

Employee Handbook

Veda Salon & Spa
Renaissance Aveda Spa & Salon

Renaissance Oasis Spas, Inc.

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IMPORTANT

THE COMPANY BELIEVES IN KEEPING EMPLOYEES INFORMED ABOUT OUR POLICIES, PROCEDURES, PRACTICES, BENEFITS, AND EXPECTATIONS. THIS HANDBOOK IS INTENDED TO PROVIDE AN OVERVIEW OF SUCH MATTERS. IT SUPERCEDES ANY AND ALL PRIOR HANDBOOKS, HANDBOOKS, OR OTHER WRITTEN POLICIES. ALL EMPLOYEES ARE EXPECTED TO BECOME FAMILIAR WITH THE INFORMATION IN THIS HANDBOOK AND ANY OTHER POLICIES, PROCEDURES, PRACTICES, AND BENEFITS OF THE COMPANY. ANY EMPLOYEE NEEDING CLARIFICATION OF OR HAVING CONCERNS ABOUT THIS HANDBOOK IS ENCOURAGED TO DISCUSS SUCH MATTERS WITH MANAGEMENT.

NOTHING IN THIS HANDBOOK OR ANY OTHER POLICY, PROCEDURE, PRACTICE, OR BENEFIT IS INTENDED TO CREATE AN EXPRESS OR IMPLIED CONTRACT, GUARANTEE, PROMISE, OR COVENANT OF ANY TYPE. EMPLOYMENT AT THE COMPANY IS AT WILL, MEANING IT MAY BE TERMINATED BY THE EMPLOYEE OR THE COMPANY AT ANY TIME WITHOUT NOTICE, CAUSE, OR ANY SPECIFIC DISCIPLINARY, PROCEDURES.

BECAUSE THE COMPANY IS A GROWING, CHANGING ORGANIZATION, IT RESERVES THE RIGHT TO ADD TO, MODIFY, OR DELETE PROVISIONS OF THIS HANDBOOK OR ANY OTHER POLICY, PROCEDURE, PRACTICE, OR BENEFITS AT ANY TIME WITHOUT ADVANCE NOTICE. FOR THIS REASON, EMPLOYEES SHOULD CHECK WITH MANAGEMENT TO OBTAIN CURRENT INFORMATION REGARDING THE STATUS OF ANY PARTICULAR POLICY, PROCEDURE, PRACTICE, OR BENEFITS.

THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS MADE BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION. NO REPRESENTATIVE OF THE COMPANY, OTHER THAN THE PRESIDENT OR GENERAL MANAGER OF THE COMPANY, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND THE EMPLOYEE.

Welcome to Renaissance - Veda

We welcome you as a member of our professional team at Renaissance Veda. Our goal is to excel as professionals in our industry, in our business and our community.

During your employment with the Company it is our desire to assist you in becoming known as a member of the most professional spa & salon team in the Colorado market.

The Company is an equal opportunity employer and will not discriminate against any individual based on race, color, religion, age, sex, national origin, sexual orientation, handicap, disability, marital or veteran status, or any other protected category.

All employees or applicants must possess the necessary skills and licensing to qualify for the position or promotion.

EMPLOYMENT

Combined EEO/Sexual Harassment Policy

The Company is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, or any other status protected by state or local law.

The Company prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined below. The situation will be promptly investigated.

ADA Accommodation

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

Unlawful EEO Harassment

The Company is committed to maintaining a positive working environment free of unlawful harassment and which is sensitive to the diversity of its employees. In doing so, the Company prohibits sexual harassment and harassment because of age, race, sex, color, religion, national origin, disability, or any other legally protected status.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's race, color, national origin, religion, disability, or any other legally protected characteristic will not be tolerated. Prohibited behavior includes but is not limited to the following:

- ∪ Written form such as cartoons, e-mail, posters, drawings, or photographs.
- ∪ Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- ∪ Physical conduct such as assault, or blocking an individual's movements.

This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

Sexual Harassment

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, the Company believes it warrants separate emphasis.

The Company strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- ∪ Submission to such conduct is made 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 substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited by this policy. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- ∪ Written form, such as cartoons, posters, calendars, notes, letters, e-mail.
- ∪ Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping, or questions about another's sex life, or repeated unwanted requests for dates.
- ∪ Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

EEO/Harassment Complaint Procedure

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. The Company expects employees to make a timely complaint to enable the Company to promptly investigate and correct any behavior that may be in violation of this policy.

