



Team Handbook

2024

Welcome to the Green with Envy Salon & Spa Team!

We are thrilled to have you join our community of dedicated and passionate professionals. At Green with Envy, we believe in creating not just a workplace but a nurturing environment where every team member is valued and empowered. Here, you're not just a stylist, an esthetician, or a massage therapist or a professional in the beauty industry – you're an integral part of a team that is committed to excellence, creativity, and genuine care. Your unique skills and talents contribute to the vibrant tapestry that makes our salon and spa an extraordinary place. As you embark on this journey with us, know that your growth, both professionally and personally, is at the heart of what we do. We encourage collaboration, creativity, and a spirit of continuous learning. Each day is an opportunity to make a positive impact, not only on our clients but also on each other. Together, let's create an atmosphere where everyone feels inspired, supported, and excited to bring their best to the salon every day. Your dedication and passion for your craft are what make Green with Envy a truly exceptional place. Welcome aboard! We can't wait to see the incredible things we'll achieve together.

Warmest regards,

Tazia & Your Green with Envy Management Team

Table Of Contents

CHANGES IN POLICY	5
EMPLOYMENT APPLICATIONS	5
EMPLOYMENT RELATIONSHIP	5
EMPLOYEE STATUS	5
NON-DISCRIMINATION	6
CLIENT PREPARATION AND SAFETY	6
NON-DISCLOSURE/CONFIDENTIALITY	7
EMPLOYEE RECRUITMENT AND SELECTION	8
NEW EMPLOYEE ORIENTATION	8
PROBATIONARY PERIOD FOR NEW EMPLOYEES	9
PERSONNEL FILES	9
OUTSIDE EMPLOYMENT	9
CORRECTIVE ACTION	9
DISCIPLINARY PROCESS	10
EMPLOYMENT TERMINATION	11
SAFETY	12
HEALTH-RELATED ISSUES	12
EMPLOYEE REQUIRING MEDICAL ATTENTION	12
LEAVES OF ABSENCE	13
JURY DUTY/MILITARY LEAVE	14
ATTENDANCE/PUNCTUALITY	14
ABSENCE WITHOUT NOTICE	15
VACATION TIME	15
BUILDING SECURITY	16
INSURANCE ON PERSONAL EFFECTS	16

INCLEMENT WEATHER/EMERGENCY CLOSINGS	16
SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY	17
EXPENSE REIMBURSEMENT	17
LUNCH	17
PARKING	17
STANDARDS OF CONDUCT	17
EMPLOYEE CHALLENGES AND CONCERNS	20
PERSONAL APPEARANCE AND IMAGE	20
PUBLIC APPEARANCE & CLIENT SATISFACTION	21
HARASSMENT, INCLUDING SEXUAL HARASSMENT	22
TELEPHONE USE	22
INTERNET USE	22
SUBSTANCE ABUSE	23
WEDDING AND ON LOCATION EVENTS	24
BENEFITS	24
NON-TRADITIONAL BENEFITS	25
EDUCATIONAL ASSISTANCE	26
TRAINING AND PROFESSIONAL DEVELOPMENT	26
VACATION TIME	26
HOLIDAYS	27
PAYROLL DEDUCTIONS	28
PAYROLL CORRECTIONS	28
GOAL SETTING	28
EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS	28
STAFF MEETINGS	29
BULLETINS/MEMOS	29
PROCEDURE FOR HANDLING COMPLAINTS	29
RETURN POLICY	29

REDO POLICY	29
WORKERS' COMPENSATION	30
UNEMPLOYMENT COMPENSATION	30
CHECK TRANSACTIONS	30
PRICE CHANGES	30
SOCIAL MEDIA	31
Employee Acknowledgement	32

This Manual is designed to acquaint you with Green with Envy Salon LLC (aka GWE) and provide you with information about working conditions, benefits, and policies affecting your employment. The information contained in this manual applies to all employees. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

CHANGES IN POLICY

This manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

If you are uncertain about any policy or procedure, speak with your direct supervisor.

EMPLOYMENT APPLICATIONS

We rely upon the accuracy of the information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

EMPLOYMENT RELATIONSHIP

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, GWE is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy.

EMPLOYEE STATUS

“Employee” defined: An employee of the salon is a person who regularly works for salon on a wage, salary or commission basis. An employee may include exempt, non-exempt, regular full-time, regular part-time, and others employed with the company who are subject to the control and direction of salon in the performance of their duties.

Exempt: Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

Non-exempt: Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

Regular full-time: Employees who have completed the 90-day probationary period and who are regularly scheduled to work 32 or more hours per week. Generally, they are eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

Regular part-time: Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 32 hours per week. Regular part-time employees are eligible for some benefits sponsored by the Company, subject to the terms, conditions, and limitations of each benefit program.

