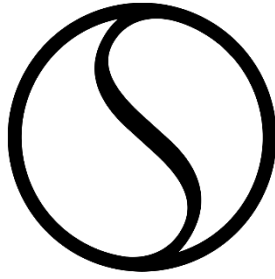


## **Our Mission**

Our mission is to wow people and change lives. This includes clients, team members, partners and everyone we encounter!

We are an employee-owned company, masters of our own fate, limited only by our ability to dream, work together, and wow others.

We are kind to the planet and committed to reducing our impact and returning what we take.



## **Our Values**

*Open*

*Honest*

*Assertive*

*Respectful*

*Kind*

*Humble*

*Accountable*

*Audacious*

*Positive*

*Abundant*

*Grateful*

## How to Wow

Here is our playbook for consistently delivering a wow experience for clients and employees. Together with your ideas and feedback, and dozens of employees before you, we've created a very special client and employee experience.

Here is where some of our inspiration comes from:

**There's no magic in the magic, it's all in the details.**

*-Walt Disney.*

**It's the little things that make the big things possible. Only close attention to the fine details of any operation makes the operation first class.**

*-J Willard Marriott.*

**Success is the sum of small efforts repeated day in and day out.**

*-Robert Collier.*

The little things are the big things. How do you wow? Let's break it down.

1. Use positive body language—face the client, make eye contact, smile, and offer a friendly and enthusiastic greeting. You do these things naturally when you see a close friend. Do the same thing with clients and coworkers.
2. Use their name once or twice during each interaction. Make sure to get it right; using the wrong name, misspelling it, or mispronouncing it, actually backfires. Take the extra time to get it right.
3. Ask questions and listen to their answers. Avoid asking questions that were already answered in their intake or profile. It's okay to confirm details, you just don't want to seem oblivious to their needs. Always check the workroom for new paperwork before you greet your client. We ask every client—even regulars—if there have been any changes to their skin or health or medications every time they visit. If there's a change, we have them complete a new intake. Don't just assume that since they are a repeat client there isn't any paperwork.



4. We have the unique ability to connect through physical touch. This gives us an advantage when it comes to connecting with clients. One of the best ways to do this is make contact immediately when you enter the room. Start by touching their foot, then leg, then back, then shoulder as you move toward the top of the table. Touch should be done in a loving and compassionate way, that is also professional and appropriate. Proper touch will make clients feel warm and cared for and let them know where you are in the room. This in turn puts them at ease so they can begin to relax. Maintain touch as much as possible throughout the treatment.
5. Practice gratitude in word and mind. Always be thankful to clients for putting their trust in you, for paying you, for making this spa possible. Say 'thank you' and mean it. Truly appreciate the fact that they have many choices and chose you.

How do we know when we deliver wow?

1. First, clients say 'wow!' You get an instant report card! You don't even have to wait for it.
2. Next, they rebook and request you. They buy memberships; this shows their intention to return. Happy clients return more often.
3. After they leave, clients take the time to give you great reviews and even post comments. They tell their family and friends about us. They become promoters.
4. They listen to your advice and trust your recommendations. They try products and new services, and they add enhancements.
5. Ultimately, they become loyal and immune to the pull of competition.

This is the goal with every client.

See Also:

- The Butterfly Effect
- The Law of Reciprocity
- It's Okay to Make Mistakes—We Don't Expect Perfection
- Develop Your Own Brand of Wow
- Share Your Knowledge & Skill
- What You Send Out Comes Back Multiplied
- How to Win Friends & Influence People
- Everybody Sales—Think Strawberries
- Standards of Performance

# Policies & Procedures

Organized from A-Z for easy reference.

## **Appointment Timing & Flow**

We invite clients to arrive on time (not early). The first five minutes includes paperwork and confirming details, then the client is escorted to the pre-treatment area where they are invited to relax and enjoy tea and snacks. The host shows the menu and shares favorite add-ons. They point to the restroom and explain that this time is not included in the treatment; treatment time starts when the client is one the table with their service provider. Once seated, the FD checks the client in and the appointment turns green. This sends a notification to the service provider. This notice is your cue to head to the work room, review paperwork/SOAP notes, and make any lastminute preparations.

