



# Employee Handbook

BE KIND, WORK HARD, DO YOUR BEST

# Employee Expectations

As an E.Leigh's Family Member, YOU are responsible for the energy and attitude you project. When you show up for work, you are 100% in the game. Personal issues are checked at the door!

The E.Leigh's Family works as a TEAM to get goals achieved! Whether you are part of a storefront team, our HQ team or our web team, we are all working towards the same goal: to create an exceptional shopping experience for our guests.

## E.Leigh's Mission Statement

To make sure ALL guests have an exceptional shopping experience, where they feel better after shopping with us.

## In Store Salesmanship

From the moment guests walk through the door until the time they leave, they deserve 100% of our attention.

**Salesmanship:** These steps will help you achieve your sales goals:

- Approach client promptly;
- Make eye contact;
- Use an opening line that has nothing to do with business;
- Use open ended questions;
- Concentrate on what your guest is saying;
- Encourage the client to try on;
- Always be enthusiastic;
- Suggest! Suggest! Suggest!;
- Use the guests name;
- Tell them about store specials, new arrivals, Facebook, etc.;
- Don't close the sale until the client closes the sale; and
- DO NOT go behind the counter when a client is in the store!!! Once the client comes up to the counter to check out, then you can go behind the counter.

**Knowledge of merchandise:** Everyone must know the merchandise we have in the store. Things will be changing quickly in the store. Please take the first 15 minutes of your shift to familiarize yourself with new arrivals. If you know the merchandise, it will make the sales come easier. This is also the time you will need to get with the MOD and talk about our daily sales goal, your personal sales goal and if there are any store promotions you need to know about.

**Merchandising:** You will be in charge of steaming and merchandising new arrivals.

# Employee Classification

**Regular, full time:** An employee is considered a regular, full-time employee after having successfully completed the probation period and works at least 40 hours per week on a rolling twelve month basis. Under these circumstances, employees are entitled to all benefits available to regular, full-time employees, as discussed upon hiring.

**Regular, part time:** An employee is considered a regular, part-time employee after having successfully completed the probation period and works up to, but not in excess of 40 hours per week on a rolling twelve months basis. Regular, part time employees are not entitled to benefits, unless otherwise discussed with E.Leigh's and recorded in writing.

**Temporary:** If an employee is hired for a specific assignment or for a specific period of time with the understanding that employment may end at the completion of the assignment or period of time, the employee is considered a temporary employee and is not entitled to benefits, unless otherwise discussed with E.Leigh's and recorded in writing.

**Per Diem:** If an employee comes to work only when called to do so, the employee is considered a per diem employee and is not entitled to benefits, unless otherwise discussed with E.Leigh's and recorded in writing.

## Exempt Employees

Employees assigned to E.Leigh's, administrative or supervisory positions, who are exempt from overtime compensation per the Fair Labor Standards Act of 1938, are classified as exempt. Such employees are paid on a salary basis and are not required to report specific hours worked unless specifically required by E.Leigh's. They are required to report to use of personal, sick and holiday leave.

## Non-Exempt Employees

Those employees covered by the Minimum Wage Act and the Fair Labor Standards Act of 1938 are considered non-exempt employees. Non-exempt employees are paid on an hourly basis for the actual hours worked and are entitled to overtime compensation for all hours worked over 40 in a workweek.

# Attendance and Leave

## E.Leigh's Law

Even though E.Leigh's has regular business hours, E.Leigh's does not close until the last guest leaves. Doors may NOT be locked while guests are in the store. ***The guest should receive excellent guest service as they would during normal business hours.***

## Employee Schedules

Due to the nature of the business, employees will be required to work some weekends and/or holidays. Such work will be assigned on a rotational basis.

It is the employees' responsibility to know what hours they are scheduled to work. If changes are made, a manager will notify the employees.

## Employee Time-Off Request

All full-time requests off need to be made two weeks in advance and a formal request must be made through the appropriate forms.

For Part-Time Employees, two weeks notice are required for request offs and no more than two people can request off on the same day unless the manager approves it. E.Leigh's will always do their best to fulfill requests. Once a schedule has been posted, requests off will no longer be accepted. Under special circumstances, last minute changes may be requested, but a manager must be notified and approve it.

