

TEAM MEMBER HANDBOOK 2022

***Policies, Procedures & Reference for all
Team Members of Hampton Roads Acquisition
Holdings, LLC
DBA Supercuts / Cost Cutters***

Hampton Roads Acquisition Holdings, LLC
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An Introduction to Hampton Roads Acquisition Holdings, LLC (HRAH, LLC)

About Us

Together, we are a company of innovative professionals focused on providing our clients with a quality salon experience and helping them create their fresh new look. Hampton Roads Acquisition Holdings, LLC (HRAH, LLC) is the umbrella company that owns dozens of Cost Cutters and Supercuts salons throughout Virginia. All team members of these salons employees of HRAH, LLC.

How We Work

Every member of our team plays a critical role in what we do and we strive to do it exceptionally. We are committed to the salon industry and we expect all our team members to join in our dedication to quality and customer service. Our team members are held to the highest standards of quality, safety and a commitment to excellence.

Our Values

Our people and their expertise and passion for the work we do are our greatest asset. Our team is successful because we expect all team members to demonstrate and uphold our values of H.A.I.R. (Honesty, Accountability, Integrity, Respectful).



Getting Started at HRAH, LLC

Welcome

Welcome to HRAH, LLC! We are glad you are part of the team and look forward to a productive and successful association. This handbook is written to serve as a guide for our working relationship and we hope you find it a helpful resource as you join our team. Welcome!

This Handbook

This handbook will answer many of your questions regarding your employment with HRAH, LLC. It is designed to set our mutual expectations of each other for a long, productive employment relationship – what we expect of you and what you can expect of us. However, it is only a summary of our expectations and employment practices currently in effect and does not imply any kind of employment contract. Over time, we may add, modify, or delete various policies, benefits, and other conditions of employment as our business needs dictate. We expect every team member to embrace our way of doing business and the guidelines set forth in this handbook. And our lawyers make us say some of this stuff.

This handbook is the property of HRAH, LLC., and it is intended ONLY for use and reference by HRAH, LLC DBA Supercuts / Cost Cutters Team Members. It is not intended for circulation to or use by non-Team Members of HRAH, LLC DBA Supercuts / Cost Cutters including but not limited to HRAH, LLC's business associates, vendors, landlords and/or independent contractors and their team members.

New Hire On-Boarding & Orientation

We want to ensure you get started successfully with HRAH, LLC. We will provide you with an onboarding and training process to help you truly understand our business, our services, our people, and our workflow. Your onboarding experience will ensure you learn critical information during your introductory period as a new member of our team. We are here to help and support your on-boarding and appreciate every team member's demonstration of ownership in his or her own role and responsibilities.

Introductory Period

The first 90 days of employment are considered a Team Member's introductory period of employment. This introductory period enables you to learn and demonstrate ability and willingness to perform the duties and expectations of your position. Introductory periods may vary by salon and will apply to all transfers, rehires, and promotions.

As needed, an introductory period may be extended at the discretion of the Salon Manager or District Manager. If the introductory period is extended, your Salon Manager or District Leader

will advise you in writing and assist you with meeting expectations – we want you to be successful. Continued employment is based on satisfactory job performance with respect to all aspects of your position. We want to ensure a great experience for all our clients so we therefore expect great performance of all our Team Members. The introductory period prepares us for success!

Employment Classification

Based on our business needs, HRAH, LLC may utilize different types of team members. Your offer letter of employment will specify your employment classification, all of which are defined below:

- **Regular Full Time** - A team member who works a normal workweek of 35+ hours on a regularly scheduled basis.
- **Regular Part Time** - A team member who works less than a normal workweek, on either a regularly scheduled basis or on an irregular basis.
- **Temporary** - A team member hired for a period not exceeding six months. An extension of a temporary work classification for an additional three-month period, or less, may be granted, if upon review by management the assignment is clearly found to be necessary. A temporary team member may be full-time or part-time.
- **Contract** - Contractors are those employed by a third-party entity, or self-employed, and are engaged by contract to perform specified work for HRAH, LLC. Each contractor will sign an agreement letter outlining the specific scope and terms of their work arrangement, including compensation. As a contracted representative of HRAH, LLC, all Contractors are expected to fulfill their work through actions and behaviors that support and help further the business strategies of HRAH, LLC and are in alignment with policies and practices outlined in this handbook.

All team members are classified as exempt and non-exempt according to the Fair Labor Standards Act and state laws. Your employment status will be clarified in your offer letter. These team member status classifications are generally defined as follows:

- **Salaried Exempt** - Positions of a managerial, administrative, or professional nature or for outside sales, as prescribed by federal and state labor statutes, which are exempt from mandatory overtime payments.
- **Hourly Non-Exempt** - Positions of a technical, clerical, or service nature, as defined by statute, which are covered by provisions for overtime pay.
- If you are uncertain as to your status, please ask.

Hire Date

Your hire date is the first day of your employment. Any break in employment longer than 30 days will result in a new hire date. If you leave HRAH, LLC and are re-hired after a 30-day break in employment, you will have a new hire date, which will be your first day of employment upon your re-hire.

If you are re-hired less than 30 days after a break in employment, you may be given your original hire date, at the discretion and approval of the Director of Human Resources and the salon manager. Your original hire date affects only your entitlement to PTO with HRAH, LLC and no other terms of employment, including your probationary period, which will be measured from the day you return to HRAH, LLC. Regardless of your position, if HRAH, LLC grants your original hire date when you return in less than 30 days, your eligibility for any benefits guaranteed by governmental ordinance, statute or rule will not be affected.

Employee Information

To help us keep necessary company records up to date, and so we know what to do in case you have an emergency, we ask that all team members complete onboarding upon hire and update any changes in personal information as they occur throughout the course of employment. This can be done through your Paychex account. This may include:

- Name changes
- Address and/or telephone number
- Direct Deposit
- Tax deduction elections
- Benefit beneficiaries
- Person to contact in case of emergency
- Any allergies or health conditions you'd like us to know about to keep you safe at work (optional)

How We Work

Customer Service & Productivity Expectations

We enjoy what we do, we do it exceptionally, and we expect every team member to do the same. Every team member's role is critical to our success and every job, every task is worth doing exceptionally. Remember, first and foremost we are a service organization and we expect all team members to demonstrate and uphold our customer service expectations:

- Customer service is a top priority for every team member during interactions with guests, co-workers, vendors and others who enter the salon environment,
- Great customer service begins with YOU,
- Great customer service is demonstrated by greeting people with a smile, speaking courteously, offering assistance, being respectful and going the extra mile to help others.

This also means:

- Limit your personal discussions in areas where customers may hear your conversations (front desk, your work station or other areas of the salon floor)
- Customers and coworkers do not want to hear you complain, criticize or disparage others, it is unprofessional and inappropriate,
- While customers may share personal information with their stylists, refrain from engaging in personal discussions (e.g., regarding politics, religion, your social / love life, etc.). Personal topics are for your personal time (i.e., before and after your shift, breaks, and meal periods) in the non-public areas of the salon, such as the break room.
- Any personal conflicts with your co-workers or management should only be addressed privately out of the earshot of any customers or other coworkers.

