

EMPLOYEE HANDBOOK

**This Handbook Replaces and Supersedes All Prior Written and Oral Policies and is Subject to Further Change at the Company’s Discretion Without Prior Notice.**

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*Our Mission*

*Salon Inspire exists to bring beauty into the world…*

* *By giving our guests confidence in their outer beauty*
* *By giving our staff a workplace, they love and can grow as individuals and as a team*
* *By giving back to our local community and in small corners all over the world wherever we can make a difference*

*Salon Inspire commits to bring change to the beauty business by shedding light on the possibilities, joy and integrity of our industry*

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### **INTRODUCTORY AND GENERAL INFORMATION**

WELCOME TO SALON INSPIRE

We are pleased that you have chosen Salon Inspire as the place to begin or advance your career. Welcome to the team! This handbook will acquaint you with our policies and benefit programs. Salon Inspire has proven itself a leader in the salon industry. Salon Inspire is proud of its good guest relations and its reputation in the area. In order for all of us to prosper, it is necessary that we maintain our high standard of guest service and satisfaction.

Salon Inspire considered many factors when selecting you as one of its employees, such as the ability to get along with your associates and the ability to project a good image to our guests. Other considerations, such as your prior employment record, skill, experience, intelligence, honesty, and dependability, were considered. Since we hired you, we believe that you will be a valuable addition to Salon Inspire.

The work environment includes both the working conditions and the personal relationships between the Company and the employees acting together as a team. We want you to feel free to talk to us, and we will feel free to talk to you. During the tenure of your employment, we always want to keep it this way. It is very important that every employee be treated as an individual and an important participant in the operation of our Company. We strongly believe that individual consideration in employee/Company relations provides the best climate for each employee’s maximum development, for the teamwork between the employee and the Company, and for the attainment of the common goals of both the employee and the Company.

**HOW TO USE THIS HANDBOOK**

This handbook has been prepared to provide you with an outline of our policies and procedures. It is not a contract, and the contents are subject to changes, additions, or deletions by Salon Inspire at any time, with or without notice. Any changes will be verbally communicated to you. If you have any questions about our policies, please contact the appropriate leader who is responsible for this area or task.

**EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of Salon Inspire to provide equal employment and advancement policies without regard to an employee’s race, color, creed sex, religion, national origin, age, veteran status, marital status, status with regard to public assistance, membership of activity in a local commission of sexual orientation, or disability as defined in the Americans With Disabilities Act (ADA).

All employment-related decisions are based solely upon legitimate, job-related factors such as skill, ability, past performance, and Company needs. This policy will be carried out by the Company in a manner consistent with good business practices and procedures, and in compliance with all applicable state and federal laws.

**90-DAY TRIAL PERIOD**

All new hires are subject to a 90 day probationary period where it is us getting to know them and them getting to know us. We will determine if we are a good fit for each other, if we need to do additional training or if it’s best to part ways at this point.

During the 90-day trial period, a new hire is allowed 1 sick day without a doctors note. All others may be subject to Code Breaker, immediate termination or reason that offer of employment is not extended beyond 90 day probationary period. We also conduct **30/60/90-day touchbase meetings** with mentors to assess progress, provide support, and gather mentor reviews. These reviews will be considered in evaluating performance and may serve as grounds for a **Code Breaker designation, termination, or non-extension of employment** if concerns arise regarding professionalism, conduct, or adherence to expectations. (additional info added)

**IMMIGRATION ACT REQUIREMENTS**

Salon Inspire adheres to the requirements of the Immigration Reform and Control Act of 1986. Accordingly, we are required to and will inspect and verify documentation that reflects the identity of every new employee. Prior to the commencement of work, we require that you complete an I-9 Form

**LEVEL SYSTEMS**

Our level system is determined by the demand of the service providers’ time and their ability to set, reach and maintain certain goals. Promotions are based on predetermined goals and are clarified in our career path and level system resources.

Our level system is designed to promote growth. All stylist launching from associate to Level 1 are given 120 days to begin making commission as their source of pay. In the event that a stylist is not growing we follow this plan…

120 days after your start date, for those starting outside the associate program OR after launching to Level 1 and having a revenue setback that creates more than 2 pay periods of hourly pay and not commissioned salary-

\*additional 2 pay periods at hourly– reduce schedule by one day

\*additional 2 pay periods at hourly- code breaker

REPEAT

3rd code breaker is a deal breaker(termination)

<schedule cannot be reduced to less than 2 days per week

All Stylists receiving a promotion are given a 90 day Launch Period. After 90 days if previous level jump numbers are not being maintained, the commission rate will reflect the actual service dollars being brought in. Prices to guests will not change.