## Attendance and Punctuality

E.Leigh's expects regular attendance and punctuality from every employee. Excessive absenteeism or tardiness can result in disciplinary action up to and including dismissal. Excessive absenteeism is defined as more than two unscheduled absences in a six-month period. Tardiness is defined as more than one minute late. Excessive tardiness is defined as more than three times in a 30-day period.

## **Reporting Absences**

Employees should **call** their store manager and/or manager on duty two hours prior to the start of his/her shift if he/she cannot avoid being absent. Notice is mandatory so the store can operate at its highest standard despite an employee's absence. It is an employee's responsibility to find a replacement for their shift. If an employee calls in sick, a doctor's note is required.

**Communication through text, email or social media is not considered adequate notice. Reporting an absence to a co-worker does not satisfy this requirement.**

## **Clocking In/Clocking Out**

All hourly paid personnel will use the computer for recording hours worked or the appropriate application, identified by management. Altering time in any way is considered grounds for termination. If an associate forgets to clock in/out for his/her shift, the employee's time record will only reflect the scheduled shift. It is the employee's responsibility to make sure they notify a manager about their time sheet discrepancy.

## **Breaks**

Both exempt and non-exempt employees are allowed a 60-minute break for every shift of eight hours or more. Non-exempt employees are not compensated for taking a 30-minute break and must clock out. Additionally, both exempt and non-exempt employees are allowed a 15-minute break for every four hours worked. Employees are paid for 15-minute breaks.

Leaving the premises during a shift is not permitted unless special arrangements with a manager. Employees must clock out if they leave the premises.

E.Leigh's will adjust these rules to accommodate the law of the state the store is residing in.

## **Annual Leave/Sick Leave**

Regular, full-time, exempt employees, who work in a regular salaried position shall be gifted a set amount of days, shown in the timetable below. New hires must complete a 90-day probation period to be eligible for leave. Upon completion of probation, depending on the month hired, is how many days the employee will be gifted. This is also shown in a table below. Employees must have completed one full year of employment before movement to the next bracket of gifted days. For example, an employee would not move to the third level of annual leave accrual rate until he/she had completed three (3) full years of employment and starting his/her fourth (4th) year.

1. Through one (1) year: Employees must have completed one (1) through 12 months, before movement to the next level. (New Hire Status)
2. One (1) through three (3) years: Employees must have completed 12-36 months.
3. Over four (4) years and beyond: Employees must have completed 37 or more months.

<b>Years of Employment</b>	<b>Yearly Gift</b>	<b>Eligible days for roll-over</b>
Through one year	10 Days	3 Days
1 through 3 years	15 Days	3 Days
Over 3 years	20 Days	3Days

Employees are only eligible for leave days upon completion of their 90-day probation period with the company.

Based on the month their probation period ends, they will be gifted leave as follows:

<b>Probation period ends:</b>	<b>Days Gifted</b>
March	10
April	10
May	9
June	8
July	7
August	6
September	5
October	4
November	3
December	2
January	1
February	1

Annual leave is granted on the basis of workdays, not calendar days. Non-work days, such as holidays gifted by management, are not charged as annual leave.

Annual leave is cumulative, and no employee shall have over three (3) of accumulated on March 1st of each year. Gifted leave may exceed three (3) days during the year, but those days in excess of three (3) will be forfeited if not used before March 1st.

An employee may request to use annual leave but he/she must also complete an annual leave form. E.Leigh's may grant the leave request at such time that will cause the least disruption to the efficient operation of the company. E.Leigh's reserves the right to deny any leave requests as it deems necessary.

Employees shall not borrow from anticipated future leave and may not use annual leave gifted by other employees without prior written consent from management.

The minimum PTO amount an employee can use is 0.5 day, which is equivalent to four (4) hours.

In the event that an employee has used all of his/her accrual. The employee may request to take leave without pay. This must be approved in writing by the CEO at least 2 weeks prior to when the leave is taken and is left for only the most extenuating circumstances. Leave without pay is not an option if there are present PTO days available.

If an employee is terminated or leaves the job for any reason, they forfeit all paid time off and this is not compensated in the final paycheck.

E.Leigh's reserves the right to adjust the PTO policy at any time.