Additionally, your supervisors have instituted productivity requirements to help us all focus on the business aspect of our industry. HRAH, LLC expects you to meet and maintain these requirements, which are critical to your success and the success of the salon. HRAH, LLC is committed to helping you meet these goals. If you need assistance in understanding what is expected of you, please speak with your Salon Manager, District Manager or Senior District Manager.

Our Values

As a reminder, all team members are expected to demonstrate our HAIR values in all they do:

- H - Honesty
- A - Accountability
- I – Inspiring
- R – Respect

Professional Conduct / Anti-Harassment

HRAH, LLC is committed to a work environment and salon experience in which all individuals are treated with respect and dignity. Always. We expect every team member to uphold our expectations and behave in a manner that encourages mutual respect, promotes congenial



relationships, and is free from all forms of harassment. HRAH, LLC will not tolerate unlawful discrimination or harassment of any kind.

We expect all team members to demonstrate professional conduct and our HAIR values (Honesty, Accountability, Integrity, Respect) to all coworkers and customers. Every customer shall be treated with the highest customer service standards and professionalism.

If any team member believes that he or she has been subjected to harassment or discrimination of any kind, or has witnessed, or has knowledge of such behavior, they are urged to discuss and address it immediately. Please discuss any concerns with your Salon Manager, District Manager or Human Resources. We take these expectations seriously and every complaint of harassment will be promptly and confidentially investigated without fear of retaliation.

Equal Opportunity

Equal opportunity is HRAH, LLC's policy. To reiterate the Professional Conduct / Anti-Harassment section of this handbook, let's get more specific. No team member of the company will discriminate against an applicant for employment or a fellow team member, contractor, or vendor because of race, color, religion, gender, sexual orientation or identity, national origin, ancestry, age, or physical or mental disability. This policy applies to all employment practices and employment actions including advertising, recruiting, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay, and other forms of compensation or overtime.

HRAH, LLC will strive to provide reasonable accommodations as requested by team members and where required by law so long as the accommodation does not pose an undue hardship on the business. This policy is not intended to afford team members with any greater protections than those which exist under federal, state or local law.

Non-Discrimination in Providing Services

HRAH, LLC welcomes and desires to serve all customers. Associates will not deny or delay services based on an individual's race, color, religion, gender, sexual orientation or identity, national origin, age, disability, or any other legally protected status. This policy includes, but is not limited to, serving customers with service animals, and allowing service animals in our salons (see section below).

If your salon offers a service, the service must be available to all customers. You are not required to perform a service that your salon does not now offer.

Customers with Service Animals

HRAH, LLC welcomes all customers with disabilities, including those that are accompanied by a service animal, in all areas of our salons where customers are allowed to go, even if state or local health codes prohibit animals in the salon.

Service animals are typically dogs that are individually trained to do work or perform tasks for

customers with disabilities.

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.

When it is not obvious what service an animal provides, only limited inquiries are allowed. You may ask only one question: ***Is the service animal required because of a disability?***

You cannot ask about the customer's disability, require medical documentation, require a special identification card or training documentation for the service animal, or ask that the service animal demonstrate its ability to perform the work or task.

You cannot ask a customer with a disability to remove his or her service animal from the premises unless the service animal is out of control and the handler does not take effective action to control it or the animal is not housebroken. When there is a legitimate reason to ask that a service animal be removed, you must offer the customer the opportunity to purchase goods or services without the animal's presence.

Customers with disabilities who use service animals cannot be isolated from other customers, treated less favorably than other customers, or charged fees that are not charged to other customers without animals. All customers deserve the same great experience in all our salons.

Licenses

All Team Members are solely responsible for acquiring and maintaining all applicable licenses for the state, county, or municipality in which they work, including any costs associated with the licenses. Team Members are required to post all licenses in accordance with state board of cosmetology regulations. Failure to provide HRAH, LLC. with a current, valid license will be grounds for immediate suspension and/or termination. Information regarding assistance with license reimbursement can be accessed through the staff portal.

Communication Guidelines

General Guidelines

Open, honest, and respectful communication by all team members is essential in building trust, demonstrating respect and in providing great customer service. All HRAH, LLC team members are expected to respectfully and professionally communicate with all customers, coworkers, vendors and salon guests.

Workplace Technology & Phone Use

The salon telephone and its usage should be an extension of our high quality of service for guests who are already in the salon and for those who are calling for information. The telephone should be answered as promptly as possible by a Team Member who is not currently working with a guest. If all Team Members are busy with guests, the Team Member closest to the desk should excuse themselves from their customer and answer the phone.

Personal phone use should never interfere with performing one's job, attending to customer needs, respecting the time and space of others, or serve as a distraction to getting work done. Please practice professional etiquette when on the phone and ensure confidentiality at all times, never allowing cell phones to serve as a disruption. You are allowed to use your cell phone to interact with guests, to understand what style / color they are seeking and/or to take their before / after picture (with their consent) after you have provided them with what we know will be a great hair care service!

As always, please keep our Service & Productivity Standards in mind whenever you are on the salon floor. To create a welcoming environment for guests, they need to know you are attending to their service needs. For this reason, **you are not allowed to use your personal cell phone on the salon floor for purely personal purposes** (making personal phone calls / texting friends/family, personal interaction on social media, etc.). Cell phones must be silenced when they are on the salon floor. However, you can make / receive cell phone calls / texts during breaks and in the private areas of the salon or outside the salon. Please make sure your friends and family members are also aware of our policy.

Of course, in alignment with our team member expectations and in accordance with our Non-Discrimination and Workplace Harassment Policy, you must also refrain from using language or displaying anything on your cell phone that is obscene, discriminatory, offensive, bullying or defamatory.

Any work conducted on behalf of HRAH, LLC or via the company's computing and network resources shall be considered property of the company and should be consistent with the standards and mission of HRAH, LLC and with this policy. Underlying this policy is the idea that each team member has a responsibility to use the company's information and technology resources in a manner that increases productivity, enhances our ability to perform our jobs, and is respectful of other team members and the needs of our clients. HRAH, LLC relies on the good judgment of its team members not to access restricted content web sites on company equipment or during working hours via personal computers or phones.

Only company-approved software may be installed or operated on HRAH, LLC systems. You will be accountable for all activity associated with your system account(s) and assigned equipment. You must prevent unauthorized access to company systems by ensuring your unattended devices are locked and password-protected.

Email Use

HRAH, LLC may provide some team members with electronic communication tools, including e-mail. This policy governs team member use of company email and applies to email use in salons and retail stores as well as remote locations, including but not limited to employee homes, airports, hotels and client and supplier offices. This policy applies to all team members, managers, independent contractors, interns, consultants, suppliers, customers and other third parties.