Probationary period for new employees: A new employee’s performance will be evaluated to determine whether further employment in a specific position or with Green with Envy Salon is appropriate. When an employee completes the 90 day probationary period, the employee will be notified of his/her new status and level.

NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Green with Envy Salon will be based on merit, qualifications, and abilities. The salon does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

CLIENT PREPARATION AND SAFETY

All preparations used in any of our guest services must be in accordance with required package instructions or other federal or state requirements. Consideration must always be given to the guest to minimize any possible reaction or incident arising out of using our products.

Salon staff should take extreme care when using products that may give rise to skin irritation. Guests should be given sufficient information about a product's uses to enable the guest to make a judgment about its reactions. Guests who have experienced a product reaction should not have that product used on them again in the future.

Any appliances showing signs of wear, poor connections, frayed wires, etc. must not continue to be used. Report damaged equipment to the manager. All equipment should be turned off at the plug connections when not in use. Broken equipment should never be used on a guest.

You should ask your manager whenever you have a question about a product's use. Negligence in this area will result in disciplinary action.

NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of GWE. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records
- Conversations between any persons associated with the company

It is the responsibility of all employees to safeguard sensitive client and company information. Any guest or company business information is strictly confidential and may not be disclosed outside the company. Financial or future business plans of Green with Envy Salon + Spa are confidential and shall not be removed from the premises. Unauthorized release or removal of such information is theft and will be prosecuted accordingly.

Confidential information related to clients who use any of our services includes, but is not limited to, such items as guest addresses, phone numbers, guest file information, etc. Unauthorized usage or removal of guest information will be prosecuted accordingly.

Other company information considered confidential includes but is not limited to such items as training materials, policies and procedures manuals, product materials, financial reports, compensation program, personnel records, vendor purchase information, etc.

EMPLOYEE RECRUITMENT AND SELECTION

Our employee recruitment and selection program is established to facilitate our commitment to equal opportunity employment by hiring the best-suited candidate for available positions and to make the best use of their abilities. Once employed, we desire to provide additional opportunities for our internal employees whenever possible.

To become an employee, several things must occur:

- You must sign our employee manual (this document). Your signature acknowledges that you understand the rights and obligations required of you and the company regarding "intellectual" property issues, i.e. privacy of financial information, formulas, not revealing trade secrets, and the company's right to job related inventions, etc.
- You must receive satisfactory reference checks.
- You must complete the INS Employment Eligibility Verification I-9 Form and provide documentation validating your right to work in the U.S. If validating documentation is not made available within 3 days following the date of hire, your employment will be terminated.

As an employee, you may be considered for open positions based on your job qualifications, performance record and overall capability to perform the duties. Outside recruiting may occur simultaneously. The final selection will be based on filling open positions with the most qualified candidates meeting the job requirements. If you are interested in an open position, inform your manager.

Referral Bonus is paid \$100 after the probationary period (90 days) is completed by a new employee. A referral application must be submitted prior to the first day of employment.

Sign-On Bonus for established stylists will be paid as an average of the first 12 week sales at a 50% commission payrate. A sign-on bonus application must be submitted by management prior to the first day of hire.

NEW EMPLOYEE ORIENTATION

Orientation is an informal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation includes an overview of salon expectations, an explanation of what it means to be an AVEDA Concept salon, company core values, and mission. In addition, the new employee will be given an overview of the 90-day probation period expectations, Green with Envy Salon's evaluation procedures, and scope of position. Every new employee will be evaluated and will start at a level appropriate to salons needs and according to education level.

PROBATIONARY PERIOD FOR NEW EMPLOYEES

The probationary period will last up to 90 days from the date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior.

PERSONNEL FILES

Employee personnel files include the following: job application, résumé, salary history, records of disciplinary action and documents related to employee performance reviews, and all client information.

Personnel and guest files and information are the property of Green with Envy Salon and access to the information is restricted.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in the presence of their supervisor.

OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description. Unless an alternative work schedule has been approved, employees will be subject to the Company's scheduling demands, regardless of any existing outside work assignments. You may not solicit any other outside job or business to GWE guests. The salon equipment, and materials are not to be used for outside employment.

CORRECTIVE ACTION

Green with Envy Salon holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards the employee's supervisor will take corrective action. Corrective action is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes a verbal warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, the supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, we consider certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by a manager, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Green with Envy Salon to a customer, a prospective customer, the general public, or an employee.