**ASSOCIATE PROGRAM**

Associates must be licensed or recent graduates awaiting state board examination and hold a current temporary cosmetology license. As an associate, you will work very closely with our highest-level stylists to learn all aspects of cosmetology and guest service. Upon completion of the program, the associate will begin as a Level 1 stylist. Our mission is to help you realize your full potential on a personal and professional level. Associates may not graduate the associate program until they can consistently display they can fill their books during 50% of their working hours.

Associates are responsible for maintaining their tipping tracker and turning it in to whosoever does payroll by 9AM on the Monday before payday. If the tracker is not turned in payroll will be processed without it.

**ASSOCIATE/EDUCATION AGREEMENT**

This agreement is made between Salon Inspire, hereinafter referred to as "the salon," and [Associate Name], hereinafter referred to as "the associate," on [Date].

1. Efforts to Grow- The salon agrees to provide 100% effort to grow the associate to their fullest potential. This includes access to education, mentorship, and other opportunities to develop their skills and advance in their career.

2. Associate Efforts The associate agrees to give 100% effort to grow themselves, to be open to coaching, trying new things, and promoting themselves. The associate will actively participate in the salon's education program, completing all assigned tasks and attending all required sessions.

3. Associate Program Value- The salon's associate program is worth approximately $2500.00. In the event that the associate leaves the salon within 18 months of graduating from the program, they will repay the $2500 value.

4. Repayment Terms- The associate agrees that the salon has the right to hold their last paycheck as the 1st payment towards the value owed. The associate will repay the remaining balance within 3 months of their departure from the salon.

5. Access to Subscriptions- The associate will have access to many subscriptions that are only available while employed by Salon Inspire. The associate agrees to log off from these subscriptions if they are no longer employed at the salon.

6. Termination for Policy Violations- If the associate is terminated from their employment at Salon Inspire for multiple write-ups, theft, or other policy violations according to the salon's handbook, they will be responsible for repayment of the associate program value as outlined in section 3.

**SUPPLIES**

Soft goods for service are provided by Salon Inspire. Employees are responsible for hard goods such as combs, clips, brushes, hot tools, shears, clippers, etc.

Styling Station products are available in the tester shelf area. If you need additional products, please see a Team Lead. We do not pull retail products for styling stations.

**HOURS OF WORK/SCHEDULING CHANGES**

The appropriate leader who is responsible for this area or task will work with you to determine your hours of work. Due to the nature of our business, your hours may vary and may be adjusted to fit the needs of our guests. Each level comes with a work schedule requirement that is designed to help you fill your books the fastest. The best way to get more flexibility is to advance in Levels. All changes to work schedules must be approved by a team lead. Please use the **SCHEDULE CHANGE FORM FORM** on the landing page to make this request.

**UNPAID TIME OFF POLICY**

Service providers are allowed two weeks of unpaid time off per year. Additional unpaid days off may be requested but will need to be made up, preferably within the same pay period. Service providers are able to carryover two (2) unused, unpaid days off, per year.

The two weeks are based on the stylist's schedule, or the total number of days the stylist works within a two-week period. (added info)

All requested time off is to be given in written notice; with 30 days advance notice via the **STYLIST TRELLO BOARD**. Less than 30 days will be accepted as notice if there are no appointments on the service provider’s schedule or there is an emergency.

Paid Vacation – Please see BENEFITS.

### **GENERAL COMPANY POLICIES**

**Code of Honor –** Our Salon operates daily under our Code of Honor. At the time of hire, you have agreed to follow our code. Please always keep it in mind. Please be willing to call people and be called with grace.

**Code Breaker** - If a Code of Honor or other written policy is broken, we use a Code Breaker system. You may receive (2) two written Code Breakers in a 6 month period, a third written Code Breaker is a Deal Breaker and will result in termination from Salon Inspire.

**EMPLOYEE COMMUNICATION / OPEN DOOR POLICY**

We want you to be happy and satisfied with your career. For this purpose, we emphasize two-way communication between the Company’s Owners, Team Leads and Employees. We realize that from time to time it is only normal that situations may arise where an employee has a question or complaint about some aspect of his/her employment with the Company. Because questions can only be answered and complaints can only be rectified when there is communication between the Company and its employees, the Company has an open - door policy with respect to the availability of the Team Lead or Mandy. This is extremely important in order for us to maintain good channels of communication between the Company and You.

**STAFF MEETINGS**

Staff meetings are held on a regular and monthly basis. Attendance by all employees is mandatory unless prior notification has been given to a Team Lead, Manager or Mandy and approved prior the meeting. Missing more than 2 meetings per year is subject to a code breaker. Our zoom link is available on the landing page. Attendance via zoom is counted as present. You must be fully present during the Zoom meeting, which means being on camera, with no distractions. You cannot be at an appointment, off camera, or engaged in any other activities during the meeting. Being off camera or distracted is not considered present.