Team members are expected to adhere to these guidelines when using HRAH, LLC email:

- HRAH, LLC allows email access to certain team members primarily for business purposes.
- Team members are prohibited from using personal email accounts (e.g., Gmail, Comcast, Yahoo!, Hotmail, or AOL) for business communications. Although our email system is meant for business use, the company allows limited personal use if it is reasonable, does not interfere with work and does not violate this policy or any other HRAH, LLC policy
- HRAH, LLC reserves the right to monitor, inspect, copy, review and store any and all team member email use at any time during or after the employment relationship and without prior notice
- Maintain professionalism and demonstrate our corporate values of Honesty, Accountability, Integrity and Respect during all email interactions. Team members may not use email for:
 - Sending, receiving, soliciting, printing, displaying, copying or replying to text, images, messages or jokes that disparage others based upon their race, religion, color, gender, sex, sexual orientation, pregnancy, national origin, veteran status, disability, ancestry, age or any other protected category or contain foul, obscene or disrespectful language or images.
 - Sending, receiving, soliciting, printing, displaying, copying or replying to messages that are disparaging or defamatory.
 - Spreading gossip, rumors or innuendos about team members, co-workers, customers, suppliers or other outside parties.
 - Sending, receiving, soliciting, printing, displaying, copying or replying to chain letters, solicitations or offers to buy or sell goods or other non-business material.
 - Any illegal, fraudulent or malicious conduct
 - Soliciting for non-HRAH, LLC business purposes
 - Conducting a job search outside of HRAH, LLC
 - Arranging to provide any services HRAH, LLC offers at locations outside HRAH, LLC.
 - Forwarding a message with sensitive or confidential information
 - Sending email messages using another person's email account
 - Team members are responsible for protecting their own passwords. Sharing user IDs, passwords and account access codes or numbers is prohibited.
- While HRAH, LLC has allowed exempt employees (e.g., managers) to access to their company email account on any device at any time, non-exempt team members are NOT expected to check or respond to their company email when not on the clock. Prior approval for all after-hours work, including checking email for business purposes, is required. Sending emails regarding your personal benefits, pay or other human resources employment information does not constitute work.
- Delete any unnecessary email to avoid excess accumulation. The retention period for individual emails will be six months from the date received. HRAH, LLC reserves the right to store email communications indefinitely.

Your email account is provided to you so that you may communicate with others to do your job at

HRAH, LLC. Because your email account should be used primarily for business purposes, **your email signature should reflect only your contact information**: your name, position, salon name (if applicable), the company or salon address, telephone number, and website, if applicable. Non-work-related statements regarding your personal ideology and beliefs (including quotes from others) are not permitted.

Social Media

Social media platforms can be a great way to engage with broad customer bases and engage existing and potential customers regarding our services. HRAH, LLC trusts and expects team members to exercise personal responsibility whenever they use social media, which includes not violating the trust and respect of those with whom they are engaging. All team members are encouraged to be active and engaged in the digital world to promote our salons and services but reminded to keep professional boundaries in mind.

At HRAH, LLC, team members may use social media on work time for work purposes—such as letting others know about specials, wait times or schedules or showing off your hair care talents as a stylist. Your salon should have its own Facebook page, which is owned by HRAH, LLC. As a result, team members may not create a page or account representing a HRAH, LLC-owned salon or company on any social media outlet without the written permission and knowledge of the District Leader. If your salon needs a Facebook page, contact your District Leader for assistance and approval.

The following expectations are critical to observe when engaging in social media related to your salon or any aspect of HRAH, LLC business:

- Be respectful: always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of HRAH, LLC, keeping in mind and complying with HRAH, LLC's H.A.I.R. (Honesty, Accountability, Inspiring, Respect) values,
- Be honest and accurate: make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly,
- Maintain confidentiality: internal company information is confidential information. Do not post internal reports, policies, procedures or other internal business-related confidential communications. This includes non-public financial or operational information, strategies, forecasts and most anything with a dollar-figure attached to it. This also includes internal communications regarding promotional activities, advance ads, holiday strategies or other marketing promotions before they are public.
- If, when photographing a customer to showcase their hair, they are identifiable, you must receive express permission from the customer before posting their picture,
- No pictures of team members should be taken and posted online without the team member's permission,
- Work collaboratively within your salon to resolve any conflict or concerns. Taking to social media does not foster collaborative resolution and reflects poorly on the salon,
- If, through a social media outlet, you are contacted by a member of the media seeking the company's official position on a matter, refer them to your District Leader,

- Only those officially designated may use social media to speak on behalf of or represent HRAH, LLC in an official capacity. HRAH, LLC social media sites and the sites with which we post properties are owned and/or managed by HRAH, LLC and not by any team member tasked with managing them. Engaging in social media communication while identified as a team member of HRAH, LLC requires exhibiting the same performance standards and values as when at work.

Team Member Portal

To help you find answers to common team member questions and access important employment forms and information, we use an online team member portal. This portal may be accessed at <https://www.hrahllc.com/>. The Director of Human Resources may provide you with a login for accessing certain areas of the team member portal.

Attendance and Timeliness

The continued success of HRAH, LLC depends on all of us. Maintaining our customer service and productivity levels requires all members of our team to be dependable. Dependability, attendance, punctuality, and a commitment to meet our customer needs are essential. Therefore, all team members are expected at work, on time and ready to work, for all scheduled appointments / shifts and work commitments. Team Members are also expected to return from scheduled meal and break periods on time.

If for any reason a team member is unable to be at work at the time expected, the team member must notify the salon manager as soon as possible. If you fail to notify your salon manager of an absence, tardiness or early departure, if your absences are unexcused or unexplained absences, or if you have excessive absenteeism, tardiness or departing early, you may be subject to discipline, up to and including termination. Your Salon Manager or District Leader may have preferences on the method of communicating with them (e.g. texting or phoning). You must follow their preferences. However, regardless of how you communicate, it is your responsibility to ensure that your immediate supervisor receives notification of your absence or tardiness at least two hours before your scheduled shift is to begin.

If an illness or emergency occurs during work hours and the team member needs to leave work, the team member must discuss their departure with the salon manager as soon as possible.

This policy applies for each day of an absence and ensures that we are able to pitch in and help one another when personal circumstances impact our professional commitments. If a team member fails to notify their supervisor after three consecutive days of absence, HRAH, LLC will presume that the team member has voluntarily resigned. HRAH, LLC will review any extenuating circumstances that may have prevented him or her from calling in before the team member is removed from payroll.

Should recurring absences and tardiness become apparent, the team member will be subject to disciplinary action up to and including termination of employment.

No-Call / No-Show

Failing to report to work and not calling to report the absence 2-hours prior to your scheduled shift is considered a no-call / no-show (NC/NS) and is a serious matter, creating extreme hardship for our customers and your co-workers.

Team Members are responsible for providing coverage for their shift. We understand emergencies may occur at which point, the salon manager will assist in finding coverage.

