K Charles & Co

Department-Specific Employee Handbook

Stylists

And

APPRENTICES
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Expectations and Levels of Mastery

All aspects of our professional education program determine when or if a team member may be promoted to commissionable services.

Commissions are paid according to level of mastery determined by quarterly Benchmark evaluations.*

*Failure to maintain requirements may result in reduced commission.
REQUIREMENTS FOR EMPLOYMENT

- Current Texas license for Barber/Cosmetology issued by Texas Department of Licensure and Regulation (TDLR)
- Possession of all equipment needed for work. (Refer to Personal Tools section)
- Meet all technical standards and educational requirements as set forth in our skill set manual.

TIPPING/GRATUITIES

K Charles & Co is a non-tipping/gratuity salon. There is no debt owed to any employee after services have been paid in full to the front desk and tip acceptance or solicitation is prohibited and may result in termination.

WORKWEEK SCHEDULE

All employees must clock in at the beginning of each workday and clock out when they leave their place of work, including lunch break. This will provide proper documentation regarding discrepancies over tardiness, overtime worked, attendance, etc.

Apprentice and Junior stylists will work a five-day workweek with adjusted hours as needed.

Senior Stylists who have achieved benchmark commissioned level are eligible for a four-day workweek on a continuous rotating schedule. This allows them a 4-day weekend each 5th week.

Days may be swapped with a co-worker as follows: (1) No more than 3 days swapped per year per person; (2) Must be swapped before any appointments on the book for that day; and (3) No more than one swap per department in the salon per day (“Department” is entire hair department in a salon.). All swaps are subject to Management approval. If further clarification is needed, please see Management.

BENEFITS: Personal, Medical, and Other

Benefits are provided to help you meet needs arising from illness or injury; help you enjoy leisure time more fully; and take part in continuing education, discounted services, etc.

For full-time employees, most benefits apply after 90-day Qualifying Period, others after one year. A full-time employee is a person working a minimum of 74 hours per pay period.

Details of your specific health benefits are available to you at the time of your eligibility date.

Personal Benefits:

PTO (Personal Time Off) - unpaid

PTO must be scheduled in advance of appointments on the books and require management approval. Management maintains the right to restrict PTO during high volume periods (holidays, back-to-school periods, etc.). Only one employee per department in each salon may be out on PTO at the same time. (Ex. “Department” is entire hair department in each salon). If there is a conflict, the employee with the first request will be given preference.

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<th>From Date of Hire:</th>
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<td>After 1 year of employment (awarded each calendar year thereafter)</td>
<td>3 PTO**, Salon Holidays**, and Birthday (if on holiday or weekend, choose day within week before or after)</td>
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* PTO (Personal Time Off) awarded each calendar year - **unpaid:**
- Birthday and PTO days must be scheduled in advance of appointments on the books.
- **NOTE:** Unscheduled days off put a burden on the guest, manager, call center, and fellow employees. Scheduling your days off in advance is paramount to guest retention and your commission.
- Earned PTO days may be rolled over to the following calendar year and are only valid in that 365 day period.

**Holidays - unpaid:**

The Company recognizes the following unpaid ‘closed for service’ days (refer to Salon Calendar of Holidays for specific dates):

- New Year’s Holidays – per calendar
- Independence Day Summer Break – per calendar
- Thanksgiving Holidays – per calendar
- December Holidays – per calendar

**Additional days of “Salon closure” will be communicated to employees well in advance.**

**Sick/Emergency Leave (Full time employees only) - unpaid**

Full-time employees hired in the 1st quarter are allowed five (5) “Sick/Emergency” unpaid days per calendar year. Employees hired during the 2nd quarter will be given 4 Sick/Emergency days; hired during the 3rd quarter receive 3 days; and hired during the 4th quarter 2 days.

Sick/Emergency Time off is intended to allow for absence due to minor illness (with or without a doctor’s note). These days may not be used in conjunction with PTO days or scheduled days off. Serious conditions or hospital stays may entitle employees to FMLA (See FMLA below).