## General Personnel Practices and Administrative Guidelines

### Internal Transfers/Promotions

Employees with more than 12 months of service may request consideration for promotion or transfer to another location as opportunities become available, and he/she will be considered along with other applicants. At the same time, the company may initiate transfers of employees between departments or locations to meet work requirements and/or the reassignment of work requirements.

E.Leigh's offers promotions to higher-level positions when appropriate. E.Leigh's prefers to promote from within and may first consider current employees with the necessary qualifications and skills to fill vacancies, unless outside recruitment is considered to be in the Company's best interest.

In order to be considered for a transfer or promotion, employees must have held their current position for at least 12 months, have a satisfactory performance record and have no disciplinary record. E.Leigh's reserves the right make exceptions to the policy.

### Separation of Employment

Separation of employment within an organization can occur for several different reasons. At the time of departure from the company, employees must return any E.Leigh's property (e.g. equipment, keys, documents, files and literature) collected by or issued to them. If company property is not returned by the employee's final shift, E.Leigh's reserves the right to bill employee for un-returned property. Failure to return a store key will be a \$100 charge to said employee.

- **Resignation:** E.Leigh's recognizes that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide notice in verbal and written form two weeks prior to separation for part time and 3 weeks prior to separation for full time, in order to facilitate a smooth transition out of the company.
- **Job abandonment:** Employees who fail to report to work or contact a manager for shall be considered to have abandoned the job without notice. Separation will be effective at the end of their normal shift.
- **Termination:** Employees of E.Leigh's are employed on an at-will basis, and the Company retains the right to terminate an employee at any time for any reason.

### Payday

Employees will be paid on the 5<sup>th</sup> and the 20<sup>th</sup> of every month. Employees must use the direct deposit option and execute the required authorization prior to employment.

Paystubs will be electronically accessible. If the 5<sup>th</sup> or the 20<sup>th</sup> falls on a Saturday, Sunday or holiday, checks will be available the following business day.

### **Disciplinary Actions**

Employees have the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform their duties to the best of their ability and to the standards as set forth in their *job description* or as otherwise established.

E.Leigh's supports the use of progressive discipline to address employee issues such as poor work performance or misconduct. The progressive discipline policy is designed to provide a corrective action process in order to improve and prevent a recurrence of undesirable behavior and/or performance issues. The progressive discipline policy is aligned with E.Leigh's organizational values, human resources best practices and employment laws.

The following outlines E.Leigh's's progressive discipline process:

- **Verbal warning:** Verbal warning are used when disciplining an employee for his/her first offense or for what a manager deems as necessary disciplinary action that does not require a written reprimand. A manager verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a manager considers serious or in situations when a verbal warning did not alter an employee's unacceptable behavior. A written warning is prepared by E.Leigh's and executed by both the employee and a member of E.Leigh's. Each written warning includes: the offense, date of the offense, how many times the employee has committed an offense and the employee's opportunity to present a rebuttal. The written warning is placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning and/or placed on a performance improvement plan (PIP). The PIP will last for a predetermined amount of time not to exceed 30 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the manager and E.Leigh's. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, the employee may be terminated.

- **Suspension or termination:** E.Leigh's reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including verbal and written warnings, suspension with or without pay, demotion and discharge.

### **Performance and Salary Review**

Employee reviews are conducted on a yearly basis. The employee review will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee's personnel file.

Merit increases are based on company performance and financials and are not guaranteed. A performance review does not always result in a salary increase. The employee's overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.

### **Employee Files**

E.Leigh's will have a file established for every employee. The file will include:

1. W-4;
2. I-9;
3. State Withholding (if applicable);
4. Emergency Contact;
5. Direct Deposit Authorization;
6. Employee Handbook Acknowledgement;
7. Copy of Passport OR Driver's License and Social Security Card;
8. Employee's application/resume;
9. Employee Evaluations;
10. Write-ups; and
11. Comments/concerns

When any of the above information changes, it is the employee's responsibility to file a new form with the Headquarters office.

### **Key Holders**

Employees may be given a key to the cash drawer, cabinet, or to the store itself. Unauthorized duplication of the keys will result in disciplinary action. The store key should only be used to open and close the store during regular business hours. Associates must receive permission from a manager, in order to enter the store at any other time. Upon separation, E.Leigh's requires the return of all keys.