DISCIPLINARY PROCESS

Rules and regulations are the cornerstone on which we build our success and are essential to the efficient operation of our company. You are expected to perform your job duties satisfactorily and conduct yourself on the job in an appropriate manner. This guide for disciplinary action has been established for the common good of all of us at Green with Envy Salon. Some basic information has been provided below, but please be sure to have your

manager review the disciplinary policy with you in more detail during your orientation.

Company management will determine what is satisfactory performance and appropriate behavior and the disciplinary action that is judged necessary. Occasionally, management will find it necessary to take disciplinary action regarding your job performance and/or behavior. Disciplinary action may consist of the following, depending on the circumstances:

- Termination - You may be terminated from employment as a first or last disciplinary step.
 - Warning Notice - If termination is not the first step, you may receive a verbal and/or written warning. If improvement does not occur within the specified time period or performance continues to deteriorate during this time, further disciplinary action will be taken, which may include immediate termination. The initial time period for improvement may be extended at the Manager's discretion.
 - Suspension - An employee may be suspended by the Manager in situations when it appears necessary to remove the employee from the premises. The facts of the situation will be reviewed to determine if disciplinary action is required. Depending on the circumstances, time out or suspension may or may not be with pay. The manager or owner will make this determination after review of the circumstances.

Should you have any challenges or questions regarding a disciplinary action that may be issued to you, contact your manager or salon owner. We encourage our management team members to work together in improving work performance and/or behavioral issues. However, it is important to recognize that in some instances a continuing working relationship may not be an appropriate resolution.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee.
- Termination – involuntary employment termination initiated by Green with Envy Salon.
- Layoff – involuntary employment termination initiated for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment he/she shall give Green with Envy Salon at least two (2) weeks written notice.

Since employment is based on mutual consent, both the employee and GWE have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for new employees.

Any employee who terminates employment with GWE shall return all files, records, keys, and any other materials that are property of GWE. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to GWE will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. . Accrued time off will be void upon termination. Some benefits may be continued at the employee's expense if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

SAFETY

Green with Envy Salon provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings (Facebook)
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report (or where appropriate, remedy such situations) may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor immediately.

HEALTH-RELATED ISSUES

Employees who become aware of any health-related issues, including pregnancy, should notify GWE of health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor may be required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should consult with their Manager.

EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee’s personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. In the case of an emergency requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, GWE employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician’s “return to work” notice may be required.

LEAVES OF ABSENCE

Periodically, an employee may request a leave of absence to meet specific personal needs. If you are classified as a regular full-time or regular part-time employee, you are eligible to make such a request. Depending on the circumstances, the company may not be able to guarantee you the same job when returning from an extended leave of absence.

Approval for most leaves of absence requests are at the discretion of the Manager based on current business needs and past practices. Your Manager should be advised as soon as possible when a leave of absence is desired.

Unpaid personal leaves of absence will be available to an employee depending upon the circumstances of the request. Usually, leaves will not be approved for more than six weeks. An employee must have completed at least six months of working service to be eligible to make such a request. Contact the manager whenever a leave of absence is desired to obtain more information on the qualification and applicable procedures. There are five types of leave usually considered.

- *Personal*

Occasionally, an unpaid leave of absence will be granted for personal reasons such as family illness, personal business, or extended travel.

- *Medical*

A medical leave of absence may be granted to an employee whose illness exceeds 10 days. After the completion of the first six months of employment, an unpaid medical leave of absence for up to 6 months is available. Medical validation will be required and approval must be received from the Manager. Every effort will be made to keep the employee's job available or offer another similar position to the employee. However, if this is not possible, the employee may be terminated.

JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury or military leave without pay. However, all regular employees (both full-time and part-time) will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

ATTENDANCE/PUNCTUALITY

The salon expects that every employee will be regular and punctual in attendance. Being at the salon, ready to work, at least 30 minutes before scheduled floor time is mandatory. These 30 minutes before and after your shift are for cleaning, organizing and restocking the salon. We understand that life happens and there may be times you are running late. Please notify your manager as soon as possible. The second time an employee is late or leaves early without permission, he or she will receive a verbal warning. The third tardiness will result in a written warning. The fourth time an employee is late or leaves early without permission for any reason will be grounds for dismissal.

These warnings are given on a rolling six month period. Absenteeism and tardiness places a burden on other employees and on the company.

If you are unable to report to work for any reason, notify your location manager as soon as possible prior to your regular starting time. You are responsible for speaking directly with your location manager about your absence. It is not acceptable to leave a text or message on a supervisor's voicemail, except in extreme emergencies. In the case of leaving a voicemail or text message, a follow up call must be made as soon as possible.