If, for any reason, an employee is late for work 4 hours or less, ½ Sick/Emergency Day will be deducted. More than 4 hours late will require forfeiture of a full Sick/Emergency Day.

**NOTE:** Each absence after the 5 Sick/Emergency days are used will result in the loss of 1% commission for ½ day tardy/absence and 2% commission for a full day absence. This loss applies for the entire following twelve months. Commission will be regained after one year. Apprentices in training are included in this forfeiture and may see a reduction in their commission when eligible.

If all Sick/Emergency days are used, the employee may substitute PTO days in lieu of loss of commission. This request must be in writing, immediately following the absence. Reinstatement of lost commission will begin the first pay period following the request and is not retro to the absence.

Unused Emergency days may be rolled over as follows:

- 1 Sick = .5 PTO
- 2 Sick = 1 PTO
- 3 Sick = 1.5 PTO
- 4 Sick = 2 PTO
- 5 Sick = 2.5 PTO

Unrecognized and excessive absences or chronic tardiness will result in a verbal or written warning, which may result in termination.

**Employees are personally responsible to maintain Personal Time Off and Sick/Emergency days taken.**

Bereavement Leave – Full-time

An employee who wishes to take time off due to the death of an immediate family member should notify her/his supervisor immediately. Bereavement leave is granted according to the following schedule:
• **Immediate Family:** Employee is allowed up to three consecutive days off from regularly scheduled duty in the event of the death of the employee’s spouse, children, parents, siblings, stepchildren, grandparents, father/mother-in-law, son/daughter-in-law, or grandchildren. An additional two days may be granted if traveling out of town is required.

• **Close Family:** Employee is allowed one day off regular scheduled duty in the event of death of the employee’s aunt, uncle, cousin, or spouse’s grandparent.

• **Non-family:** Employee is allowed up to four hours of bereavement leave to attend the funeral of a fellow employee, retiree of the company, or close non-family member provided such absence from duty will not interfere with normal operations of the Company.

• To be eligible for any bereavement leave, the employee generally must attend the funeral of the deceased. The employee’s supervisor may request an obituary or other supporting documentation in conjunction with the request for any time off.

• An employee may, with her/his supervisor’s approval, use any available vacation for additional time off as necessary.

**Family Medical Leave Act (FMLA)**

The federal Family & Medical Leave Act of 1993 (FMLA) as amended in January 2009 requires employers with 50 or more employees to provide eligible employees with unpaid leave. The following provides a general overview of two types of leave: 12-week leave entitlement and military family leave entitlement. (Note: Employees with any further questions about their eligibility for FMLA leave should read the poster in the break room, contact the HR Manager, or review the resources at [http://www.dol.gov](http://www.dol.gov) for information.)

To be eligible an employee must:

1. Have worked for the company for at least 12 months
2. Have worked at least 1,250 hours during this 12 months
3. Be employed at a work site that has 50 or more employees within a 75-mile radius.
4. When foreseeable, request FMLA time 30 days in advance of need.

**Basic FMLA Leave:** Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

1. For the birth and care of a newborn child of the employee
2. For placement with the employee of a son or daughter for adoption or foster care
3. To care for a spouse, son, daughter, or parent with a serious health condition
4. To take when the employee is unable to work because of a serious health condition that renders the employee unable to perform an essential function of her or his position.

**Military Family Leave:** Employee who meets the criteria above and is the spouse, son, daughter, parent, or next of kin of an injured or ill member of the Armed Forces, including a member of the National Guard or Reserves, may take 26 workweeks of unpaid leave during a single 12-month period.

**Maternity/Paternity Leave**

FMLA (Family Medical Leave Act) benefits may be available if employee qualifies as defined in FMLA Leave above.

**Insurance benefits:**

All full-time employees are entitled to the Company’s medical, vision, dental, accident, disability, and life insurance plans. Part-time employees are entitled to accident insurance. The Company reserves the right to change or terminate medical plans or other benefits at any time. Eligibility begins on the first of the month after the 90-day Qualifying Period.
Accident Insurance – full and part-time employees

Company-paid accident insurance is provided for all employees – full or part-time (averaging 20 hours per week). This insurance is to help defray costs of injury due to accident.