Report the incident to the Human Resources director or the corporate General Manager who will promptly investigate the matter and take appropriate corrective action. Your complaint will be kept as confidential as practicable. If you feel you cannot go to either of these individuals with your complaint, you should report the incident to the President.

If the Company determines that an employee's behavior is in violation of this policy, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

Anti-Violence

We believe employees should work in an environment without intimidation, threats, or violence. Any action, which in management's opinion, is inappropriate to the workplace will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons. Also prohibited is the carrying of weapons onto Company property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to their supervisor or to the Human Resource Department. We will promptly investigate complaints. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

Problem Resolution

No matter how good our basic communication system may be, problems and complaints sometimes arise. To assure consideration is given to your individual problem, we encourage you to use the following procedure:

1. Discuss the situation with your supervisor within three to five days, or at least in a timely basis.
2. If a resolution is not reached with your supervisor or if it is inappropriate to go to your supervisor, discuss the situation with your department manager.
3. If the situation is not resolved, communicate the problem directly to the Human Resource Department and/or a member of top management.
4. Should further resolution be required, the President or corporate General Manager makes the final determination.

Trial Period

New employees are on a trial period of up to 90 days. During and after this period the supervisor closely observes the employee's job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits.

Employee Benefits

Employee Status

Full time Employee - an employee normally scheduled to work at least 36 hours per week. Full time employees are currently eligible for Company benefits.

Part time Employee - an employee normally scheduled to work at least 20 hours or less than a 40-hour workweek. Part time employees are currently eligible for Company benefits.

Temporary Employee - an employee who is hired in a job established for a temporary period or for a specific assignment. Temporary employees are currently ineligible for Company benefits.

Exempt Employee - an employee who is not eligible for overtime pay.

Non-exempt Employee - Non-exempt employees are eligible for paid overtime at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per workweek or 12 hours per day.

Vacation and Time Off

Paid or UnPaid Vacation and Time Off

Employees do not earn any vacation benefits during their first 12 months of employment. Therefore, employees are ineligible for any vacation if they terminate for any reason before completing 12 months of employment.

Currently, to be eligible for vacation, employees must complete one full year of continuous employment. After that, employees will be eligible on their employment anniversary date in the following amounts:

- 1-3 years = one week
- 3-5 years = two weeks
- 5 + years = three weeks

Vacation time will not be counted in the computation of overtime.

To plan and staff properly, all requests for time off should be submitted in writing according to the following schedule:

1. Day off - two weeks in advance of the day.
2. Vacation (whether paid or not) - three months in advance for a holiday and one month in advance otherwise. Since the days between Thanksgiving and Christmas are the busiest, no vacations will normally be allowed between Thanksgiving and New Years Day.

Vacations may be scheduled, subject to management approval and the employer's need for the employee's services.

Paid Vacation for Non-Service Providers

Non-Service Providers Eligibility: Salaried or hourly employees in Management, Administration, Front Desk, Housekeeping, retail advisors (or those whose primary job does not include providing salon or spa services to guests) and have worked an average of 36 or more hours per week to be classified as Full-time.

Completed Years of Continuous Full-Time Service	Current Annual Paid Vacation Benefit
1 through 3 years	5 days
4 or more years	10 days

Paid Vacation for Service Providers

Service Provider Eligibility and Benefit. For purposes of paid vacation, service providers are counted as “eligible” if as of the date of their anniversary their retail to service sales ratio or their retail per transaction ratio for the preceding 12 months meets or exceeds their Department Target.

Employees who are in an Assistant Program are not eligible for paid vacation until they have worked for one year on full-commission (with no hourly pay).

Department targets (subject to revision) and Benefits are:
Alternative I, based on Retail per Service:

<u>Department</u>	<u>Minimum Retail to To Service Target to Earn 5 Days</u>	<u>Minimum Retail To Service Target to Earn Additional 5 Days</u>
Skin Care	20%	25%
Hair Stylists	18	22
Nail Technicians	14	18
Massage Therapists	9	13

Or Alternative II, based on retail per transaction:

<u>Department</u>	<u>Minimum Retail per Transaction Target to Earn 5 Days</u>	<u>Minimum Retail per Transaction Target to Earn Additional 5 Days</u>
Skin Care	\$ 8	\$10
Hair Stylists	11	13
Nail Technicians	6	8
Massage Therapists	8	10

Service Providers may use either Alternative I or II, but may not use both.