**EDUCATIONAL REQUIREMENTS0-=9**

All employees must meet and maintain the requirements for license in the state you are working. In addition, all employees are required to attend the mandatory in-salon classes. Mandatory classes, employees will be clocked in. Non- mandatory classes, employees will not clock in.. No excuses will be accepted other than illness or family emergency unless specifically approved by Mandy or Team Lead. Employees are responsible for reviewing this schedule and ensuring their attendance at such classes.

Associates and Level 1’s are required to attend all in-salon classes. Not showing up is subject to a Code Breaker.

“EDUCATION IS NOT THE LEARNING OF FACTS BUT TRAINING THE MIND TO THINK AND BE CREATIVE”

**SOCIAL MEDIA EXPECTATIONS**

All licensed professionals should operate a brand/salon specific social media site on any approved social media outlet with their 1st name @ Salon Inspire. Content is subject to approval. Unapproved or inappropriate content must be removed immediately or is subject to a Code Breaker. Salon Inspire reserves the right to set social media expectations to encourage growth for a developing salon professional at its will and is also subject to a Code Breaker if not followed through. Your personal social media reflects you and indirectly represents Salon Inspire. If inappropriate or obscene content is displayed Salon Inspire reserves the right to request removal of such material.

**PHOTOGRAPHY RELEASE**

Any photos taken of your work while you work at Salon Inspire can be used for marketing, even after employment ends. Also, headshots taken and paid for by Salon Inspire are not for use if you leave Salon Inspire.

**DOWN TIME**

Salon appearance and atmosphere create an important first impression of our team. It also allows us to effectively service our guests. Salon Inspire expects every employee to use their down time to wash and fold towels, pick up magazines and any debris, etc., in addition to keeping the shampoo area and their stations neat and clean. Please also use down time to see if co-workers need help, check your specific duty listed for maintenance,check rest rooms, create social media posts or make product knowledge videos. If all of this is complete, please refer to Down Time Lists.

**EMPLOYEE PARKING**

Salon Inspire has designated parking areas for employees in the 4th and 5th row

in front of the salon and around back near our back door. The Company may from time to time change assigned parking areas. It is expected that you park your personal vehicle in this area.

**TIME RECORDS**

We are required by federal and state law to maintain an accurate record of all hours worked for each hourly employee during a workweek. It accurately completes a time record that reflects all time worked each week. This time record must be in the employee’s own handwriting or digitally signed by the employee, by time clock or by computerized program, and must be certified weekly by the employee as a true and accurate record of all hours worked. It is a violation of Company policy for any employee other than you to clock you in or out. These records must be timely submitted to the Company, as required, for you to receive your pay. Mandy or Team Lead must approve or make any modifications. Use the **“Time Card Correction Form”** in/on the landing page to communicate missed clock-in and out. Time Cards are used for tracking hours that qualify you for benefits. If you fall into hours that do not qualify for benefits because of inaccurate time records, we cannot go back and make changes. For any hours that were not clocked in or out appropriately continued misuse or lack of using the time clock is subject to a Code Breaker.

All team members are able to clock in 20 minutes before the start of their shift and not before, unless called in to work early.

**Full Time** is considered minimum of 32 hours a week on the clock based on the last 12 months, scheduled hours do not count, only hours actually timed in for. We will deduct 2 weeks of time when creating the average to account for vacation time.

**CLOSING SALON**

ALARM CODE: All staff will receive an individual alarm code. That is to be used by the employee to open and close the salon ONLY. Entry beyond that is prohibited unless specifically approved by Team Lead or Owner. Please do not share your personal code with others.

**PAY PERIODS**

Employees are paid bi-weekly. Taxes are taken out of the gross amount earned each week.

**COMMISSION SCALE** - Please refer to the most recent career path for commission rates for services and retail.

Commission rates go back to the previous level if you are not maintaining your numbers as the company is unable to pay at a higher rate if those numbers are not maintained. Monthly check at PDM.

**RETAIL BONUS SCALE -** Please refer to the most recent career path for commission rates for services and retail. Retail Bonus will not be paid when receiving hourly pay unless required by law to meet minimum wage.

**TIPS**

Cash Tips will not be accepted at the front desk for any employee’s service. The guest must take it to their stylist, or nail technician. Each employee is responsible for reporting their tips on their 1040 income form for all tips they receive each year of employment at Salon Inspire. Forms for reporting tips for tax purposes can be obtained from Mandy or Team Lead. The Company will not be responsible for turning in or paying taxes on cash tips. This is the sole responsibility of the employee. All credit card & check tips will go on your bi-weekly paycheck.