If you are absent for three consecutive shifts without notifying your immediate supervisor, you will be presumed to have abandoned / resigned your position.

Management may consider extenuating circumstances when determining discipline for a NCNS (e.g. if you are in a serious accident, are hospitalized and cannot contact your manager) and has the right to exercise discretion in such cases.

No disciplinary actions (warnings / suspensions / terminations) will be taken without the direct involvement of the next level of management or the Director of Human Resources.

Protected Leaves

Absences due to illnesses or injuries that qualify under the Family Medical Leave Act (FMLA), Medical Leave of Absence (MLOA) or your state/city applicable sick / safe leave policy (if any), or other approved company leaves will not be counted against your attendance record, provided you follow company directives in obtaining any required approval. Team Members should contact Human Resources with any questions regarding an FMLA or MLOA leave, and with benefits regarding applicable paid sick/safe leave.

Personal Appearance & Attire

We appreciate and respect the artistic expression of our stylists and want all team members to be comfortable and safe during the course of performing their jobs. As a representative of HRAH, LLC and the Cost Cutters and Supercuts brands, you represent us at all times and your personal appearance forms a customer's first impression of our business.

We expect all team members to respect our customers, fellow team mates, and business relationships by maintaining a well-groomed personal appearance, hygiene practices, and dress. Be clean, be neat, avoid being overly fragrant, and remember that our people represent HRAH, LLC at all times and are expected to present themselves as such.

All team members are expected to follow these guidelines:

- Clothing should reflect our professional image and have adequate coverage (no revealing tops or short skirts-*no more than two inches above the knee*)
- Make-up, if worn, should be fresh and neat

- Hair styled fashionably (before work!) – this reflects our services
- Contact with customers is close, ensure your personal hygiene is impeccable and you are not overly fragrant (e.g., too much perfume, body odor, cigarette smoke, bad breath)
- Gum chewing is not allowed
- No clothing with logos (other than Cost Cutters or Supercuts logos and small fashion brand logos such as IZOD, Polo, etc.)
- No tank tops, tube tops or sleeveless tops. Please consider the proximity of your underarms to your client’s face!
- For your safety, no flip flops. All shoes must be clean and odor-free and allow you to safely perform your work
- Body piercings must not interfere with your ability to safely provide service or adequately communicate with customers
- Tattoos or body art that is violent, of a sexual nature or otherwise offensive may be required to be covered.
- All bottoms must be black, unless a jean’s day has been approved by admin
- Leggings/tights should be worn under a long shirt, dress or tunic

Safety

HRAH, LLC strives to provide a safe and healthy work environment. All team members must diligently undertake efforts to promote safe work habits. Employees shall devote their full skill and attention to the performance of their job responsibilities using the highest standard of care and good judgment.

Employees will follow all safety rules and regulations at all times including:

- the use of protective clothing, devices, or equipment,
- attendance at all training sessions related to team member’s job description, and
- follow the directions of warning signs or signals or the commands or directions of supervisory personnel.

Any accident or injury at work should be reported immediately. Worker’s Compensation guidelines require documentation of the on-the-job injury, proper forms submitted, and team members referred to the panel of physicians listed on site.

Services & Discounts for Coworkers, Friends & Family

One of the greatest compliments of your work is when other people want to experience your services! Team members may provide free services to coworkers, and discounted services to friends and family, under the following conditions:

Salon Coworkers

- You may provide free services to your HRAH, LLC co-workers (including all salon Team Members and District Managers) and are encouraged to do so for the purpose of gaining experience in all areas of services.
- If you are performing a free service, you must be on the clock.

- If you are receiving the service, you should not be scheduled or on the clock.
- Free services for coworkers may only be Monday through Thursday and only when the salon is not busy or expected to be busy no customers waiting. Please check with your salon manager for any exceptions as appropriate.
- If you receive a service outside of approved times, you will be expected to pay for the service.

Discounts for Friends and Family Members

Each Team Member **may provide two services each month for friends and family at a discount of 50%** (this does not apply to products).

- The service may only be provided Monday through Thursday and only when the salon is not busy (no customers waiting).
- The team member must be on the clock while performing the service.
- Only one guest can receive the discounted service at a time (no multi-customer tickets)
- You must record the discounted service in the Point of Sale system (P.O.S.) using the appropriate employee discount code.
- If your salon uses an appointment book or customer registration sheet, you must note next to the friend or family member's name that the Friend/Family discount of 50% is being used.
- You must otherwise treat the friend / family member receiving a 50% discounted service like any other customer (i.e. the transaction must be recorded and the level of service consistent with expectations)
- Unused discounted services do not carry over (e.g., if you perform only one discounted friend / family member service in July, you cannot perform 3 discounted friends/family members in August)
- Unused discounted services cannot be transferred to another associate (e.g. if you have only done 1 family/friend discounted service, you cannot give your remaining unused family/friend discounted service to a co-worker to use).
- Services provided outside of the approved times (Monday-Thursday) are not eligible for the Friends & Family Discount

Use of Company Equipment

We expect all team members to demonstrate pride in performing their work and maintaining the resources, tools and products provided to do their job as if they were their own. All tools and resources provided by HRAH, LLC and used in the course of performing one's job are to be well maintained, cared for, and reflective of our dedication to quality customer service. At all times, equipment assigned to the team member remains the property of the Company, and is subject to reassignment and/or use by the Company without prior notice or approval of the team member.

Personal use of company property:

Company property is not permitted to be taken from the premises without proper written authority from salon management.

Care of Company Property:

All work spaces should be kept neat and orderly and all equipment should be well-maintained. Our shared salon space reflects our company.

Using our Point of Sale (POS) System

Each team member will have a unique personal identification number (PIN) to use when entering transactions and information into the salon POS. This number is unique to each team member and each team member is responsible for the integrity of all transactions entered into the POS using their PIN and the accuracy of funds in the POS drawer.

All team members must follow these expectations when using the POS:

- only the team member to whom the PIN is assigned is the actual user of that number - never share your PIN with anyone, including your supervisor, or ask any other employee for their PIN
- no other employee, including any of your supervisors, is authorized to use your PIN
- all transactions (sales and non-sales) must be entered into the POS using the PIN number of the associate actually entering the information into the POS
- maintain control over your assigned PIN by reviewing POS transactions processed using your PIN and report any errors or misuse of your PIN immediately
- change your password if you notice any transactions processed under your PIN that you did not enter into the POS
- Report violations of this policy – this policy applies to all team members including salon managers. Any concerns or violations of these rules or the application of these policies should be reported to your District Leader, Human Resources, or Managing Partner. Associates who report concerns about possible violations of these rules are protected from any retaliation.

Personal Property

Team Members are responsible for their personal property at work, including shears, cell phones and any other personal property brought into the salon, and therefore must place their personal property.

Playing Music in the Salon

Playing music in the salon contributes to an enjoyable experience and work environment for our team members. Management of music and other audio and video is the responsibility of the salon manager.