Service Providers who work in multiple departments have a minimum target based on the average of the relevant departments, for example, someone doing skin care and nails using Alternative I would have a target of 17% (= 20% + 14% / 2) for a 5 day vacation benefit.

Unused Paid Vacation Carryover and Limits

We encourage you to use all of your earned vacation each year. You may carry over unused paid vacation from one anniversary year to the next. However, the maximum vacation you may accumulate is five (5) days over your annual vacation allotment. At no point can the carry over, plus the new vacation, exceed this cap. As a result, the amount of vacation that you may be granted each anniversary date, may be limited by the amount carried over.

However, if a non-salaried employee does not want to take vacation time off or expects to lose paid vacation benefits, the non-salaried employee may request payment of the paid vacation for the benefit year.

Insurance Programs

Insurance Programs, Voluntary

Currently we offer a variety of supplemental insurance programs through AFLAC as well as supplemental Medical Insurance. Please see the HR Manager for further details.

Insurance Plans, Company Sponsored

Currently Dental Insurance is available after three months for full or part time employees.

Currently the Company pays a portion of the employee's premium for dental insurance. Dental insurance for spouses and/or children is also available for purchase.

Company Medical insurance is currently available to salaried employees working an average of 36 or more hours a week (full-time) or employees who were "grand fathered" into the plan April 1, 2004. Salaried employees are currently eligible after 3 months of full-time employment. Non-salaried employees who were grandfathered into our medical insurance plan, must continue to work at least as many hours as they did the year (based on a three month average) in order to retain company sponsored medical insurance.

Currently the Company pays a portion of the salaried employee's premium for medical insurance.

Leaves of Absence

Death in the Family

Full time employees are currently eligible for leave of up to three days to attend the funeral of an immediate family member. Immediate family is defined as the employee's spouse, parents, children, sisters, brothers, grandparents, grandchildren, mother and father-in-law.

In the event of a death of a near relative, full time employees are currently granted up to one paid day to attend a funeral. Near relatives, include the employee's aunts, uncles, nieces, nephews and their spouse's grandparents, brothers, sisters, and other close relatives.

If more time off is needed than provided above, other leave may be granted upon the approval of the supervisor/manager.

Jury Duty

The Company recognizes jury duty as a civic responsibility of everyone. When summoned for jury duty, an employee will be granted leave to perform their duty as a juror. If the employee is excused from jury duty during their regular work hours, they are expected to report to work promptly.

Employees' receive regular pay for the first three days of jury duty if they were scheduled to work and a juror service certificate is submitted.

Beginning the fourth day and thereafter, employees as a juror are paid \$50.00 per day by the State of Colorado for state district or county court jury duty. For jury duty in excess of three days, employees receive the difference between jury duty pay and their regular pay up to a maximum of 10 days (80 hours). Jury duty leave beyond this time is without pay from the Company.

Personal Leaves of Absence

Normally, personal leaves of absence are not granted. If, on rare occasions, the circumstances warrant approval, an unpaid leave for non-medical reasons would be granted for not more than 30 days.

Sick Leave

Employees must give their supervisor as much advance notice as possible when they are unable to report for work due to illness. Your supervisor may request medical certification for sick leave pay at any time. In the event an employee is absent for more than three days, medical certification from a healthcare provider is required.

With manager approval, Paid Vacation may be used for sickness and family emergencies if eligible.

Voting

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections.

Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day.

Medical And Family Leave (FMLA Leave)

For eligible employees the Organization grants leaves of absence for the following reasons:

Medical Leaves

- ⊆ Employee's serious health condition or pregnancy-related disability.

Family Leaves

- ⊆ Father's attendance at birth of child.
- ⊆ Parent's care of newborn, if completed within 12 months following birth of child.
- ⊆ Placement of a child with employee for adoption or foster care.
- ⊆ Serious health condition of employee's child under 18 years, or older child if disabled.
- ⊆ Serious health condition of employee's spouse or parent.