### **Confidentiality**

E.Leigh's's has worked hard to establish a unique organizational culture and value system. Information regarding E.Leigh's is not available to the general public. All of this information whether pertaining to guests, personnel or the Company is of a confidential or proprietary nature and should be treated accordingly. Confidential or proprietary material which becomes part of the employee's work or to which the employee becomes privy is not to be discussed or shared with any other person other than those to whom the employee is responsible. No written materials may be removed from the office or photocopied or reproduced except by instruction or arrangement with E.Leigh's. Violation of this procedure could result in termination.

### **Right to Monitor**

All company-supplied technology and company-related work records belong to the company and not to the employee. E.Leigh's routinely monitors use of company-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination. E.Leigh's also reserves the right to use audio and video surveillance at any locations. This includes backrooms and the headquarter office.

### **Electronic Communication and Internet Use**

The following guidelines have been established for using the Internet, company-provided cell phones/iPads and e-mail accounts in an appropriate, ethical and professional manner. An employee may be terminated if he/she fails to follow the guidelines.

- Internet, company-provided equipment (e.g., cell phone, iPad, computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon E.Leigh's or be contrary to E.Leigh's's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and company-provided equipment such as cell phones and laptops.
- Employees may not copy, retrieve, modify or forward any materials from E.Leigh's.

### **Social Media—Acceptable Use**

Social media accounts, whether company owned and operated or personal are subject to the below:

Employees may not post financial, confidential, sensitive or proprietary information about the Company, guests, employees or applicants. Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the Company, guests, employees or applicants. This policy is applicable to E.Leigh's social media accounts, as well as employees' personal social media accounts.

Personal social media use during a scheduled shift is prohibited. Furthermore, all associates' portable electronic devices are not allowed on the sales floor. Management is exempt from this policy, as members of the management team are required to be easily accessible.

### **Attire and Grooming**

All employees must wear proper undergarments. "See-through" attire without a layering tank or camisole will not be permitted. Dresses and skirts must be at an appropriate length. Athletic shoes and rubber flip-flops are not allowed. E.Leigh's employees are expected to be neat, clean and well groomed while on the job. Fingernails shall be clean and trimmed properly, hands clean, oral hygiene appropriate, and care shall be taken to not have offensive body odors.

Only T—Shirts that are from E.Leigh's are allowed to be worn on the sales floor and must be "styled up" through layering, jewelry and shoes.

Baseball caps are not allowed.

Female employees are encouraged to wear in-season, on-trend E.Leigh's attire. If E.Leigh's attire is unavailable, employees should wear neutral colors in cuts and styles that are on-trend.

Hair and Makeup should be neat.

Male employees may wear clothing offered at other retailers but must remain "on trend" with the season.

E.Leigh's is confident that employees will use their best judgment regarding attire and appearance. E.Leigh's reserves the right to determine appropriateness. Any employee who is "improperly dressed" will be counseled or in severe cases may be sent home. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

### **Employee Discounts**

Full time employees shall receive 40% off regular, full price merchandise. This discount is discontinued once an employee gives notice of resignation.

Part time employees shall receive 30% off regular, full price merchandise. A part time employee must have worked within the past 2 weeks to receive an employee discount. This discount is discontinued once an employee gives notice.

All employee discounts are based on current retail price of merchandise. If merchandise is on sale, the lower of the employee' discounted price or sale price will be the sellable price.

**To receive an employee discount, the item must be on the sales floor for a minimum of 7 days. If an employee would like to purchase a new item, then they are required to pay the full, current selling price of the item.**

All employee purchases must be handled by a member of the management team and employee's are not allowed to check themselves out without approval from management in writing.

E.Leigh's reserves the right to suspend or terminate employee discount privileges at any time.

The employee's discount is for the employee ONLY! If employees purchase merchandise on behalf of someone else, they will be terminated. The employee discount is only to be used by the employee for use by the employee.

**NO EMPLOYEE HOLDS!!! NO EXCEPTIONS!** Employees may not try on clothes during their shift. Employees are welcome to arrive early or stay late with regard to their shift.