Copyright laws prohibit HRAH, LLC from playing personally purchased music or DVDs in salons when they are open to the public. Representatives of those who hold copyrights for music or other

entertainment visit establishments to determine whether companies such as HRAH, LLC are violating their copyrights and they may demand royalties and other damages for these violations.

As a result, only company DVDs and free local music stations may be played in the salon. Personal CDs, iPods, cell phones or other devices from which audio or visual entertainment may be played are prohibited.

HRAH, LLC may have also provided your salon with a television and DVD player, which are only to be used to play DVDs HRAH, LLC provides to your salon. HRAH, LLC specifically prohibits the use of the television and DVD player for personal purposes or for playing DVDs that HRAH, LLC has not provided to the salon.

No Solicitation

While we support our Team Members' personal endeavors, team members may not solicit coworkers or customers for outside activities of any kind for any purpose. This includes contributions, subscriptions, memberships, or the sale of goods or services that the salon does not sell or provide. Team members may not distribute literature, pamphlets, printed or graphic material of any description not provided by the company in salon spaces generally open to the public for services and sales at any time.

Weapon-Free Workplace

HRAH, LLC prohibits the possession of firearms or perilous weapons on company property. A license to carry a weapon does not supersede this policy. "Company property" is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. As allowed under state laws, this policy does not restrict you, if you possess a valid firearms license, from possessing a legal firearm in your personal vehicle locked out of sight within your trunk, glove box, or other enclosed compartment.

Tobacco and Other Vices

HRAH, LLC is committed to providing team members, customers and visitors with a smoke and tobacco-free environment. Smoking and the use of all tobacco products, smokeless tobacco and nicotine delivery products in whatever form (e.g. cigarettes, cigars, e-cigarettes, vaping, chewing tobacco etc.) is prohibited anywhere in HRAH, LLC- owned salons or other HRAH, LLC leased or owned buildings. This policy applies to team members, customers, vendors and anyone else on HRAH, LLC premises.

The use, possession, transfer, or sale of any illegal substance on any HRAH, LLC company premises is prohibited. Regarding alcohol, we expect all team members to exercise good judgment and drink responsibly should work events include alcoholic beverages for those that choose. Employees are expected to maintain their professionalism at all times and govern themselves accordingly, including never being impaired in any capacity while working.

Confidentiality

We're proud of our team member talents, our processes, and our products. During the course of performing your job, you may be privy to sensitive information regarding HRAH, LLC business information, product secrets, formulations, customer data, pricing, marketing and business strategies, etc. It is critical for all team members to understand the proprietary nature of this information and uphold confidentiality in all business matters relating to HRAH, LLC, including never disclosing, modifying, disseminating or using company information. Because we take this seriously, all team members will sign a confidentiality and non-compete agreement when they come on board.

Conflict of Interest

To protect our business and the performance of our salons, team members are prohibited from engaging in any activities that are in competition with the organization. This includes, but is not limited to, employment by a competitor, solicitation of HRAH, LLC Team Members to work for a competitor, the ownership or operation of a personal business in the same field, and soliciting guests for the purpose of providing services HRAH, LLC offers at a location outside of a HRAH, LLC salon.

Team members are specifically prohibited from selling, either in the salon or outside of the salon, any products, equipment, tools or other merchandise, which you received as an incentive award or prize, acquired from a HRAH, LLC or vendor-sponsored contest or event or which has been returned to HRAH, LLC for any reason.

While it is impossible to list every circumstance which may suggest a conflict of interest, the standards for evaluating such activities or investments is the responsibility of the team member. Activities or personal interests which create the appearance of a conflict of interest must be avoided so as not to reflect negatively on HRAH, LLC's reputation or its people.

If you believe that an actual, perceived, or potential conflict exists, consult with your Salon Manager, who will discuss with the District Leader. You will be required annually to disclose all potential conflicts of interest or verify that no conflict or potential conflict of interest exists.

Relationship with Host Store and/or Landlord

In many cases, the salon properties in which our team members work are in a building owned by a landlord. It is the policy of HRAH, LLC to maintain professional and respectful relations with all host stores and/or landlords, including their associates and customers within the salon, host store, host mall, and surrounding grounds. All team members are expected to contribute to this positive relationship.

Compensation

Pay Practices

At HRAH, LLC, we uphold fair and equitable compensation practices for all team members. Your rate of pay will be negotiated upon hire and compensation increases will be considered throughout your employment, per company and individual performance.

Some of our positions at HRAH, LLC include performance-based compensation. Your offer letter will clarify your pay structure and expectations, with written changes provided throughout your employment.

Some of our team members are eligible for bonuses, which will be clarified in writing for each team member as specific business and performance goals allow it.

Timekeeping & Scheduling

Federal and State laws require us to keep an accurate record of time worked in order to calculate team member pay and benefits. Just to clarify, time worked is time actually spent on the job performing assigned duties. This does not include time traveling to and from work. Non-exempt (hourly) team members are expected to follow their work schedule and clock in and out accurately in order to calculate pay correctly.

Accordingly, you must follow the following time clock requirements:

- You must clock in as soon as you report for your shift at the beginning of your work day.
- You must clock out at the end of your scheduled shift only after you have completed all sanitation chores, closing functions, or other duties as assigned by the Salon Manager. There should be no clocking out before this time.
- You must clock in for attendance at all staff meetings and education or training seminars sponsored by HRAH, LLC.
- You must remain clocked in for all short breaks of 15 minutes or less.
- You must clock in for all overtime hours. However, you may not work overtime unless you have received prior approval from an Executive Director.
- The only time you should clock out during the course of your regular shift is for a meal period of at least 30 minutes in length during which you are completely relieved from performing any duties, or if you leave the salon for an extended period. If you have any duties during these times, you must remain clocked in for this period.
- No Team Member shall perform any salon duties if not clocked in.
- No team member shall edit time or make time clock entries for another.
- All time clock adjustments must be submitted through our staff portal to be reviewed by an Executive Director.

- These rules are required by law. There can be no exceptions to these procedures. Your Salon Manager, District Manager and Regional Director do not have the authority to alter these time clock rules. Any concerns or violations of these rules or the application of these policies should be reported to your Director of Human Resources. Any violation of time clock rules may result in discipline up to and including immediate termination of employment.

Should you have any questions or concerns regarding timekeeping or payroll processes, please discuss with HR.

Scheduling

Company salons are required to be open for business for all hours established by corporate and/or our landlords.

Scheduling is the sole responsibility and prerogative of the Salon Manager, with support/direction of the District Manager. The Salon Manager may make schedule changes as necessitated by business conditions. If your availability changes you must notify your Salon Manager immediately. If you require special scheduling considerations for any legally-protected reason, you must advise your Salon Manager and District Manager in writing of the specific requirements for an accommodation. Team Members are not permitted to work outside of the time they have been scheduled without prior approval from their Salon Manager.

Meal Breaks and Rest Periods

We appreciate how hard our team members work and we know some days keep us very busy. When scheduling and customer needs permit, and with coordination through the salon manager, we encourage our team members to take needed breaks.