To be eligible for family and/or medical leave (FMLA Leave), an employee must be employed at least 12 months and have worked at least 1,250 hours during the 12 months preceding the commencement of Leave. In addition, employees must work at a work site of 50 or more employees within a 75-mile radius to be eligible.

Whenever possible, employees must notify the Human Resource Director at least 30 days prior to the leave, so the Organization can arrange for the necessary approval and find someone to perform their work during their absence. Requests for leaves should be made in writing to the Human Resource Director, stating the reason for the leave, the starting date, and the planned date for return to work. If the leave is foreseeable based on a planned medical leave the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt company operations. Appropriate certification for any serious health conditions is also required. The Organization may require a second medical opinion at the Organization's expense. Documentation confirming family relationship, adoption or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with the Organization's attendance policy.

The maximum time allowed for FMLA Leave is a total of 12 weeks in the 12-month period as defined by the Organization. The company uses the 12-month period measured forward from the first day of an employee's leave. Although most leaves would be taken in a single block of time, intermittent leaves or reduced leave schedules also may be granted, where medically required, or in cases where both the Organization and the employee agree.

Employees taking intermittent leave or reduced schedules based on planned medical treatment may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

If an employee is currently covered by the Organization's medical insurance, these benefits continue for employees on FMLA Leave. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse the Organization for payment of insurance premiums during the FMLA Leave.

Under a medical leave, employees must use any earned vacation leave at the beginning of the leave. If collecting workers' compensation or disability payments an employee may not use vacation or sick leave. Employees on a family leave of absence must use any earned vacation at the start of the leave.

FMLA Leave is without pay when Paid Time Off benefits are exhausted. As with other types of unpaid leaves, vacation, and sick leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer's jury duty pay are not granted on unpaid leave. However, employment benefits accrued by the employee up to the day on which FMLA Leave begins are not lost.

Employees on leave must contact the Human Resource Director at least two days before their first day of return. If the leave is for an employee's own serious health condition, the employee must bring medical certification verifying ability to return to work. Failure to return to work on the day after the expiration of leave may result in termination of employment.

Employees who return to work from FMLA Leave, will be returned to their same job or an equivalent position subject to the requirements of FMLA. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Military Leave

Employees granted a military leave of absence are reinstated and paid in accordance with the laws governing veterans' re-employment rights.

Your Pay & Progress

Paydays

Employees are paid every other Wednesday. If the regular payday occurs on a holiday, the payday will be the last working day prior to the holiday whenever possible.

On each payday, employees receive a statement showing gross pay, deductions and net pay.

Automatic deductions such as additional tax withholding, contributions to voluntary benefit plans and individual savings plans may be arranged through the Human Resources Department.

Compensation Administration

It is our intention to compensate employees at comparable rates for similar jobs in our industry and labor markets consistent with the economic conditions of the Company.

We review individual salaries to pay according to the employee's overall job performance, contribution, and responsibilities. Our salary ranges are periodically assessed in order to try to remain competitive with our identified market. Salary increases are not automatic and are awarded only when merited.

Personnel Records

Your personnel record is maintained in the Human Resource Department. It contains information on your employment and salary history. If you wish to review your file, contact a manager in the Human Resource Department. It is important for you to provide us with current information regarding: Name, address, telephone, insurance changes, tax exemptions, emergency contacts, and other relevant information.

Employee Evaluation

The employee evaluation is designed to be a useful tool that keeps lines of communication open, sets realistic goals, assists in identifying and correcting weaknesses, keeps the business "on track" and moving forward, and mostly assists you with your growth as a professional in our company.

The Company endeavors to conduct employee reviews. Please contact and advise your supervisor or Human Resources if more than a year has passed since receiving formal feedback.

Please note that an evaluation or review does not guarantee a pay increase. Generally, employees are reviewed each year at their anniversary date. All pay is subject to change at the discretion of management.

Attendance And Punctuality

All employees are expected to be on time and punctual for showing up to work. In addition regular attendance is considered an essential function and is necessary for the efficient operation of the business.

Employees that are going to be absent or late must contact their supervisor/manager as soon as possible prior to the start of their shift. Leaving messages with other employees or on voice mail is not acceptable.