### **Employee Theft**

If any employee is found stealing, he/she will be immediately terminated and subject to prosecution. If any employee conspires with anyone caught stealing, the employee will be immediately terminated.

### **Housekeeping**

Each employee is responsible for keeping the selling floor, backroom, and restrooms neat and clean! Personal belongings, food or beverages may not be kept on the sales floor. Employee's belongings must be kept in the backroom, and the door to the back

room must remain closed. Employees should refer to the opening and closing procedures manual and checklists to ensure all tasks are completed for the day.

# Health and Safety

## Drug-Free Workplace

E.Leigh's is committed to providing a safe and productive work environment. Drug and alcohol abuse pose a threat to the health and safety of employees, guests and to the security of the Company's equipment and facilities.

The following work rules apply to all employees:

- Whenever employees are working they are prohibited from:
  - Consuming, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia) or alcohol.
  - Being under the influence of alcohol or an illegal drug as defined in this policy.
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Periodically, the stores keep alcoholic beverages on the premises for guests. Managers must approve wine distribution to guests. Clients MUST be 21 years old to drink any kind of alcoholic beverage at E.Leigh's. E.Leigh's reserves the right to limit or refuse the alcoholic distribution to guests.

E.Leigh's will attempt to ensure that advice and help are made available to any employee who feels that he/she has a problem with alcohol or drug misuse. Employees are encouraged to seek help and guidance from their family, friends, doctors/therapists and/or a member of the E.Leigh's family.

Any employee who seeks the assistance of the Company in finding treatment for a drug or alcohol dependency problem has the E.Leigh's complete assurance of confidentiality.

### **Inspections**

E.Leigh's reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate disciplinary action.

### **Drug Testing**

E.Leigh's reserves the right to drug test any employee at any given time during their employment.

### **Disciplinary Action**

Employees who refuse to cooperate by taking drug or alcohol tests as required by E.Leigh's or who use, possess, buy, sell, manufacture or dispense an illegal drug will be terminated.

## **Smoke-Free Workplace**

E.Leigh's prohibits smoking on all Company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

## **Workplace Violence Policy**

To support a zero tolerance policy for workplace violence, E.Leigh's agrees to the following:

- To take prompt remedial action, up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- To take appropriate action against guests, former employees, or visitors to the Company's facilities who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy.
- To establish other practical security measures as needed in terms of locks, lighting, sign in and clearance procedures for visitors, etc. Employee suggestions and feedback are encouraged.
- Employees are authorized to obtain a restraining order against any person who has threatened or caused harm to them or another member of the staff. In such situations, it may be necessary to encourage any threatened staff to pursue personal restraining orders with the authorities for protection outside the workplace. In the instances where restraining orders are needed, E.Leigh's should be made aware of the order in order to ensure adequate precautions are taken.

## **Duty to Warn**

Employees have a duty to warn E.Leigh's if they are aware of or suspect any problematic workplace activity, situations, or incidents that involve other employees, former employees, guests, or visitors. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. E.Leigh's will not condone any form of retaliation against any employee for making a report under this policy.

## **Who to Notify**

For E.Leigh's headquarters employees, any threat of violence or hostile actions should be reported immediately to another member of management. Such threats include: in-person threats against individuals or the company, as well as those conveyed by phone, mail, fax, PC, or anonymous notes, etc. For individual store locations, the reports should be made immediately to the store manager and/or manager-on-duty. If the offender is the store manager or MOD, the employee may contact another member of management to report the situation.

Once notified, E.Leigh's will coordinate an assessment to evaluate the nature of the threat, the nature of the ongoing communications with the individual and the circumstances preceding the threat. E.Leigh's will consider the need for immediate action, including denial of facility access, notification of law enforcement authorities, and possible legal action against the individual making the threat.

### **Confrontational Threats**

Once E.Leigh's has been notified, confrontational threats while at work will be dealt with in the following manner:

- A manager at a specific store location and/or another member of management will immediately meet with the individual or individuals involved.
- Depending on the seriousness of the threats, actions may include suspension (to allow time for gathering additional facts), written warning or termination. For terminated staff, any company equipment in their possession must be returned within one business day.
- Each situation will be assessed with follow-up, as needed both internally and with any law enforcement officials involved.