The company numbers are:

• Augusta Salon:
207-623-6209

• Belfast Salon:
207-338-3148

• Camden Salon:
207-236-3689

- Rockland
Salon:207-594-5077

If there comes a time when you see that you will need to work some hours other than those that make up your usual work schedule, notify your manager at least seven working days in advance. Requests for special work hours will be considered on a case by case basis, in light of the employee's needs and the needs of the company. Such requests may or may not be granted.

Should you need time off, please get your shift covered and approved by your manager.

ABSENCE WITHOUT NOTICE

When you are unable to work due to illness or an accident, please notify your location manager. This will allow GWE to arrange for temporary coverage of your duties, and will help other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your location manager of the situation and check out with the receptionist.

VACATION TIME

All time off whether earned or otherwise must be requested through Central to your manager as soon as you know you need the time.

For employees who are full time (32 scheduled hours or more):

After one year of employment, 1 week of paid vacation.

After three years of employment, 2 weeks of paid vacation.

After five years of employment, 3 weeks of paid vacation.

- A vacation week is paid in five eight hour days. This still applies even if your average working hours are more or less than 8 hours.
- Used vacation time will be reflected on your pay stubs

- Vacation time is paid at your regular hourly/salaried rate.
 - Earned vacation time is to be used within 1 year of your anniversary date. It refreshes each anniversary date and does not compound. This means you lose any unused hours you have earned on your anniversary date.
- A six week notice is required to use any vacation time and must be approved by the manager.
- Paid or unpaid time off may only be taken between September 1 and June 30.
 - One paid or unpaid day may be taken between July 1 and August 31 upon approval, on a first come first served basis.
 - Vacation time may be "paid out" instead of taking time off for vacation, but it is subject to the same 6 week approval as stated previously.
 - We have a "use it or lose it" policy. Whether you are terminated or give your notice, you will not receive a "payout" of unused vacation time.

BUILDING SECURITY

The last employee, or a designated employee, who leaves the salon at the end of the business day assumes the responsibility to ensure that all doors are securely locked and all appliances and lights are turned off with the exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from GWE. In most cases, closing the salon and exiting should be done as a team, not left to an individual.

INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at Green with Envy property. The salon assumes no risk for any loss or damage to personal property. If you are at fault for the damage or loss of another employee or salon guest's property, you are responsible to pay for the property.

INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the salon will be made by the manager. Should the salon close, you will be notified via telephone, text message, email, or Facebook by 7:30 am.

SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of GWE. No employee whose regular duties do not include purchasing shall incur any expenses on behalf of GWE or bind GWE by any promise or representation without written approval.

EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements under \$25.00 will be paid as soon as possible. If the amount is more than \$25.00, the reimbursement request will be processed like an invoice. All completed reimbursement request forms should be turned in to your manager. No cash should be taken from the salon without approval from a manager.

LUNCH

All employees must clock out for lunches. Lunches are 30 minutes for every 6 hours worked. All employees can be provided with time for lunch on a daily basis. It is the responsibility of the stylist to block time in his or her day, or request that a manager do so. You are encouraged to take lunch breaks to refresh yourself physically and mentally. These breaks are not to be taken at the beginning or end of your shift. A commission-based staff member may choose to have the option to work through your lunch period, you will be required to sign a waiver form before doing so.

PARKING

Employees are responsible for parking for their own vehicles in approved areas. All fees incurred related to parking are the responsibility of the employee.

STANDARDS OF CONDUCT

Green with Envy Salon is committed to conducting its business in a lawful and ethical manner. All employees are expected to meet the highest standards of legal and ethical conduct. Anything less is considered unacceptable.

Each of us has an obligation to conduct ourselves at all times with honesty and propriety because such behavior is morally and legally right, and because our business success is dependent on our reputation for integrity and on the trust and confidence of everyone with whom we deal.

The commitment to ethical behavior is not a matter of vague principles and generalized comments. We have a strict code of conduct. All employees are expected to read, understand and must adhere to the rules listed below.