**BENEFITS**

**EDUCATION SCHOLARSHIP -**  see Education Scholarship Policy below.

**TIME OFF/PAID VACATION**

Full-time employees (minimum of 32 hours a week on the clock based on the last 12 months, scheduled hours do not count) are eligible for paid vacation after two years of service with Salon Inspire. Employees are eligible for 1 week after two years and 2 weeks after 5 years. Paid vacation is subject to accrual per pay period after the eligibility date. Paid vacation for stylists is based on your last 6-week average service commission and is paid at a daily rate.

Each employee is eligible for two weeks of their schedule as unpaid vacation each year. Those with paid vacation are eligible for this in addition to theirunpaid vacation. Full time hours benefits will be based on the last 52 weeks - two weeks for vacation when the request for the benefit is made.

**Personal time** - Personal and Sick days are unpaid unless using a paid vacation day. Each full time employee is allowed 6 “sick days” per year, each part time employee is allowed 4 “sick days” per year. Any days beyond this used for “sick” purposes will require a doctor’s note or are subject to a Code Breaker. A Doctors' note must be submitted in person; a photo of the doctor's note or any at-home positive test result will **NOT** be accepted as a valid doctor's note.(added info)

**401(k)**

Salon Inspire offers the opportunity to invest in your retirement through a 401(k) retirement account. We offer a 4% match, with the first 3% being dollar for dollar & percent number four being $.50 on the dollar and percent five being $.50 on the dollar. If you invest 5%, Salon Inspire will invest 4%. To be eligible, you must work 20 hours per week and have been at the Salon one year.

**PERSONAL APPEARANCE / DRESS CODE**

The following dress code has been outlined for your convenience. The entire staff is expected to follow all guidelines.

The entire staff MUST dress stylish, professional and fashionable for work. Your clothing, hairstyle, skin, make-up, and nails should reflect a fashionable image.

All clothing must always be kept neat and clean, including footwear.

Footwear must be kept in good condition. Torn clothing, broken shoes, and wrinkled shirts are not to be worn to work. Also included in the items not to be worn for all stylists:

Bra-less clothing, bare midriffs, exposed bra or undergarments. If skirts are worn, they must be of appropriate length; Shorts are allowed, but they cannot be jean shorts. They should be of an appropriate length, similar to the length of skirts, as we discussed. Any distasteful clothing is subject to the discretion of Management. Hoodie sweatshirts are not allowed, yoga pants without your bum covered are not allowed. (added info)

Style is a matter of personal taste; however, we must always bear in mind that we cater to the public and we must maintain our decorum and keep our attire in good taste. Our hair should be supportive of the products and services we offer, hair must be styled and changed periodically, and makeup is a necessity.

Body odor is unpleasant for those around you, you must always be conscious of your personal hygiene. (Keep mints, deodorant or cologne in the backroom if necessary).

**SMOKING & VAPING** is allowed **ONLY** outside at the back of the salon. Please ensure the doors are closed while smoking or vaping to maintain a comfortable environment inside (added info). Please use mints, body spray before returning to client. Breakroom **Employees ONLY** in breakroom, **NO** clients passing through to **smoke** out back.

**CONFIDENTIAL INFORMATION**

The following information is deemed confidential and owned solely by Salon Inspire. Accordingly, no employee shall copy, remove from the salon premises, use this information for personal or business outside of business done with Salon Inspire reasons or otherwise disclose to another person or company the following items:

* 1. Guest Information (including but not limited to any Client’s name, phone numbers, address, and email address, appointment information,client’s credit card info)
  2. Career Path
  3. Operating Manuals
  4. Business Records (including but not limited to Sales Records, Payroll)
  5. Pricing Information, including any price lists and related information

6. Other Information which is from time to time provided to you and identified as confidential or otherwise exclusively belongs to Salon Inspire which is not readily available to third parties.

7.Digital assets are owned by Salon Inspire.

And it is a direct violation of this policy to share this confidential information outside of our salon company. Examples are Trello board, landing page, Envision software, website, social media, and email.

Violation of this policy may result in disciplinary action, up to and including discharge. The salon may also pursue any other legal rights and remedies against an employee or former employee who violates this policy or assists another employee in violating it. Removing client information from POS and computer system, copying the info, etc is a direct violation of the policy will come with a permissible fine of up to $10,000.

The employee agrees that he or she will not expose any person or entity either directly or indirectly the confidential information or proprietary data use or disclosure of confidential information or proprietary data.

**GUEST RELATIONS AND COMPLAINT RESOLUTION**

There are basically two types of guest complaints: service and merchandise. It is important to remember that most complaints are made sincerely by guests who feel the complaints are justified. You should always keep in mind that the company’s continued success depends on satisfying guests. The guest views you as a representative of the salon. Regardless of the circumstances, you should acknowledge graciously when a guest complains to you. You should then report the complaint to Team Lead to determine what, if any, restitution should be offered to the guest.