While Virginia does not require employers to provide breaks, including lunch breaks, for workers sixteen (16) years old or older, we encourage our employees to take rest periods and meals as able.

Typically, if you work more than 6 hours per day, you are encouraged, as needs allow, to take a 30-minute meal break and one 15-minute rest period. If you work an 8-hour shift, you are encouraged to take one 30-minute meal break and two 15-minute rest periods.

- Team Members must clock out for any meal breaks of 30 minutes during which they are completely disengaged from work
- Team Members should not clock out for short rest periods of 15 minutes or less

All meal breaks and rest periods must be coordinated and approved so they do not interfere with high-traffic time or customer needs.

Overtime Compensation

Remember that section at the beginning of the handbook about employment classification? If you are

a non-exempt (hourly) team member, this applies to you. Sometimes, we need our hourly team members to work overtime (at management request only), which means over 40 hours in a week. Hourly (non-exempt) team members will be paid at the rate of one and one-half times their regular hourly rate of pay for all time worked in excess of 40 hours in any one workweek, per state and Federal law. Unpaid time off or time away from work is not considered as hours worked.

Employee Payday

Employees are paid bi-weekly on Fridays and the pay period covers the previous two weeks, Sunday to Saturday. In the event that a regularly scheduled payday falls on a holiday, team members will be paid on the day preceding the holiday, unless otherwise required by state law.

A team member pay summary (electronic check stub), is available for the team member to check on-line. The team member will receive information on how to set up and access their payroll account via email when they are entered into the payroll system, and it is their responsibility to do so. No printed pay summaries will be provided.

In the event of team member termination, the team member will receive their accrued pay in accordance with applicable federal, state and local laws.

Direct Deposit

As a service to all team members, HRAH, LLC offers direct deposit of pay into individual checking or savings accounts. To participate, a team member's bank or financial institution must be a member of the National Automated Clearing House and be capable of receiving and processing electronically transferred funds. Team members must also complete an authorization agreement and furnish a voided check with their correct account number. If a team member fails to provide their direct deposit information, their earnings will be deposited to their designated tip cards.

Payroll Deductions

This section is not applicable to Contractors

Every team member must fill out and sign a federal withholding allowance certificate, IRS Form W-4, on or before his or her first day on the job. This form must be completed in accordance with federal regulations. Mandatory deductions, such as federal taxes (e.g., Social Security FICA) and applicable city and state taxes will be made from every team member's wages per their withholding selections and as required by law.

Every team member will receive an annual Wage and Tax Statement, IRS Form W-2, for the preceding year on or before January 31. Any team member who believes that his or her deductions are incorrect for any pay period, or on his or her W-2, should check with Human Resources immediately.



HRAH, LLC may be required by law to recognize certain court orders, liens, and wage assignments requiring garnishment of your wages. When HRAH, LLC receives a notice of a pending garnishment or wage assignment, your human resources/financial director will discuss the matter before involving payroll parties, and you will be notified of the garnishment. Payroll will process the garnishment and begin to deduct funds from your paycheck when the appropriate agency serves notice to do so. Pursuant to the Consumer Protection Act, if your earnings are garnished for more than one indebtedness, this may be cause for dismissal, and forfeiture of your unemployment benefits.

Employee Benefits

Holidays

We appreciate how hard our team works and believe we all need time to enjoy celebrating holidays. Our salons will be closed for business on the following recognized holidays:

Recognized Holidays

- New Year’s Day, January 1st
- Easter, varies
- Independence Day, July 4th
- Thanksgiving Day, Fourth Thursday in November
- Christmas Day, December 25
- Birthday Incentive

Employees must work the day before or after and have no absences during the holiday week. Employees must also maintain an average work week of 35+ hours or more per week per quarter.

Employees must have successfully completed their probationary period are eligible for holiday pay. Eligible employees will be paid 6 hours at their ACE / Default hourly rate.

Birthday Incentives will be paid to team members at the first scheduled pay date of each month. Employees must maintain an average work week of 30+ per week to receive the Birthday Incentive.

Paid Time Off (PTO) Policy

HRAH, LLC recognizes we all need opportunities to enjoy time away from work and we all have personal needs that occasionally impact our work obligations. Our Paid Time Off (PTO) policy is an all-purpose time off benefit for eligible employees to use for vacation, illness, injury, or personal business. PTO combines traditional vacation and sick leave plans into one flexible, inclusive policy. PTO is payable in the same manner as the regular wage and is subject to the same withholding elections.

Eligibility & Accrual of Paid Time Off (PTO)

Full-Time employees, working 35+ hours per week, are eligible to earn and use PTO as described in this policy:

Full Time Team Member
Employees working 35+ hours per week qualify for paid time off based on their years of employment.
91 st Day-1 Year: 16 hours
1 Year: 40 hours

2-4 Years: 80 hours
5+ Years: 120 hours

[8 Hours is equal to one (1) day of work]

Pay Rate for PTO

- PTO does not include overtime or any special forms of compensation.

Upon entering an eligible employment classification, employees will begin to earn PTO at the conclusion of their probationary period.

Requesting & Using PTO

- Whenever possible, days off must be scheduled in advance. Four-weeks advance notice of paid time off is expected and necessary to ensure proper scheduling. Days off are subject to approval based on staffing needs for customer obligations.
- Time Off requests must be made via the Staff Portal.
- While we do our best to accommodate all PTO requests, there are times when business needs dictate our schedule in order to be responsive to our customers. PTO requests may be made during “green zones,” our busiest times. The salon in which the salon normally reports to work must be fully staffed and coverage is made prior to submitting a PTO request.
- PTO requests are subject to management approval.
- Employees with an unexpected need (i.e. sudden illness or emergency) to request PTO should notify their direct supervisor as early as possible. Employees must also contact their direct supervisor on each additional day of absence.
- Any team member that is absent from work for illness and using PTO for any period longer than two days must provide a doctor's notice on the third day they are absent, certifying the nature of the illness and verifying the team member's fitness to return to work.
- Employees that are absent and do not have PTO available to use or have exhausted all PTO will not be paid for the days that they are absent. Please keep in mind our attendance policy and repercussions for excessive absenteeism.
- Employees that leave the organization for any reason will not be paid for any unused paid time off.
- PTO is not eligible for payout. The maximum rollover rate from year-to- year for acquired is 40 hours.
- We believe people need to take time off to be their best selves at work.

Work-related accidents and illness are covered by Workers' Compensation Insurance, pursuant to the requirements of the laws in the state in which HRAH, LLC operates. The PTO policy outlined above does not apply to those illnesses or injuries that are covered by an applicable Workers' Compensation policy.

Health Insurance

HRAH, LLC is proud to offer health insurance coverage to full-time team members working 30+ hours a week. Employees will be responsible for their portion of insurance premiums. Information regarding coverage, eligibility and plan descriptions will be made available upon eligibility from Human Resources. New Hires are eligible to make elections on the 1st after their 60th day of employment. Eligible Team Members will receive a notification as their 60th day approaches. Employees with any questions regarding benefit plans should contact HR.