Full time Employees Only:

Medical Insurance

Employees are entitled to major medical health insurance. The Company pays one-half the annual premium for Employee Only Plan. Employee portion of the premium is paid through payroll deduction. Packets of information are distributed after 30-45 days of hire. The employee has the option to purchase for spouse, children, and/or family.

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), employees may be allowed to continue their health insurance benefits, at the employee’s expense, for up to 18 months after either voluntary or involuntary termination. If participating in major medical coverage, you will be notified of such option after termination.

Dental and Vision Insurance

Employees may select optional Dental and/or Vision Insurance for self, spouse, and children.

Disability Insurance

Company-paid group Disability Insurance is provided. Employees may purchase additional coverage, to a level commensurate with their income.

Life Insurance

The Company will purchase a Life Insurance Policy on every full-time employee. The employee has the option to purchase more for themselves, one-half that amount for a spouse, and a lesser amount for children.

Worker’s Compensation

K. Charles & Co. does not have worker’s compensation insurance coverage to protect you from damages due to work-related illness or injury. You will have cost reimbursement through the company-paid accident insurance.

Other Benefits:

Education

Ongoing education supports your goals to excel in your chosen profession, both personally and as a team. It is our commitment as a company to not only provide you with ongoing in-salon training events, but also support the integrity of the team by requiring that you invest in your growth as well. This is our “sustainable edge”.

Advancement from the Apprenticeship program is directly connected to completion of Skill Set Certification as set forth in the Apprentice Binder.

Promotion to Senior and Master levels require excellence in time management, attendance and punctuality, ability to work in a team environment, consultation, technical and facilitation skills and, ultimately, leadership ability. See Attachment A: Benchmarks

Junior, Senior and Master Stylists are required to attend no fewer than two outside educational events each year to demonstrate investment in their professional growth. Proof of attendance is required in the form of an issued ticket from the day of the event and/or entrance badge.

401K

After 90 days employment, full time employees, 21-years of age may contribute to a 401K plan through payroll deduction.
Employee Product Discount

Employees will be eligible for a Product Discount upon hire. In-house (on the shelf) products will be discounted at 30% off retail charge. Product purchases will be monitored and may be declined if abuse is observed. Purchasing products at this discount for resale is prohibited. Once a quarter, employees may also order at a discounted “Back bar” rate. A notice of this discount is posted in advance.

Employee / Designated Guest Discount Service Charge (list available at the Guest Service desk)

This benefit is not available to Apprentice level employees. Apprentices can provide services to family/friends by using them as models for an education or sign-off class and invite them to receive services at the Aveda Institute at Discounted Service charge only.

Junior to Master Service Providers may designate two individuals per year to receive Discounted Services. Names of designated guests must be submitted to management by the end of Qualifying Period or each January and may only be changed on an annual basis.

- Staff or designated guest receiving services MUST sign in prior to services and pay for services on the day of; non-payment is considered theft. Failure to do this may result in full service charge deducted from next paycheck.

- Staff or designated guest may receive Discounted Service at the Salon on a day that is determined by the Salon Manager or on Tuesdays between 4-6 PM if there is no class or staff meeting.

- Designated guests may also receive services during regular salon hours discounted at 40%. The 60% paid will go entirely to the salon, with no commission to the service provider. Note: these designated guests must receive discounted services only from you and not from other service providers. “Favors” must be repaid on your own time and not in the salon. Disallowed services will be deducted from your salary.

- Discounted Services may also be received at the Aveda Institute.

- Services not normally incurring product charge (such as haircuts) may be provided on-site only to designate guests at the above designated time.

The Company reserves the right to raise or lower prices for service and/or products, according to market trends, as needed for company sustainability.

EMPLOYEE PERSONAL INFORMATION

It is important that K Charles & Co. maintain current files on each employee. Changes in name, address, telephone, e-mail address, marital status, etc. should be reported to Human Resources.