Failure to call in when absent for one day will result in termination.

Meal Times/Breaks

Meal and break times are currently provided to relax and refresh you for the day's work. Since each department's and staff's needs are different, ask your manager for the meal and break schedules for your area.

Generally, meal periods are 30 - 60 minutes in length and breaks are 15 minutes long. While meal periods are counted as unpaid time, break periods are included in your paid work time.

Overtime

From time to time, employees may be required to work overtime. In these instances, employees are given as much advance notice as practical. Non-exempt employees are paid at the rate of one and one-half (1 1/2) times their regular hourly rate for hours worked in excess of 40 during the established workweek or hours worked in excess of 12 hours per day. The established workweek begins at 12:01 a.m. on Monday and ends at 12:00 midnight on Sunday.

For purposes of calculating overtime payments, only hours actually worked are counted.

All overtime worked by non-exempt employees must be approved in advance by their supervisor. Working overtime without supervisory approval will not be tolerated.

Time Reporting

Non-exempt employees are required to complete a time card daily. Please clock in or out as you go, this means you should record when you arrive, take a break, and when you leave. We recommend that you keep a written copy of hours worked as a back up for the computer record. If you take a lunch break or have services done, clock out for this time & make note of it as you are not being paid to eat lunch or have services performed. Dishonesty in recording your own or another's hours is grounds for immediate dismissal.

It is essential for service providers to be at work at least 15 minutes prior to the scheduled starting time. It is extremely unprofessional for a guest to be waiting for an employee as they walk through the door. Being late for scheduled guests is even more unprofessional and as such is strictly prohibited. Habitual tardiness may result in disciplinary action or even dismissal. All employees must be ready to work at their scheduled time. It is not appropriate to finish getting ready at work in front of guests, or after the scheduled starting time while on the clock.

It is necessary for all service providers, especially those receiving non-request guests, to be present for their scheduled shift, whether booked or not. Management must approve any time you wish to block out during a scheduled working day.

All employees must fill out a request for schedule change form any time they wish to permanently alter their schedule. Management must approve the request before it takes affect.

Communications

The front desk phone is for business calls only. The phone in the break room is for your personal calls. Employees are allowed to have cell phones, but please respect the guest and do not talk on them while you are on the floor or behind the front desk.

Systems

The Company's computer network, access to Internet, email and voice mail systems are business tools intended for employees to use in performing their job duties. Therefore, all documents and files are the property of the Company. All information regarding access to the Company's computer resources, such as user identifications, modem phone numbers, access codes, and passwords are confidential Company information and may not be disclosed to non-Company personnel.

All computer files, documents, and software created or stored on the Company's computer systems are subject to review and inspection at any time. In this regard, employees should not assume that any such information is confidential, including e-mail either sent or received.

Computer equipment should not be removed from the Company premises without written approval from a department head. Upon separation of employment, all communication tools should be returned to the Company.

Personal Use of the Internet

Some employees need to access information through the Internet in order to do their job. Use of the Internet is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but rather before or after work or during breaks or lunch period. Regardless, the Company prohibits the display, transmittal, or downloading of material that in violation of Company guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time.

Software and Copyright

The Company fully supports copyright laws. Employees may not copy or use any software, images, music or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in Company facilities.

Unauthorized Use

Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission.

Employees are strictly prohibited from using the communication systems in ways that management deems to be inappropriate.

If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

Email

Electronic mail is to be used for business purposes. While personal email is permitted, it is to be kept to a minimum. Personal electronic mail should be brief and sent or received as seldom as possible. The Company prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product or service through the use of electronic mail or anywhere else on Company premises at any time. Management may monitor email from time to time.

Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's email messages.

Voice Mail

The Company voice mail system is intended for transmitting business-related information. Although the Company does not monitor voice messages as a routine matter, the Company reserves the right to access and disclose all messages sent over the voice mail systems for any purpose. Employees must use judgment and discretion in their personal use of voice mail and must keep such use to a minimum.

Telephones/Cell Phones

Employee work hours are valuable and should be used for business. Excessive personal phone calls can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls.

Confidential information should not be discussed on a cell phone. Cell/camera phones should not be used in a way that violates other company guidelines such as, but not limited to, EEO/Sexual Harassment and Confidential Information.