The work rules and standards of conduct for Green with Envy Salon are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

• While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace keep your voice at a moderate tone
- Negligence or improper conduct leading to damage of company-owned or guest-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules, sanitation etc.
- Having conversations that are not appropriate for all audiences
- Interjecting into the conversations of others without being invited
- Yelling across the salon
- Standing around at the desk
 - Interrupting your coworkers who are with a guest, unless it is an emergency. (Please note that a lunch order is NOT an emergency)
 - Doing your own services, including nails, while on the clock or providing services to your coworkers while on the clock without prior approval.
- Consuming food at the desk.
- Smoking in the workplace, near entrances, or anywhere other than the designated

smoking area(s)

- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Eating or drinking in front of customers
 - Unauthorized use of telephones and cell phones (i.e. talking or texting on the floor with customers in the building)
- Using company equipment for purposes other than business (i.e. playing games on computers or personal internet usage)
- Unauthorized disclosure of business “secrets” or client information
- Violation of personnel policies
- Performing services outside of the salon without permission
- Moving, adding or removing furnishings without permission
- Not properly cleaning the station assigned to you
- Displaying personal photos and trinkets at your station
- Unsatisfactory performance or conduct
- Failure to comply with all applicable laws and government regulations. For interpretation or clarification of legal or regulatory requirements, contact your Manager or Owner.
- Not dealing honestly with guests, suppliers, and consultant
 - Failure to inform our guests of the proper use of our products and possible potential hazards. Negligence can result in personal injury to the guest and financial catastrophe to the company.
 - Seeking to gain improper advantage for offering business courtesies such as entertainment, meals, transportation, products or services inappropriately
 - Offering any type of business or personal courtesy to a guest for the purpose of obtaining favorable treatment or advantage
- Providing salon services outside the salon without salon approval
- Providing guests with gifts or promotional items of more than a nominal value
 - Accepting items of value from someone doing business with the company for any type of favorable treatment or advantage. To avoid even the appearance of impropriety, do not accept gifts or promotional items of more than nominal value.
- Not having company payments and other transactions properly authorized by management
 - Abusing your position of trust in the company. While on the job, you are expected to devote your concentrated time and effort to the corporation's business interest and avoid any activity that may

distract from or conflict with those business interests.

- Failure to report any suspected violation of these rules or other irregularities to your Manager or Owner. The "WhistleBlower" law prohibits retaliation against any employee for making a good faith complaint about what he/she believes to be a violation of a specific law. Violations of this policy will result in disciplinary action.

EMPLOYEE CHALLENGES AND CONCERNS

Good communication between company management and employees is essential for us to develop and maintain a productive and satisfied workforce. It is our intent to afford employees a voice in those matters that may have a potential adverse, unjust, or inequitable effect on their employment relationship. Such issues may be honest differences of opinion or judgment situations, but we do acknowledge the importance of their expression. It is our desire to address challenges and concerns as promptly and justly as possible, objectively and confidentially, and free from any concern over retaliation.

Please feel free to call if there is an issue:

- Marlene Cohn 207-593-6333
- Zachary Cohn 207-284-3233

An "open door" policy will be observed by the company. Employees are free to meet with their manager privately to discuss issues regarding job performance, work conditions, grievances, employee conflicts, suggestions or personal problems that are affecting their jobs. Challenges between employees should attempt to be resolved by the employees involved, in a courteous and constructive manner. If this cannot be done, the challenge should be brought to the attention of the manager or owner.

PERSONAL APPEARANCE AND IMAGE

The dress code is for all employees, including service providers and front desk staff is SOLID BLACK with an accent color if desired (TBD bi-monthly). Choosing to work in the service and retail industry, we have chosen to be in the spotlight more than the average career. At Green with Envy Salon, we have chosen to be a step above the rest, offering the best services and best retail by the best people in the best environment. This means our personal appearance should be the best it possibly could be since it is our primary business. This means hair, makeup, clothing, shoes, breath, nails and everything else about your appearance should be top-notch every day. Although we encourage uniqueness, we expect you to look consistently professional.

In general, you are asked to be well dressed and fashionable. Clothing that is casual is not acceptable. Button-down shirts, collared shirts, shirts made of dresser fabrics are ideal. Pressed pants and skirts are a must. Consider leather shoes, polished if necessary, that reflect current trends. Skirts should be to the ends of your fingertips when your arms are straight and by your side.

The following are examples of what is not considered appropriate: Leggings that are worn as pants (the providers rear & crotch area should be covered), faded, bleached, or gray clothes, sweats material clothing, hoodies or hooded tops of any variety, any pattern that includes other colors, see-through/revealing, undergarments that are visible through clothing, sponge-soled shoes, foam shoes, or hiking/winter/outdoor boots, shirts with large logos, halter tops & tube tops. Any clothing that exposes the midriff, cleavage or back or is overly tight. Underclothes are required at all times. Stretch pants or yoga like pants are not acceptable as pants.