EMPLOYEE INFORMATION BOARD

Management will post important information regarding employment laws, salon policies and procedures, and meetings on the Information Board in the employee break room.

ATTENDANCE / PUNCTUALITY / TIME MANAGEMENT

- All employees must clock in at the beginning of each workday, before and after their break, and clock out when they leave their place of work.

- You are expected to arrive 15 minutes prior to your scheduled time in order to prepare for the day, and clock in 5 minutes prior to the first salon-scheduled opportunity. Example: On Tuesdays, the first scheduling opportunity is 9:00 AM. Be at work by 8:45 AM to finish your preparation and then clock in at 8:55. If you arrive at 9:00 AM, you are late for work and you might have ½ Emergency day deducted. (See Page 5 under Sick/Emergency Leave)
• If you are going to be late or absent, you must call your supervisor no later than 1 hour before the start of your workday. If you fail to do so, it may be assumed that you voluntarily abandoned your position and may result in termination of employment.

• Call daily to report continued illness, unless an emergency prevents you. In that case, have your Emergency Contact person call for you. (Refer to Sick/Emergency Day usage)

• Unrecognized absences or chronic tardiness will result in a verbal and/or written warning, which may result in termination in severe cases.

• All first-appointed salon guests are to be serviced by their appointed provider, rather than an Apprentice, and should be greeted immediately upon arrival and taken to the service area. Color applications can be conducted at the workstation and the guest led to a comfortable seating area after completion of application.

• Color appointments will be scheduled with the appointed technician OR be facilitated to a team member, when appropriate to meet the guest’s desired schedule.

• When you have open time, you are expected to contribute to the salon appearance, do laundry or assist other team members; assist with retail sales, value-added services, perform a facilitated service, or assist with guest arrival by offering beverages or a tour of the salon. No one (department, seniority, salary level) is exempt from these responsibilities. Signature on the employment agreement indicates you accept these responsibilities and consequences for failure to fulfill them.

• The salon reserves the right to make schedule changes at any time with proper notification.

**STAFF MEETINGS**

Regularly scheduled staff meetings (5-min. huddle) are scheduled by the Manager and all employees are expected to attend as assigned.

There may be 3 or more mandatory meetings per calendar year. Refer to your calendar and/or the notices announcing each date, time, and location. Management reserves the right to count absence from these mandatory meetings as one-half to one-whole missed day of employment, subject to the same forfeiture of benefits as described in the “Sick/Emergency Days” section. PTO may not be scheduled on a Mandatory Meeting Date.

**EDUCATION MEETINGS**

Scheduled education meetings are posted on a monthly basis; required attendance as per schedule.

**DRESS AND APPEARANCE**

You represent the salon with your appearance as well as your actions; therefore you are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. Managers have the discretion to make the final decision regarding what is “professional appearance”.

All makeup, hair products/color and fragrances used/worn in the salon must be Aveda and reflect the style, culture, and philosophy of K Charles and Co.

**Apprentices wear black on black only, except on Tues. when jeans are permitted.** Once the Apprenticeship program is completed, the following dress code becomes applicable.

In compliance with the TDLR and to ensure a proper dress code complementary to our salon culture and professional appearance, the following guidelines have been established:

• Any of the neutral colors of black, charcoal, brown, tan, white or cream in solid, stripe or simple print (not too busy) combination of these colors (Manager’s discretion).
- No sleeveless shirts, dresses or blouses; underarms must always be covered; no undergarments or cleavage exposed.
- Jeans may be worn on Tuesday with black only blouses/tops. K Charles, Aveda or AISA T-shirts may be worn. Jeans must be stylish and in good condition.
- Pant length can be cropped, Capri, or full length (no shorts). Leggings may be worn with a long, tunic top that covers the derriere.
- Skirts and dresses must be no more than 3 inches above the knee.
- No midriff exposure whatsoever; clothes neat and clean and not too tight.
- Shoes should be comfortable; low profile, non-skid soles (open-toe permitted as long as feet well groomed, but no flip-flop beach wear)
- Hair must be clean and styled – your choice, provided it creates a fashion statement that reflects our establishment.
- Hats worn only on special “theme” days
- No gum chewing while working.