For safety reasons, employees should avoid the use of cell phones while driving. Employees must park whenever they need to use a cell phone. Generally, stopping on the shoulder of the road is not acceptable.

The Company telephone lines should not be used for personal long distance calls.

Other Important Issues

Drugs and Alcohol

Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substance is prohibited. Furthermore, the possession, purchase, or consumption (use) or sale of a controlled substance or alcohol on Company premises or while conducting Company business is prohibited.

Confidential Information

All guest records, formulas, names, and any other related contact information constitute trade secrets and/or proprietary information of the Company. You may not use or disclose such secrets or information to anyone outside of the company at any time during or after your employment. If you do so, you may be subject to disciplinary action, up to and including termination, and legal action by the Company to protect such secrets and information.

Confidentiality of all matters pertaining to any individual's specific department is essential to insure that operations run smoothly. Some individuals may be required to sign a confidentiality agreement. Violation of confidentiality could result in termination or suspension.

Conflicts Of Interest

Working at another job in addition to working at the Company is permitted as long as it does not interfere with on the job performance, including getting enough rest. This does not include working at another salon, spa, or at home providing salon or spa services which is strictly prohibited. Bartering or trading of products or services with guests is strictly prohibited.

Discipline and Discharge

An employee's conduct is a major factor affecting the health and growth of the Company. It is also an important aspect of the Company's image within the community.

When management finds an employee's performance is unsatisfactory or an employee's conduct is unacceptable, disciplinary action may be taken. The discipline may range from informal discussion with the employee to immediate discharge, depending on the Company's opinion of the seriousness of the situation. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

Honesty

The company is committed to the operation of an honest, open and ethical company in all areas of operation. Management is committed to excellence and open to suggestions, comments, or reports of unethical conduct or dishonesty. We maintain an "Open Door" policy and encourage you to use this policy when needed. Retaliation due to use of the open door policy is strictly prohibited. In addition to our company operating in an honest and ethical manner, we expect all

our employees to abide by the highest standards of honesty and integrity and we expect them to perform their duties accordingly. Dishonest & unethical actions may be grounds for immediate dismissal.

As part of the team, you will be expected to conduct yourself in a polite, ethical and respectful manner at all times in dealing with guests, fellow staff members, and any other business persons with which we interact. Unethical or disrespectful conduct may be grounds for immediate dismissal.

It is essential that the behavior at work is professional at all times. Because every one's perception of what is and is not professional is different, we have fine-tuned several guidelines below:

Teamwork is essential in a professional environment and will result in harmony within the salon. In order to be a real team, positive conversations about other staff members and guests are essential. When the tone of conversations become negative, morale lowers and the professionalism is gone. Negative comments regarding other staff members or guests are prohibited on company property. Any staff member or guest should be able to walk into any room and not feel like the other staff members were talking about them. This makes for a more peaceful and tension free environment for the guests and for the staff. Questions about behavior at work should be addressed to a manager.

We often become friends with our co-workers and as in all types of relationships, these friendships can have difficult moments. Personal difficulties of any sort, as well as those with other staff members that relate to the friendship outside of work cannot be brought to work. This brings added stress to co-workers and to guests.

Guests are here to be given the best quality of services available, not to be exposed to additional stress. Perhaps staff members feel telling a guest about personal difficulties endears them to the guest, but this is not acceptable. Guests may be aware of one's personal life challenges. If asked about it, the conversation should be kept to a minimum and on as positive a note as possible. While we often feel that guests are our friends or even "like family", that is not the purpose for the guest's visit. The guest is here to receive great service, to feel fabulous and to look beautiful/handsome. Keep this in mind, and the subject of conversation will be kept to this purpose.

Some people enjoy drama and "stirring things up", this behavior is not acceptable. This creates negative energy and unnecessary tension felt by all staff members and guests. This is as unprofessional and will not be tolerated.

As part of a high profile salon and spa in Colorado, your behavior on and off the premises affects the Company's image in the community. While on the company premises, please act accordingly. When in public, please keep this in mind.

Separation of Employment

Employees wishing to resign their positions should notify the Company of their anticipated departure date and go over the “check out” procedures at separation (conversion of insurance, return of property, delivery of final paycheck, etc.) with Human Resources.