PLEASE NOTE: If any manager feels you are not presentable when you come to work, you will be asked to change your appearance before you can clock in or proceed to work. For example, if you have a full book of clients, and you are not dressed properly, your client will be informed that you were not prepared for work, and we can reschedule them with you on another day or with someone else. Continued disregard for dress code will be addressed by disciplinary measures. Proper dress is also required for all in-salon Aveda classes, even if it is your scheduled day off. When you are at the salon during business hours and providing services for friends or family, the dress code is enforced.

PUBLIC APPEARANCE & CLIENT SATISFACTION

We should take pride in our jobs, our work environment and the image we present to other guests and each other. All employees are expected to assume their share of responsibility in maintaining high standards of cleanliness and orderliness in their work areas. A clean and orderly work area makes a statement to our guests that we are conscientious in the quality of our services provided and the care and concern we have for them when they visit our salons.

You are responsible for keeping all your personal equipment, combs, and brushes clean and in good working order. Your workstation must always be clean and tidy prior to starting the next guest's service.

Disposal places are provided for towels, used bottles, and hair. All used items should be placed in their proper disposal container.

Clean your station (including drawers, under mat and chair) after EVERY shift. You are responsible for your station. There should not be hair inside any drawers or in or around chairs at the end of the day. You must sweep between each guest. A habit of sweeping before blow-drying will prevent the spread of hair.

ALWAYS give your guest 100% of your attention. If Aunt Mae from Alaska walks in do not step away from your client. We should not have friends/family/husbands swing by to say hello unless it's a wave. All guests should wait in the waiting area or leave a message with the front desk. An emergency is a different situation. It is of the utmost importance for our guests to feel like they are the most important person in the room. For example, offer a drink, ask if they are comfortable and if there is anything you could do to make them more so, make them feel like a guest in your home. If they want food order it- but you may not join them in eating or drinking!

HARASSMENT, INCLUDING SEXUAL HARASSMENT

GWE is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any employee who becomes aware of possible harassment should promptly advise their supervisor who will handle the matter in a timely and confidential manner.

TELEPHONE USE

The telephone is intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls or visits during working hours. Cell phones are not to be out during work hours unless to briefly show/take a picture, etc. If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action.

INTERNET USE

Green with Envy Salon's employees are allowed the use of the internet and e-mail and SalonBiz when necessary to serve our customers and conduct the Company's business. Employees may use the Internet when appropriate to access information needed to conduct the business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt the operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. We reserve the right to access and monitor all files and messages on its systems.

SUBSTANCE ABUSE

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and illegal drugs of abuse have been established for all staff members, regardless of rank or position, including both regular

and temporary employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited. Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited. Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

- Company property: All Company owned or leased property used by employees.

Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

- Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
- Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
- Illegal drug:
 - Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation. b.
- Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- Inhalants used illegally.
- Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and drug use and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment. Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition

WEDDING AND ON LOCATION EVENTS

The GWE Wedding Coordinator will be responsible for handling the scheduling and planning of wedding parties. Please take the name, number and email address for anyone interested in wedding services. Send this information to GWE.Weddings@gmail.com.

The salon reserves the right to choose providers for events both on and off location. If you do a trial for an event (hair, makeup or nail services) you are committing to the event and are responsible to make sure you know when and where you need to be on the day of the service. You will be asked by the wedding coordinator and/or manager to participate in the event. 50% of the service costs will be split equally between all providers who worked on the event. On the bride's trial day, she will be charged \$50 for hair and/or \$50 for makeup application (to be put under the service provider who completed the services) as well as a \$100 non-refundable deposit for the services to be provided on the wedding day.

Any and all tip money received from wedding parties will be split equally between the service providers.

BENEFITS

Green with Envy Salon provides dental insurance, life insurance for qualifying employees. Plan information is provided during an employee's orientation program. It is important you review the material carefully and direct any questions you may have to the manager.

Occasionally, changes in insurance plans must occur. The company reserves the right to design the provisions of a plan, add, eliminate, or in any other way modify any of the benefits provided when it is felt to be in the best interest of the company.

Qualifying employees are those classified as regular full-time and normally scheduled to work 32 hours or more per week. Employees are eligible to elect participation in the plan after 6 months of full time employment or during regular annual enrollment period. If enrollment is declined, application at a later date will require proof of insurability, and the insurance carrier may reject the application.

Individual coverage is available for qualifying team members only. If a team member wants to include a spouse or child, they will be personally responsible for paying 100% of those costs. All insurance costs will be deducted bi-weekly from the team member's paycheck based on the individual's insurance premium.