Be sure to stay calm and poised when dealing with an angry or upset guest. Do not argue with a guest under any circumstances. Reassure the guest that you are interested in helping him or her with the problem. If the guest resists your offers of restitution suggest that he or she meet with your team lead. In the event the matter cannot be resolved, the matter should be discussed with Alissa. Alissa will contact client within 24-48 hours to reach a resolution.

**WORKPLACE SAFETY / CLEANLINESS**

We want to maintain a clean, safe facility; in short, a facility you will enjoy. A clean salon also appeals to guests and invites their return visit. Accordingly, it is imperative that each employee keep their work areas clean. Please keep all color bowls and color bottles rinsed well after every use. Using the **landing page**, please report anything that is broken or not working properly OR if you see that any equipment needing inspection or maintenance OR if any condition exists which, in your opinion, is unsafe, unsightly, or under par.

You should know and follow all common sense, safety, and fire regulations that will protect you and your fellow employees from inconvenience of serious injury. Horseplay will not be tolerated. Employees should know the location of fire extinguishers, electrical breaker boxes, water heaters, etc. Employees are responsible for following all safety rules and for using safety equipment furnished by the Company.

### **PLEASE BE SURE AND FILL OUT EMERGENCY CONTACT FORM!**

Report all injuries and accidents on the job promptly, no matter how trivial. Our insurance policies require the immediate notification to our insurance company. The Company carries worker’s compensation insurance as required by state law, which provides coverage for medical expenses and lost time due to a work-related injury.

In case of minor accident involving a guest, fill out the Accident form on the landing page. In case of major accident immediately call Team Lead or Owner. Make notes of what you observed and obtain names, addresses, and phone numbers of the injured party and any witnesses to the accident. All guests and employees must report any accidents or injuries immediately. To ensure proper documentation, please use the **Accident Form** available on the landing page to submit your report. (added info )

**RETURN POLICY**

We offer 100% money-back guarantee on all retail if returned within 30 days. The client must have their information and history of the purchase in our computer, even a receipt does not work we must be able to find it in our system. Attempt to find and exchange for a new product the guest will love, but you can refund the money if that’s what the guest chooses. We also offer a 2-week guarantee on all services except Vivid Color IF the client purchases the recommended maintenance products. We will offer most clients a free redo/correction within 2 weeks with no questions asked. Refunds are not usually given for services.

### 

**RESIGNATION / TERMINATION**

While we hope it will not be necessary for you to leave us, we understand that employees may wish to seek employment elsewhere. In this regard we expect you to give us adequate notice, at least ten (10) working days, so we may look for a replacement and avoid overburdening other employees. Salon Inspire reserves the right to end employment immediately upon resignation in the event the company feels that the ten working days may cause damage to the employee or the company. Please keep ***confidentiality agreement*** in mind if parting ways with Salon Inspire.

**GROUNDS FOR IMMEDIATE TERMINATION:**

* THEFT
* DRUG OR ALCOHOL USE AT WORK
* NOT SHOWING UP FOR TEAM MEETINGS AND/OR TRAININGS WITHOUT PRIOR AUTHORIZATION
* CHARGING INCORRECTLY

**WARNING / DISCIPLINE PROCES**

1. Code Breaker – breaking a Code of Honor or other written policy
2. Code Breaker
3. Deal Breaker – third written warning resulting in termination of employment

### **ADDITIONAL REASONS FOR WHICH AN EMPLOYEE COULD BE DISMISSED:**

* + - 1. Unprofessional working manner.
      2. Poor quality of work.
      3. Low percentage of repeat Clientele.
      4. Personality incompatibility with Salon Inspire.
      5. Consistent tardiness.
      6. Obscene language.
      7. Moonlighting **WITHOUT** Owner/s acknowledgement or permission. CASE TO CASE BASIS.
      8. Unlawful service outside of the salon.

**MOONLIGHTING**

We expect full-time employees to devote their entire best effort to the performance of their position with Salon Inspire. While Salon Inspire cannot dictate the use of any employee’s personal time, any other activity must not be in competition with, effect growth at or be contrary to the interests of Salon Inspire, nor interfere with the proper and efficient performance or of the employee’s duties. Such action may be a cause for disciplinary action by Salon Inspire. Building/Doing clients and doing them at home is considered moonlighting.

In short…The Salon Owner and management have the authority to terminate an employee if she feels that too many rules and regulations have been broken. However, the employee will not be terminated without first having verbal warnings and a written warning to clarify and discuss the problem(s) unless theft is involved or within their 90-day probation period. At all times management will communicate with you when we feel your performance and job is not up to Salon Inspire’s standard.