Employees may be considered for re-employment provided they qualify for the position of interest and while they were employed with the Company maintained satisfactory performance and attendance.

Rehire

Employees considered for rehire with the Company will need to meet satisfactory performance and attendance standards. Employees separated from employment through no fault of their own in the judgment of the Company may also be considered for rehire.

Persons discharged are not considered for rehire.

General

Dress code

To insure professionalism and continuity we require all employees to wear black pants (or skirts) and tops. Employees may also wear another color which complements their black bottom or top.

We must strive to present ourselves professionally in our personal appearance. Appropriate dress includes clean clothing, in good condition.

Shoes must be in good condition. Open toed-shoes may be worn only if they are dress shoes or dress sandals.

The following represents examples of attire that is not appropriate at work:

- Torn or ripped clothing.
- Exposed midriffs.
- Open armpits, for Spa Service Providers.
- Sweats of any type or jogging pants.
- Logos which may offend others.
- Overly casual clothing including short shorts, beachwear, low-cut clothing or clothing that is not clean and pressed.
- No denim or tennis shoes.
- No ‘flip-flops’, beach shoes or water shoes.

Shorts may be worn only in the Vichy Room for wet treatments. Any employee who dresses inappropriately may be asked to go home.

Piercings- Because some customers may be offended, no more than two facial piercings may be visible.

Fragrances – Employees are encouraged to use Aveda aromas at work.

Cosmetics – Use of Aveda cosmetics is encouraged.

Our image is that of an upscale spa and salon. Please be responsible for looking neat, clean, stylish and in good repair. The dress code is professional attire that is mostly black. Other colors are allowed as long as they are worn with black pants or a black shirt. Blue jeans are not considered professional attire. Good judgment should be used in selecting skirt length and neckline; a professional image should be kept in mind. Because of the nature of our business, hairstyles, hair color, make-up, and fingernails are to be current and well maintained as our guests look at us as examples of our work. If you are in violation of the dress code you may be asked to go home and change.

Smoking

We are in the health and beauty industry, along with wellness, and it is imperative we present ourselves in a professional manner. If you feel the need to smoke during working hours, please note the following:

- Smoke breaks will be outside the back of the building, with the cigarette disposed of in the outside trash.
- Immediately after your smoke break and **definitely before you see any guest**, wash your hands, gargle or brush your teeth.
- Never have or ask a guest to wait for you to have or finish a cigarette break.
- Please be sensitive to co-workers who do not smoke. Second hand smoke or aroma to non-smokers can be very offensive.

Continued education

To guarantee the highest quality and most professional service to our guests, all employees must attend a minimum of two advanced education classes per year. The Company, in its sole discretion, may pay for the tuition as an employee benefit. If there is a class you feel is beneficial to your growth as a professional, please advise a manager so proper arrangements may be made. All employees must attend any training for new services or products that we provide. In certain cases, a training agreement will be signed.

Employee services

All employees are encouraged to use the facilities and services of the salon and spa. The services performed on employees are a direct reflection of our work and can be good advertising for our salon and spa.

To better serve our guests when they need us, please plan on having your services either prior to or after your scheduled shift. Any employee services you may need during your shift must be approved by management and will be scheduled by them.

In each case, a ticket must be prepared by the front desk for the recipient of the service and the front desk must be notified which room you will be using.

If you would like to do a trade with another team member, *both team members need to be off the clock.* The person receiving the treatment must pay a product usage charge to the company. However, if the opportunity arises for the front desk to schedule a paying guest, the trade will be interrupted so the guest may be serviced. If you do not wish to take the chance of being interrupted, opt for the first arrangement (above). In addition, you must have all other work completed prior to doing a trade, i.e. you must check with a team leader to see if anything needs to be done.

Guest discounts

From time to time, we offer guest discounts by sending cards, letters etc. in the mail. The guest is requested to present the card for a discount on services. At no time is a guest to be given a discount without the appropriate card or without the approval of a manager. If a discount is being given to a guest for a reason other than a discount card, write the reason on the ticket.

The Company will try to place a guest with their service provider of choice, however, if all efforts are exhausted, our guests will be offered other choices within the company to try to accommodate them.

The ultimate goal is to have a full staff available for our guests' convenience. Why give a guest an opportunity to try another business?