NON-TRADITIONAL BENEFITS

- Free checking through Bangor Savings
- Employee Loan Program- advances and repayments for tools, education, and travel is a unique benefit that Green with Envy is able to provide. Employee will sign a contract with amount due and scheduled payments dates. This contract will be kept in employee personal file. All payments will be deducted from payroll. All moneys owed at the time of termination will be withheld from final paycheck.
- Volunteer Time
FT Employees- 25 hours of paid volunteer time
- All employees and their immediate family members are eligible for discounts on products

and services provided by Green with Envy Salon. Family members eligible for discounts on products and services are defined as spouses, children, parents, brothers, sisters, and grandparents.

The following discount is available on regular priced or special promotion/special price reductions:

Services performed after regular working hours on yourself or performed by one another or for family members, will be charged a product cost of \$5.00 for body waxing, \$10.00 per 30g of lightener or 40g of color, \$10.00 for a shellac manicure, \$10.00 for a pedicure, \$10.00 for a massage, and \$15.00 for a facial, \$30 for a full set of lashes, and \$15 for a lash fill. There is no charge for haircuts

A 40% discount will be given on the retail price of all products purchased by you for personal use off of the shelf, with location manager approval.

In addition, employees may participate in the Monthly Employee Appreciation order submitted to Aveda with Special pricing for personal use only.

IT IS THE RESPONSIBILITY OF THE TECHNICIAN PERFORMING SERVICES TO AN EMPLOYEE TO ENSURE THAT SERVICES AND PRODUCTS ARE PAID PRIOR TO SERVICES BEING RECEIVED OR PRODUCTS BEING USED. The employee that neglects from doing this will not be able to get any employee services done for six weeks.

Services provided to you or your family members should be done before or after scheduled work hours, on off days, etc. All discounted services or non-revenue services must be cleared in advance by the salon manager. Family and Employees that schedule a service during service providers regular working hours will pay full price of the service.

EDUCATIONAL ASSISTANCE

The salon recognizes that the skills and knowledge of its employees are critical to the success of the Company. GWE offers educational assistance programs to encourage personal development, improve job- related skills, and enhance an employee's ability to compete for reasonably attainable jobs in the Company.

TRAINING AND PROFESSIONAL DEVELOPMENT

Salon recognizes the value of professional development and personal growth for employees. Therefore, GWE encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses. If a service provider is deemed unable to give a service due to the inability to perform service according to GWE standards, the provider will be given some reeducation immediately and until supervisor believes they are ready to do the service it will be unavailable in their booking system. All employees are

encouraged by Green with Envy Salon to attend educational classes and continue to improve on their skills. The salon will pay for half of up to 4 off-site Aveda classes per year for full time employees and 2 for part time employees.. Employees are responsible for transportation and all of the costs associated with travel, including meals, hotel, gas etc.

The salon will keep stylists up to date on new techniques and will offer various in-house classes throughout the year.

VACATION TIME

All time off whether earned or otherwise must be submitted to your manager as soon as you know you need the time using Time Off Request Forms.

For employees who are full time (32 scheduled hours or more):

After one year of employment, 1 week of paid vacation.

After three years of employment, 2 weeks of paid vacation.

After five years of employment, 3 weeks of paid vacation.

- A vacation week is paid in five eight hour days. This still applies even if your average working hours are more or less than 8 hours.
- Used vacation time will be reflected on your pay stubs
- Vacation time is paid at your regular hourly/salaried rate.
- Earned vacation time is to be used within 1 year of your anniversary date. It refreshes each anniversary date and does not compound. This means you lose any unused hours you have earned on your anniversary date.
- A six week notice is required to use any vacation time and must be approved by the manager.
- Paid or unpaid time off may only be taken between September 1 and June 30.
- One paid or unpaid day may be taken between July 1 and August 31 upon approval, on a first come first served basis.
- Vacation time may be "paid out" instead of taking time off for vacation, but it is subject to the same 6 week approval as stated previously.

- We have a "use it or lose it" policy, whether you are terminated or give your notice, you will not receive a "payout" of unused vacation time; as it is subject to a six week approval.

HOLIDAYS

GWE observes the following paid holidays per year for all full time employees whose regularly scheduled work day fall on the following holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

These are paid at the agreed upon pay rate or the current Maine State or Local minimum wage for normally scheduled hours.

PAYROLL DEDUCTIONS

All employees are subject to the following mandatory paycheck deductions:

- Federal and State Income Taxes
- Social Security (FICA) Taxes
- Court ordered child support and spousal maintenance payments

The company requires all insurance benefit premiums be done by automatic payroll deduction. Other payroll deductions may be done with approval of the Manager and employee (e.g., advances, education, etc.). In addition, all employees must report an appropriate portion of their tips collected for tax and auditing purposes, as required by Federal law.

