality of the service.
- Service Time: Clear definition of the time required for each service, ensuring customer satisfaction without rushing.

## **Chapter III - Final Provisions**

This Brand Manual is mandatory for all users and collaborators of the Beauty Application. Failure to comply with established policies may result in penalties, including suspension or termination of the partnership. This document comes into force on the date of its publication and was prepared considering applicable legislation, and can be adapted as necessary to comply with local or sector-specific legislation.