**LOSS PREVENTION**

Part of loss prevention (theft) in a salon is making sure all product use is charged for. If you do not charge correctly for your services, intentionally or unintentionally, Salon Inspire and the service provider are losing money. Please measure and charge appropriately for all Clients. Not doing so will result in disciplinary action.

Another aspect of loss prevention in a salon is clock theft. When clocked in please be aware of how you spend your time. Downtime should be spent making sure that appearance is in line with expectations, business building or skill building… (business building can include writing Thank You cards, offers for services, social media posts, tracking, planning, etc.) (skill building can include watching videos/hair tutorials, playing consultation gamification, reading business building or trade magazines, retail product study)

### **EMPLOYMENT BENEFIT POLICIES**

We strive to provide benefit policies that will be helpful to all employees.

However, these policies may be adjusted or eliminated at the Company’s discretion.

**Support Discount Policy** -Support staff working more than 20 hours a week may get hair services at 100% off, up to $250 and 50% off the remaining and nail services at 50% off, stylist will be paid commission as normal. Hair cannot be done more than 1X per 6 weeks at 100% discount…Nails no more than 1X per 2 weeks. Support Staff working less than 20 hours week is 50% anytime.

**Stylist Discount Policy** -What is the cost to my get my hair done at Salon Inspire? If you make an appointment you pay 100% full price. If you and another stylist are not busy, “ the client “ will clock out and can receive services for their Salon Scale product cost. “ The Stylist ” may stay clocked in but is available to take walk-ins and online bookings. Stylists may come in on their day off, off the clock, and swap services or do each other’s hair for their Salon Scale product cost. No discount services on Saturdays including family, support staff, or stylists. No exceptions. Not clocking out while getting your hair done will result in a code breaker. PRODUCTS…All employees may purchase any product excluding tools for **30% discount** \*

**FRIENDS/FAMILY POLICY**

**Three (3) Chosen Friends/Family** that are put in the Trello card may receive free haircut (a $2.00 product charge is paid if the client is shampooed) and 50% off chemical and treatment services anytime on a scheduled shift **except** on Saturdays. All Friends/Family receiving this discount shall be rung up as IN HOUSE employee and no commission shall be paid. No Discount on Salon Scale.

If you choose to come in on your day off or stay late or come in early to provide one of these services, clients(friends and family discount list ONLY) will not be charged the 50% fee. However, you will be responsible for covering 100% of the salon scale (in-house) OR pay a $15 fee for the additonal products used if bringing your own color. Treatments are an additional $10 in this circumstance.

**PLEASE ALWAYS** be considerate of busy times, i.e. evenings and the amount of family you service on any given week. If family policy is broken or taken advantage of, **Salon Inspire respects the right to remove this privilege.** You may not clock-in if you come in early to do discounted or free services. And, if you stay late you must clock out 45 minutes before the end of your scheduled shift as you would like you didn’t have a client.

**EDUCATION SCHOLARSHIP POLICY**

Salon Inspire offers an Education Schoalrship to assist with the purchase of classes, travel, and accommodations for classes and industry tools. The Education Schoalrship is a Full Time Employee Benefit. Please use the Education Scholarship Request form on the landing page to use this benefit.

* Level 1 - $200/year
* Level 2 - $300/year
* Level 3 - $400/year
* Level 4 - $500/yr
* Level 5 - $500/yr
* Level 6 - $500/yr
* Level 7 - $500/yr

\* In the event that the employee leaves the salon within 30 days of an education scholarship, half of the amount will be withheld from the employee’s last paycheck.

**EMPLOYEE PRICING**

* Mani-on the books(appt), full price- off the books $10
* Pedi- on the books(appt), full price- off the books $10.00
* Olaplex $10
* Color Service- Color Product
* Hair cut- Free
* Blondage or treatment mask- $5
* Wax $2
* Hair services- on the books(appt) full price-off the books $$$ Salon Scale PLUS a tip or exchange with your stylist
* Shampoo $2.00

**HOLIDAYS**

Holidays are very busy times of the year in the salon, therefore it is of most importance to report to work on time as scheduled. If you need time off during these holidays, employees are allowed time off at Christmas or Thanksgiving, but not both.

### **We are closed for the following Holidays**

* + New Year’s Day
  + Thanksgiving Day
  + Christmas Eve and Christmas Day
  + Memorial Day
  + Labor Day
* Easter
* 4th of July

**PERSONAL / LEAVE OF ABSENCE**

Any employee who must be absent for an extended period (to exceed 3 working days) for any medical or non-medical reason must make a written request the absence from Team Lead or Owner. Such written request MUST be submitted prior to the leave (unless an emergency) and should contain the anticipated length of absence including dates and the circumstances prompting the request. Leaves of absence will only be granted for good cause and are subject to verification and approval by Salon Inspire.