PAYROLL CORRECTIONS

Any time a question arises regarding an employee's amount of pay, incorrect amounts, tax questions, etc., the employee should contact their Manager. A new check can not be issued until the next pay period.

GOAL SETTING

Individual personal and professional goals are assigned to all employees by quarter to assist in achieving our business and professional development goals. Achievement of goals is included in employee job performance evaluations.

EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS

The salon will conduct performance reviews and planning sessions with all employees quarterly. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for salon and the employee to discuss his/her performance, salon benchmarks, education goals, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed to establish and agree on new goals, skills, and areas for improvement.

The salon determines wage and salary increases based on performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods. After the initial review, the employee will be reviewed according to the regular quarterly schedule.

STAFF MEETINGS

Mandatory staff meetings will be held monthly per location. These meetings keep employees informed on recent company activities, changes in the workplace and employee recognition. If you are unable to attend, you will still be responsible for the information presented.

BULLETINS/MEMOS

Our Green with Envy team Facebook page provides employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the page. To ensure that pertinent information is accessible to staff members, please limit posts to positive, business-related interactions only. All staff is required to have access and is responsible for this information.

PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their location manager. At this level, employees usually reach the simplest, quickest, and most satisfactory solution.

RETURN POLICY

Aveda guarantees their products, so GWE will exchange any product for another better suited for the guest. We do not give cash refunds for products or services, nor can a product credit be used as payment for a service. Product will be returned as a personal credit on SalonBiz for future retail purchase or as an even exchange for a retail item.

REDO POLICY

If a guest requests that a service be redone, please speak with the location manager immediately after ensuring the guest we will take any action necessary to ensure that they are satisfied. The original provider should do any corrections to the service. However, if the guest prefers another provider or the stylist is unable to due to scheduling conflicts, the correcting provider will receive the payment for the service. The original provider may come in on a not normally scheduled day or time to fix any situation but must always make location manager aware.

Services that must be re-done for ANY reason, unless otherwise specified, will be handled on these terms.

If a guest returns within two weeks and is unhappy with the service they received, they may see the original service provider or choose another service provider to have that service redone at no additional charge

If they return, but choose to use another service provider, then the original ticket will be transferred to the new specialist as a return.

Ensure nothing negative is said about the original specialist.

WORKERS' COMPENSATION

All employees are covered by the Workers' Compensation Law which was established to standardize the benefit structure, reduce litigation, and encourage early rehabilitation intervention, good employee/ employer relationship and return to work programs. The cost of this coverage is fully paid by GWE. All job related injuries should be reported immediately to the Manager. Appropriate forms must be completed and employees are expected to cooperate fully in completing any necessary forms or reporting for any required examination.

UNEMPLOYMENT COMPENSATION

Former employees who lose their job may, under certain conditions, qualify for state unemployment benefits. The company reviews all unemployment claims thoroughly, and may attend fact finding or appeal hearings when the facts regarding eligibility are in question.

CHECK TRANSACTIONS

Please check your daily totals. Report any mistakes immediately to the Salon Manager. Follow-up on a daily basis is necessary to ensure proper credit is given for all sales.

PRICE CHANGES

There will not be any discounts, of any nature, unless it is a promotion organized by management. There will be no friends receiving discounts or receiving services free. No employee has the authority to give away any service or change a price without approval from management.

SOCIAL MEDIA

Consistency is important to our GWE brand GWE creates promotions for the salon and shares promotions that are created by AVEDA. All staff is encouraged to share GWE and AVEDA social media posts in their own social media. Before and After photos help promote GWE and AVEDA. Please follow our protocol. Use #GWE, #GreenEnvySalon, #Aveda, etc. Please keep in mind that you are not only representing yourself but also GWE on social media, choose your posts wisely. GWE has the discretion to request any social media posts to be removed if it is conflicting with our mission statement. No employee has the authority to create their own promotions.

Employee Acknowledgement

I hereby acknowledge that I have received and read the Employee Handbook of Green with Envy Salon. I also have access to a digital copy of the Employee Manual to use for future reference on the Team Facebook Page. In consideration of my employment, I agree to conform to the general work rules and specific regulations as communicated by the company. It also is understood that the manual provides general information on current guidelines covering employment related policies and procedures. The company may make changes to it at any time by adding to, deleting, revising, or totally revoking any information as it deems necessary, without notice.

I recognize that this manual is not intended to create any express or implied contract rights between Green with Envy Salon and the employee, nor does it represent an offer of employment. I understand employment may be terminated by either the company or myself at any time and for any reason with or without notice or cause.

Employee Name (Please
Print)

Employee

Signature

Date Returned

Revised 09/19