### **Anti-Harassment Policy**

E.Leigh's strictly prohibits its personnel from engaging in unlawful acts of harassment. It applies to such behavior a zero tolerance policy so as to protect, and show respect for the rights of others that arise under federal, state or local law. The policy also bars personnel from retaliation against another because he or she has filed a legitimate complaint. Violation of the policy subjects personnel to a range of potential administrative actions, up to and including termination.

With respect to sexual harassment, E.Leigh's prohibits the following:

Unwelcome sexual advances; request for sexual favors; all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment;

- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment;
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Offensive comments, jokes, innuendos and other sexually oriented statements. Examples of the types of conduct expressly prohibited by this policy include but are not limited to the following:

- Touching, such as rubbing or massaging someone's neck or shoulders, stroking someone's hair, or brushing against another's body;
- Sexually suggestive touching;
- Grabbing, groping, kissing, fondling;
- Violating someone's "personal space";
- Offensive whistling;
- Lewd, off-color, sexually oriented comments or jokes;
- Foul or obscene language;
- Leering, staring, stalking;
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, cartoons;
- Unwanted or offensive letters or poems;
- Sitting or gesturing sexually;
- Offensive email or voicemail messages;
- Sexually oriented or explicit remarks, including written or oral references to sexual conduct, gossip regarding one's sex life, body, sexual activities, deficiencies, or prowess;
- Questions about one's sex life or experiences;
- Repeated requests for dates;
- Sexual favors in return for employment rewards, or threats if sexual favors are not provided;
- Sexual assault or rape; and
- Any other conduct or behavior deemed inappropriate by E.Leigh's.

### **Complaint Procedures**

E.Leigh's is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their coworkers.

If the employee experiences any job-related harassment based on his/her sex, race, national origin, disability, or another factor, or believes that he/she has been treated in an unlawful, discriminatory manner, the employee should promptly report the incident to E.Leigh's. This policy applies to all incidents of alleged harassment, including those that occur off premises, or off hours.

Should the alleged harassment occur after normal working hours, the complaint should be filed as early as possible on the first business day following the alleged incident. Please understand that E.Leigh's takes complaints of discrimination and harassment very seriously. Should a complaint involve one's manager, the usual chain of command may be bypassed, and the employee may file his/her complaint directly with a member of E.Leigh's, regardless of manager's assignment. E.Leigh's will undertake an investigation, while maintaining confidentiality to the maximum extent possible.

If E.Leigh's determines that an employee is guilty of harassing another individual, appropriate disciplinary action will be taken against the offending employee, up to and including an unpaid suspension or termination of employment.

E.Leigh's prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. However, if, after investigating any complaint of harassment or unlawful discrimination, E.Leigh's determines that the complaint is frivolous or was not made in good faith or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information. For anyone not satisfied with the internal procedures for resolving a complaint, contact may be made with the Equal Employment Opportunity Commission.

### **In Case of Robbery**

There is nothing more important than the lives of our associates. In the unlikely event that we are targeted for a robbery, give the individuals your cooperation, especially if firearms are present. First of all, get out of the store if possible and call 9-1-1. If you cannot get out of the store, give the criminals what they want, and once they are out of the store dial 9-1-1. Most importantly, do not put your life at risk! The video cameras will catch what was taken. YOUR SAFETY IS THE MOST IMPORTANT THING TO US!

### **In Case of Theft**

In the event that you suspect or witness someone, an employee or guest, shoplifting from the store, please notify your store manager or the acting manager on duty immediately. If there is no manager on the premises, please call another member of E.Leigh's management.

The best way to make sure theft doesn't happen is EXCELLENT CUSTOMER SERVICE.

E.Leigh's is not responsible for any theft of personal property while an employee is at work and strongly encourages employees to leave valuables at home while at work.



# Acknowledgement of Receipt of Handbook

I, \_\_\_\_\_, have read and accept all of the terms of employment as outlined in the E.Leigh's Employee Handbook. I agree to follow all rules set within the E.Leigh's Employee Handbook. I acknowledge that by not following the guidelines, I may be subject to termination.

Signature:

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Printed  
Name:

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Date:

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