Salon Inspire may request doctors’ statements, when appropriate, as a condition prior to granting or extending a leave of absence. No employee may use a leave of absence to “try out” other employment. For employees who are covered under the Family and Medical Leave Act, please see the policy provisions attached as Addendum A.

A “Leave” may be granted for a period not to exceed thirty (30) days and will not be extended without further written approval from Salon Inspire. Due to the size of our Salon, we cannot guarantee re-employment at the close of a leave of absence period. At the conclusion of the leave of absence, the employee may be allowed to return to work if, in fact, there is a job vacancy.

Failure of an employee to promptly report to work upon expiration of the granted leave of absence will be considered a voluntary termination of employment. During the leave of absence, the employee’s seniority and vacation entitlements shall not accrue. The employee must check with Mandy to determine on what terms and conditions his or her medical insurance, Aflac, or other benefits will continue (if applicable) during such leave… **ALSO SEE “TIME OFF” POLICY !**

**JURY DUTY**

Salon Inspire has adopted the following policy regarding jury duty.

We do believe in community service. Should you be selected for jury service, an unpaid leave of absence will be granted while you serve on a jury.

**BEREAVEMENT**

An employee will be allowed an unpaid leave of up to fifteen(15) unpaid days in the event of death to a member of his/her immediate family without being made up. “Immediate Family”. For good cause, the Owners may extend the length of leave. Salon Inspire may also require proof of death and kinship or allow the employee to use accrued vacation when applicable.

**OTHER LEAVES**

Each state provides for different leave laws. Please see your Team Lead or Owner with any questions or any leaves not addressed in this Handbook.

### **CALL IN SICK / SICK TIME**

If you wake up not feeling well or need to call in sick, please group chat the opening front desk and the scheduled shift leader. You may be asked to help reschedule clients if you are able. You can check the front desk schedule and the team shift schedule on the landing page if your not sure who's opening. See Sick Policy for sick time off.

### **EMPLOYEE WORK RULES AND RESPONSIBILITIES**

**ATTENDANCE AND PUNCTUALITY / Weather Emergency**

In order for our Salon to function efficiently, we must have all employees present for work. Daily attendance records will be maintained by the Salon. If you are going to be absent, you MUST call or text your Shift Lead & Shift Front Desk member at least two (2) hours prior to the start of your scheduled work shift. The report must be made by you directly to your Shift Leader & Front Desk on schedule; you may not rely on friends, relatives, or fellow employees to convey a message for you. If your absence is unreported for a period of two days, without good reason, the Salon will consider you have voluntarily terminated your employment.

### **PUNCTUALITY IS AS IMPORTANT AS ATTENDANCE…**

To be punctual, stylists/service providers must have your work area ready 10 minutes before your scheduled hour of work and be ready to serve guests. If you are going to be late by more than ten (10) minutes, you should provide advance notice to your Team Lead or the front desk staff on the schedule to the anticipated length of tardiness. Regardless of that length of time you are tardy, you must immediately report to your Team Lead or front desk upon arrival. A late fee of $10.00 will apply and must be paid within 24 hours or subject to a code breaker.

**SUBSTANCE ABUSE POLICY**

The purpose of our policy is to provide an alcohol and drug-free workplace, insure the health and safety of our employees, maintain the quality of work, and minimize any adverse effect on Salon Inspire or its employees. We therefore strictly forbid the use, possession, consumption, manufacture, distribution (for sale or not) or control of alcohol, controlled substances (by statutory definition), or drugs by any of our employees at any time during the working hours or at any time while an employee is on Salon Inspire ‘s business off premises. Reporting to work (including returning to work) or being at work with the unauthorized presence of drugs or alcohol in the employee’s body or under their control, is likewise absolutely prohibited. Any violation of this policy could lead to immediate dismissal…

**Clients who are under the influence of alcohol or drugs may be refused service.**

Salon Inspire may offer 1 glass of wine or seasonal cocktails at the time of salon service. No payment may be made for alcoholic drinks. ID must be checked if the client appears under 40 years of age.

**HARASSMENT AND OFFENSIVE BEHAVIOR POLICY**

Salon Inspire believes in taking an active role in protecting its employees from all forms of harassment and endeavors to maintain a workplace characterized by mutual respect. We are committed to providing a workplace characterized by mutual respect. We are committed to providing a workplace free of harassment (which includes harassment based on gender, pregnancy childbirth or related medical conditions), as well as harassment based on such factors as sex, race, color, religion, national origin, ancestry, age, disability, status with regard to public assistance or membership or activity in a local commission dealing with discrimination, marital status, sexual orientation, family or medical leave status, or veteran status. **WE HAVE A ZERO TOLERANCE FOR HARRASSMENT WHICH VIOLATES FEDERAL AND STATE GUIDELINES.**

Harassment may include verbal, physical and visual conduct that creates an intimidating, offensive or hostile working environment or that interferes with work performance. Such conduct constitutes harassment when; (1) submission to the conduct is made either an explicit or implicit condition of employment; (2) submission to or rejection of the conduct is used as the basis for an employment decision; or (3) the harassment interferes with an employee’s work performance or creates an intimidating, hostile or offensive work environment. Behavior prohibited by this Policy also includes requests to engage in illegal conduct or retaliation for the making of a complaint.