Salon Retail Product Discount

Salon and field Team Members are eligible to receive discounts on retail products as follows:

- You will receive 50% off these discounts are subject to the following conditions:
 - You cannot purchase more than 6 of the same item each month
 - No purchase over a total of \$300 each month
 - Discounts do not apply to tools and appliances

Family Medical Leave Act (FMLA)

HRAH, LLC will provide Family and Medical Leave Act (FMLA) leave to its eligible team members. The function of this policy is to provide team members with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, team members will be afforded all rights required by law. If you have any questions regarding eligibility or applicability of FMLA, please contact Human Resources. While the overview of the FMLA benefits and process is outlined here, it is a complex process best discussed with HR per your specific situation and needs.

Overview of FMLA

Under this policy, HRAH, LLC will grant up to 12 weeks of leave during a 12-month period to eligible team members (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness). The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

Eligibility for FMLA

To qualify to take family or medical leave under this policy, the team member must meet ALL of the following conditions:

- 1) The team member must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive.
- 2) The team member must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave.
- 3) The team member must work in a worksite where 50 or more team members are employed by the company within 75 miles of that office or worksite.

Type of Leave Covered

To qualify as FMLA leave under this policy, the leave must be for one of the reasons listed below:

- 1) **The birth of a child** and in order to care for that child, **or the placement of a child for adoption or foster care** and to care for the newly placed child.
- 2) **To care for a spouse, child or parent with a serious health condition.** Spouse is defined as per a legal marriage in the state in which the marriage was entered into. The company will require certification for the family member's serious health condition. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay
- 3) **A serious health condition of the team member** that makes the team member unable to perform the functions of his or her position. The company will require certification for the team member's serious health condition. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay.
- 4) **Qualifying exigency leave for families of members of the National Guard or Reserve or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.** The company will require certification of the qualifying exigency for military family leave. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay.

Amount of Leave

An eligible team member can take up to 12 weeks for the FMLA during any 12-month period (26 weeks for military leave). The company will measure the 12-month period as a rolling 12-month period measured backward from the date a team member uses any leave under this policy. Each time a team member takes leave, the company will compute the amount of leave the team member has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the team member is entitled to take at that time.

If a husband and wife both work for the company and each wish to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

Employee Status and Benefits During Leave

While a team member is on leave, the company will continue the team member's health benefits during the leave period at the same level and under the same conditions as if the team member had continued to work.

If the team member chooses not to return to work for reasons other than a continued serious health condition of the team member or the team member's family member or a circumstance beyond the team member's control, the company will require the team member to reimburse the company the

amount it paid for the team member's health insurance premium during the leave period.

Under current company policy, the team member pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the team member's share of the premium. While on unpaid leave, the team member must continue to make this payment, either in person or by mail. The payment must be received in Human Resources by the 15th day of each month. If the payment is more than 30 days late, the team member's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the team member's loss of coverage.

If the team member contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the team member is on paid leave. While the team member is on unpaid leave, the team member may request continuation of such benefits and pay his or her portion of the premiums. If the team member does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the team member's share of any premiums, whether or not the team member returns to work.

Use of Paid and Unpaid Leave

- A team member who is taking FMLA leave because of the team member's own serious health condition or the serious health condition a family member must use all Paid Time Off (PTO) leave prior to being eligible for unpaid leave.
- Disability leave for the birth of a child and for a team member's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.
- HRAH, LLC provides up to 6 weeks of pregnancy disability leave, and these six weeks will be designated as FMLA leave and counted toward the team member's 12-week entitlement. The team member will be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. A team member who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave. Any leave taken will be counted as part of the 12-week entitlement.
- A team member who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. A team member using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave. All leave taken will be counted toward the required 26-week entitlement.

Intermittent Leave or a Reduced Work Schedule

The team member may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the

leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12-month period).

Employee Status After Leave

A team member who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from a health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, a team member who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key team members from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key team members will be given written notice at the time FMLA leave is requested of his or her status as a key team member.

Procedure for Requesting FMLA Leave

All team members requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager at the earliest possible time.

- Within five business days after the team member has provided this notice, the HR manager will complete and provide the team member with the DOL Notice of Eligibility and Rights.
- When the need for the leave is foreseeable, the team member must provide the employer with at least 30 days' notice.
- Within five business days after the team member has submitted the appropriate certification form, the HR manager will complete and provide the team member with a written response to the team member's request for FMLA leave using the DOL Designation Notice.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against team members on FMLA leave, the company may require a team member on FMLA leave to report periodically on the team member's status and intent to return to work. Human Resources will periodically touch base with team members on leave to check-in.

Professional Development / Training

HRAH, LLC's philosophy is to expect excellence in everything we do and therefore we are committed to continuous development of our team. We provide you with training, personal development and other important matters relating to daily salon operations which are discussed at monthly salon staff meetings and at training seminars. These are to help you be successful, and to help you maintain your stylist license. Training seminars are free of cost to you. But, if your attendance is expected, the meetings or seminars are then mandatory. You are responsible for your attendance and reporting your hours for attending mandatory meetings and training seminars.

In addition to mandatory seminars scheduled by HRAH, LLC, you may attend additional continuing education courses to maintain your cosmetology license. If we require you to go to the class, we'll pay

for it, including the tuition and your time attending the class. However, if the class is purely voluntarily and your attendance is not required by HRAH, LLC, you will not be paid for the tuition associated with the voluntary class or the time spent in traveling to or attending the course.

Training opportunities may be conducted in your salon, on-line, and during On-The-Job training. Proof of learning is demonstrated through assessments in courses taken, participation in class discussions, and demonstration of their acquired knowledge and skill on the job.

Parental Leave

HRAH, LLC celebrates our team members that welcome a child into their lives with six weeks unpaid parental leave for the birth or adoption of a child. Parental leave is available to all team members.

Nursing Mothers

In support of our nursing mother team members, and in compliance with Federal law, HRAH, LLC provides nursing mothers an unpaid reasonable break time to express breast milk. These break periods will be given each time a team member needs to express breast milk. Regularly provided break times, fifteen minutes or less, may be used and will be paid. Break times of over 15 minutes, or additional breaks, will be unpaid.

A private and sanitary place will be provided for breastfeeding associates to express their milk during work hours. If a private room is not available in your salon, please discuss with your Salon Manager or contact your District Leader for assistance in determining an appropriate location, in either the salon or the tenant's building. Team members must use their own coolers to store expressed breast milk.

Jury Duty

HRAH, LLC supports the civic duty of all team members. HRAH, LLC will grant team members time off for mandatory jury duty or court appearances as a witness when the team member must serve or is required to appear as a result of a court order or subpoena. Non-exempt (hourly) team members will not be paid for time off for jury duty. A copy of the court order or subpoena must be supplied to the team member's manager and Executive Director when requesting time off. The same policy applies to time off for court appearances as a party to any civil or criminal litigation.