Friends and Family Service Discounts

Each team member may receive "Friends & Family Coupons" throughout the year. You can give these coupons to anyone you wish or use them for yourself. These coupons are valid only while you are employed by the Company.

Service providers may perform services on their direct family members only during times outside of the service provider's normal work shift. Direct family members are spouse, children and parents of the employee. Only a product charge specific to the service must be paid prior to the service.

If an appointment is made, or you block out, to do a service for a family or friend, a “Friends & Family” coupon must be used or the full price of the service must be paid.

Employee Service Discounts

Employee services must not conflict with guest services. Staff members must wait thirty days after starting employment to receive any services unless otherwise approved by management.

Employee services can only be booked Monday through Wednesday. If you wish to have a service Thursday through Sunday you must wait to see if there is time available, no pre-booking. Please note that all employee services may be bumped.

For the following discount types tickets must be printed and signed by the employee having the service:

Hourly Staff No Charge-Hourly employees are allowed to have one free service a month. That is the only time this discount should be used. This is a 100% discount, however the employee receiving the service is required to pay the product charge.

Hourly Staff 50%- If hourly employees wish to have more services during the month they must pay 50% of the total cost. This is obviously a 50% discount and you are not required to pay a product charge since you are paying 50%.

Technician Trade Discount- Service Providers are allowed to trade with each other for services. This is a 100% discount, however the service provider receiving the service is required to pay the product charge which vary depending on the service. Charges must be paid prior to service and every transaction must have a ticket.

Employee Retail Discounts

All employees may order personal retail products from the Aveda Distributor directly at the Company’s cost. By doing so, Employee agrees to complete an “Employee Purchase Form” and authorizes the Company to deduct the cost of the order from the Employee’s paycheck. Orders may only be used for the personal use of the Employee or those living in the same household.

Employees may also buy products for themselves or a direct family member at the front desk using an employee discount. Other relatives or friends of the employee must purchase from the Company at time of service at full price.

Work Duties

To maintain a clean, pleasant and safe environment for our guests and ourselves, we have designed a list of certain maintenance duties for each day of the week.

The schedule of duties is posted in the dispensary and your cooperation is expected and appreciated.

Your personal station must be kept clean during and after every guest.

For service providers, if a guest is not satisfied with your service and must be re-done by another, the service dollars will be transferred to the employee who satisfies the guest. Any additional cost for the service will be charged to the original service provider. If any subsequent problems arise from a service you perform and the guest has not signed a release form you will be liable for the cost to rectify the situation. After three redo's the employee will be required to complete more educational classes. (It is best to leave the employer's discretion open in cases of discipline. This sentence limits the employer's discretion as to what to do in this situation.)

All consultations will be held in the technical areas of the salon.

The reception area is for guest to relax in, not employees.

Service Providers are not allowed to borrow tools from another employee unless the other employee is present and the approval has been granted. If items are borrowed, with or without permission, and the items are damaged, the borrower is responsible for replacing the damaged items.

Each staff member is responsible for their own mess. (i.e. color bottles & bowls, perm rods, towels, etc.) Although support staff will assist in keeping things neat and clean, it is each person's responsibility to clean up after themselves.

Proper sanitation procedures must be implemented in order to keep the business operational. Each employee is expected to clean their own space daily.

Company meetings

Meetings are held frequently, usually every two to three months.

We will try to schedule meetings to coincide with everyone's schedule and your attendance is expected.

The meetings are intended to provide communication and a positive environment for the presentation of goals, future events and general discussion.

The meetings are not intended to be a forum for presentation of individual problems. Please discuss individual problems with management separate from these meetings.

**Renaissance-Veda
employee handbook**

ACKNOWLEDGEMENT

I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK DATED JUNE 1, 2007. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

- ↳ EMPLOYMENT WITH RENAISSANCE-VEDA IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE ORGANIZATION, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE ORGANIZATION HAS THE SAME RIGHT.
- ↳ THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.
- ↳ THE HANDBOOK IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES.
- ↳ THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE ORGANIZATION THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.
- ↳ NO REPRESENTATIVE OF RENAISSANCE-VEDA, OTHER THAN THE PRESIDENT OR CORPORATE GENERAL MANAGER OF THE ORGANIZATION, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

Employee Name _____ Date _____