**Sexual Harassment.** One type of harassment that is expressly prohibited is sexual harassment. Sexual harassment is defined as: **Unwanted sexual advances, requests for sexual favors, any other verbal, non-verbal, or physical conduct of a sexual nature when:continues…..**

1. Submission to such conduct is a condition of keeping or obtaining employment, whether expressed in explicit or implicit terms;
2. Personnel decisions are based on an employee’s submission to or rejection of such conduct; or
3. Such conduct has the effect or purpose of creating an intimidating, hostile, or offensive working environment or otherwise substantially interfering with an individual’s employment.

**Complaints Relating to Harassment or Offensive Behavior.**

If an employee feels subjected to conduct which violates this Policy, whether by another employee, by a supervisory or management person, by a team lead, by a customer/client or any other person whom he/she encounters in the course of employment, whether the opposite sex or the same sex, the employee should make his/her concerns know in one or more of the following ways.

1. Advise your team lead, in addition you can tell the person engaging in the behavior that you object to such behavior and that the conduct or communication is offensive, against this policy, and must stop; and/or
2. Advise Mandy that you are experiencing conduct or communication that is offensive and that you think is in violation of this Policy. **In all cases, Mandy will immediately take appropriate action**.

**Retaliation**

No retaliation or intimidation will occur because an employee has in good faith reported an incident of suspected harassment.

**Investigation**

Complaints of harassment will be examined impartially, and after an investigation of the allegations. Although we cannot promise complete confidentiality during this process, reasonable care will be taken to remain discreet until a conclusion is reached. Salon Inspire will determine the final disposition of the investigation. The investigation may include interviews with the employee making the charges, the accused employee, and appropriate client or witnesses. All determinations are made on an individual basis.

Knowingly giving false accusations may result in disciplinary action up to and including termination.

**Penalties for Harassment or Offensive Behavior**

A violation of this Policy will be grounds for immediate discipline, up to and including discharge or other appropriate actions. If in the event, the offensive behavior reoccurs, it should immediately be reported to your Team Lead or Mandy. Employees should understand that this Policy applies to each member and employee of Salon Inspire, including team leads and all full-time, part-time, and temporary employees.

**Questions**

Any questions regarding your obligations and those of others under this Policy should be directed to Mandy or Team Lead.

### 

### **EMPLOYEE ACKNOWLEDGMENT AND RECEIPT**

(EMPLOYEE COPY TO BE KEPT IN THIS MANUAL)

### ACKNOWLEDGMENT FOR RECEIPT AND

**EXPLANATION OF POLICY AND PROCEDURE MANUAL**

The undersigned employee of Salon Inspire hereby acknowledges the receipt of this employee handbook and acknowledges the existence and receipt of the handbook does not constitute a contract of employment, but rather an employment status of “at will”. However, the undersigned agrees to conform with provisions contained in this handbook, as the same may from time to time be amended. I AGREE MY EMPLOYMENT IS AT – WILL, i.e., MY EMPLOYMENT MAY BE TERMINATED AT ANY TIME FOR ANY REASON, WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT THE OPTION OF EITHER SALON INSPIRE OR MYSELF. ANY VARIATION, LIMITATION OR MODIFICATION OF THE RIGHT TO TERMINATE MY EMPLOYMENT AT ANYTIME FOR ANY REASON, WITH OR WITHOUT CAUSE OR WITH OR WITHOUT NOTICE, MUST BE SET FORTH IN AN EXPRESS WRITTEN AGREEMENT AND SIGNED BY BOTH OWNERS AND I. THIS HANDBOOK DOES NOT VARY, LIMIT OR MODIFY AT-WILL EMPLOYMENT STATUS. THIS HANDBOOK MAY NOT BE USED AS A BASIS FOR A CLAIM AGAINST SALON INSPIRE OR ITS AGENTS, MANAGEMENT OR EMPLOYEES IN THE EVENT MY EMPLOYMENT IS TERMINATED.

In the event there is any confusion as to the provision of this handbook, the employee agrees that he/she will seek clarification of these policies and procedures from his/her Team Lead or Mandy.

DATE:

SIGNATURE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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(EMPLOYER COPY TO BE KEPT IN EMPLOYEE FILE)

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