Military Leave

HRAH, LLC supports and appreciates our men and women in the military. Military leave is granted to any regular full or part-time team member for training and service performed by an inductee, enlistee or reservist, or any entrant into a temporary component of the Armed Forces of the United States according to all guidelines of the Uniformed Services Employment and Reemployment Rights Act (USERRA). Team members on military leave will be compensated by military pay.

Bereavement Leave

In the unfortunate event that a team member suffers the loss of an immediate family member, the team member will receive 3 paid days off (at their base rate) without impact to their paid time off

(PTO) balance. Team Members will receive 1 paid day off (at their base rate) without impact to their paid time off for non-immediate family members. Team Members must have been employed with the company for 1+ year to qualify for bereavement leave. All part-time and full-time team members are eligible for bereavement leave.

An immediate family member for purposes of this bereavement leave policy includes the following:

- Spouse
- Life partner (same or opposite sex)
- Child (including foster children and step-children)
- Parent (including legal guardian and step-parent)
- Sibling

Non-immediate family member for purposes of this bereavement leave policy includes the following:

- In-laws (including mother and father-in-laws and brother and sister-in-laws)
- Grandparent
- Grandchild

HRAH, LLC understands the deep impact that death can have on an individual or a family, therefore additional unpaid time off may be granted at the company's discretion. Such arrangements must be approved by Human Resources.

To be eligible for paid time off for bereavement, team members are expected to notify their supervisor and HR at the earliest opportunity so that the supervisor can try to arrange coverage for the team member's absence. In addition, HRAH, LLC may require verification of the need for the leave.

In the unfortunate event that a team member suffers the loss of a relative not in the immediate / non-immediate family (as described above), the team member may request time off to be used from their PTO bank, if applicable.

Pay will be made at the team member's regular rate of pay and hours of bereavement leave are not counted in considering overtime payments for non-exempt team members.

Worker's Compensation

All team members are covered by Worker's Compensation, which provides benefits in case of on-the-job injuries arising out of and during the course of employment. Any accident or injury at work should be reported immediately to management. Documentation of the on-the-job injury must be made and the proper forms submitted to Human Resources. Employees are referred to the panel of physicians listed on site.

Reasonable Accommodations

We want to help all team members be successful in their jobs. HRAH, LLC realizes that sometimes team members need to request an accommodation in how they do their job in order to be successful. Employees are entitled to reasonable accommodations under certain circumstances, such as for physical and mental health conditions; for religious beliefs, practices and observances; and for pregnancy, childbirth and related medical issues. It is HRAH, LLC's intention to comply with accommodation requests when reasonable. To submit a request, please do so in writing to your salon manager and the Director of Human Resources.

Employment Practices

Recruitment

When we have job openings, all recruitment shall be conducted in an ethical, professional, and non-discriminatory manner. HRAH, LLC provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience, and training.

HRAH, LLC is committed to employing only those that are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. As such, each new team member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former team members who are rehired must also complete the form if they have not completed an I-9 with HRAH, LLC within the past three years, or if their previous I-9 is no longer retained or valid.

Employment of Relatives / Employee Relationships

Friends and relatives of HRAH, LLC employees are welcome to apply to any open positions and, if qualified, will be considered for employment. While relatives and those in a relationship may work together, they are typically not employed with a direct reporting relationship to one another. Employment of relatives and the structure of reporting relationships must be brought to the attention of the salon manager for discussion and approval by the Regional Director and Human Resources.

Performance Feedback

HRAH, LLC believes it is important for us all to know how we are doing in the course of performing our jobs. Regular, honest performance feedback is part of our culture of open communication and will be provided to all team members.

Following the first 90 days of employment, each new team member will participate a formal performance discussion. Monthly/quarterly/annual evaluation discussions regarding performance and goals will be conducted thereafter.

Compensation increases may be considered throughout your employment, per company and individual performance. Pay increases are solely based on performance and adherence to company policies and at the discretion of management. Any agreements regarding compensation or terms of employment must be in writing to be valid.

Employee Concerns

HRAH, LLC maintains an “open door” policy. Employees are encouraged to discuss any work-related problems with management or Human Resources at any time.

Performance Counseling

The orientation and on-boarding process, on the job learning, and job-specific resources such as job descriptions and this handbook are designed to establish performance expectations and outline workplace behavior guidelines. If, during the course of performing your job you are ever unsure of your work expectations, please ask. We want to help you be successful.

HRAH, LLC expects all team members to uphold their commitments and meet the expectations set forth for them, including those in this handbook, those in their job description, and those expectations established verbally.

When performance concerns arise and expectations are not met, we at HRAH, LLC expect to have a purposeful dialogue with team members to share feedback, clarify expectations and discuss next steps. This process will be documented to help stay focused on improving performance.

Separation of Employment

While we anticipate that our work relationships at HRAH, LLC are enduring, the company subscribes to the policy of employment at will per state and federal laws. Continued employment with the company is at the sole and exclusive option of company management.

Employees voluntarily resigning from the organization are required to provide at least two weeks’ written notice and work their scheduled shifts during the notice period. Terminating team members are entitled to receive all earned pay for hours worked. Employees are expected to return all company property upon separation of employment.

If you choose to leave, we’d like to know why, and therefore will request all departing team members to participate in an exit interview, which may be a virtual survey or a conversation. This helps us continue to learn and grow as an organization.

Use of This Handbook

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is designed to be a helpful resource to set mutual expectations through the course of your employment. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning this handbook's content, or the applicability of a policy or practice to you, you should address your specific questions to your Salon Manager. Your Manager will provide specific information about your job and your particular store as you review the Checklist for New Team Member Orientation.

This handbook sets establishes our mutual expectations of employment. Violation of HRAH, LLC's policies and procedures may subject a Team Member to discipline, up to and including termination from employment.

We hope our employment relationship is long lasting. Neither this handbook nor any other Company document, confers any contractual right, either express or implied, to remain in the Company's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by the Company or you may resign for any reason at any time. No supervisor or other representative of the company has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will inform you of any changes as they occur and assist you the best way can, but please understand it is your responsibility to read provided updates and changes.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except HRAH, LLC team members and others affiliated with HRAH, LLC whose knowledge of the information is required in the normal course of business.

Handbook Acknowledgement Form

I acknowledge that I have received a copy of HRAH, LLC Employee Handbook. I agree to read it thoroughly, including the section on the Use of This Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from management. I understand that HRAH, LLC is an "at will" employer and that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with HRAH, LLC for benefits or for any other purpose. In addition, I understand that this Handbook states HRAH, LLC's policies and practices in effect on the date of publication. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time and that it is my responsibility to thoroughly review any provided updates.

A signed copy of this form will be part of your onboarding checklist and will live in your team member file.

Date: _____

Signature: _____

Print Name: _____