CLEANING AND SANITATION POLICY
We are obligated by State Law and the Board of Cosmetology to maintain adequate levels of sterilization. In addition to these laws, our salon’s cleanliness directly affects our image with all guests. Therefore, it is imperative to:
- Be familiar with the Board of Cosmetology’s/TDLR rules on sanitation
- Keep your tools clean and sanitized
- Maintain a clean environment at your station: remove debris/clutter from area, put used towels in their container, organize station products and tools, etc.
- Chairs, lounges and beds must be clean and free of any product residue; towels and bedding changed between guest
- Chrome must be cleaned at least weekly
- Notify the supervisor of any maintenance problems
- Do not display or clutter work area with personal items
- Before leaving the salon, associates should ensure work area is clean (this includes sweeping general working area), assigned clean up duties are complete, and all eating utensils are washed and put away.

Failure to maintain salon property as described above may result in a notice of default. If the issue persists, a $10.00 per month cleaning and maintenance fee may be charged.

DISPENSARY POLICY
The finest professional products are used for our guests and should be inventoried properly:
- Finish opened products before opening new ones
- Check out all products used on the “Salon Use” control form
- Record “running low products” on the list provided in the dispense area.

PRODUCT USAGE
Company supplied products shall not be taken from the salon for personal gain or personal use. Only brands recognized by the salon may be used on the guests. Purchasing or selling of other products, not recognized by the salon while on salon time, is strictly forbidden.

The Company reserves the right to raise or lower prices for service or products, according to market trends, as needed for sustainability.

GUEST POLICY
Every guest should receive a personal consultation prior to the performance of any service. When a product is used on a guest, the associate performing the service is expected to explain
and recommend the product for home maintenance. Finished guests are to be escorted to the retail/reception area by the last person performing a service and introduced to products that will support and maintain their salon experience, as well as, schedule future appointments.

**CORRECTIVE COLOR**

All corrective color services must be conducted after a “Corrective Color Form” has been properly filled out and signed by both consulting stylist and consumer. All color performed over any color previously on hair is considered corrective coloring. Have a brief exit consultation with guest, explaining “at home” care and products recommended, when you would like to see her again and what she can expect at her next visit in cost and application.

If you are uncertain about the consultation process and feel there is a possibility that the guest may dispute the color correction outcome, consult with the service manager before proceeding.

**REDO SERVICES**

If it is established that a requested redo service is the employee’s mistake, the employee will pay for the redo at a reduced cost.

If a guest receives a redo from a second associate in the absence of the original associate, or as result of mishandling on original associate’s part, the full service charge will be credited to the second associate and deducted from the original associate’s record.

Complimentary “Cleanup” haircuts are offered during salon hours on any day, if a stylist is available and time allows. Cleanup haircuts, bangs, sideburns or neckline should take no more than 5 to 7 minutes. Anything more constitutes a full haircut and will be charged as such. If a guests requests more, suggest that they schedule time for a full service.

**PERSONAL TOOLS**

Styling tools are not provided by the salon. Tools used must be of professional quality and precision. Blow dryers and other implements must be approved by management and the color should complement our dress code (no pink, yellow, red, etc). Personal tools must be removed from stations on a daily basis.

**DISCLAIMER**

The information in this handbook is intended as a summary of company procedures. If there is any question as to the meaning or intent of any information contained in this handbook, the company policy in full detail will govern. The owners will make any final decision as to the applicability of the content in question.

Information in this handbook regarding employee benefits is intended only to highlight the respective benefit. The details, such as group insurance and the like, are only as described in the booklets and contract provided by the carriers of such benefits.

If any content is in conflict with, or in violation of, any Federal, State, County, or City law, those laws will govern and our handbook will be changed accordingly.