Precisely 5 minutes after receiving the check-in notification, the service provider greets the client, discuss preferences, and offer enhancements. After that, they escort the client to the treatment room and instruct the client how to prepare for the treatment; 2-3 minutes later, the service provider returns and begins the treatment. The goal is to start the treatment no later than 15 minutes after the scheduled appointment time.

Treatments last the full advertised time (e.g., 1-hour, 1½-hour, etc.). The treatment STARTS when you touch the client and begin the treatment (not when the client enters the room); the treatment ENDS when you stop touching the client. If you leave the room for any reason, the treatment must be extended for the time you were away so that the client gets their full treatment time.

If you don't get a check-in notification within 10 minutes of a scheduled appointment, head to the front desk to determine where your client is. This is called the '10-Minute Rule.' The front desk will determine what the problem is.

If a client wants to extend their treatment, you must check with the front desk to make sure there is adequate time, and it won't interfere with any other appointments.

All appointments have a 15-minute buffer between them. This allows you to say goodbye to your client, suggest products or stretches, clean and sanitize your room, and take a few minutes for yourself.

If appointments start backing up, go to the front desk and ask for help. This is sometimes caused when service providers don't greet clients precisely 5 minutes after receiving the check-in alert, but it can be caused by other reasons too. In any event, the front desk can help get the schedule back on track or push back appointments if needed.



**Attitude**

Attitude is a choice you make. Choose to be positive.

**Bolsters**

Bolsters are stored under every table and offered to every client both when face down and face up. Make sure to clean and sanitize them between clients.

**Bonus Pay**

See *Compensation*.

**Booking Priority**

We strive to give all staff an equal number of appointments each shift and to match clients with the best possible match given client needs and service provider skills. In addition, we honor all gender and staff requests.

**Booking Times**

The system automatically books appointments at these times first:

10:00 am  
11:15 am  
12:30 pm  
1:45 pm  
3:00 pm  
4:15 pm  
5:30 pm  
6:45 pm

The last appointment of the day may end as late as 8:15 pm, with cleanup after that. In any event, the night crew should be done and out of the building by 8:45 pm.

The front desk should not book outside standard booking times, remove cleaning breaks, shorten appointments, or book appointments that start earlier than 10:00 am or end later than 8:15 pm.

**Benefits**

Full-time employees, working 30+ hours a week, are eligible for full medical, dental, and vision benefits. Insurance starts 60-90 days after you're hired. You are free to choose which provider and plan you want, but some restrictions apply as noted.

The company will pay 100% of the premium for the base plan in each category (medical, dental, vision). If you choose a plan that is more expensive than the base plan, the difference will be deducted from your paycheck each month. This gives you more options and lets you choose a plan that's best for you. For help selecting your plan, call or text our agent, Deb Nelson, at 801-360-4254.



You must continue to work more than 30 hours a week to remain eligible. Scheduled breaks and time off does not count toward your weekly hours unless the company has approved the time off in writing. If you fall below 30 hours a week, you will receive a notice offering you mini-cobra, which allows you to keep your insurance at your own expense.

### **Bonus Pay**

See *Compensation*.

### **Breaks**

Choose the break preferences you want:

- Schedule a 60-min break during any shift over \_\_\_ hours
- Don't schedule me a break, I will fit my breaks around appointments
- Don't book me more than \_\_\_ hours in a row without a 60-min break

These break options are not available:

- Schedule me a break at a set time each shift (this does not allow flexibility to accommodate client requests)
- Schedule me a break longer/shorter than 60-mins (since we use set booking times, we can't accommodate breaks of various durations)

Keep in mind that breaks don't count toward your weekly hours; this may affect insurance eligibility or bonus pay. We reserve the right to move and delete breaks to maximize bookings and accommodate requests, so long as we honor the preferences you've selected. If your schedule is slow, we will delete breaks to free up your schedule, so use unscheduled wisely. We do our best to honor all preferences, but sometimes circumstances beyond our control may interfere. See also *Appointment Timing & Flow*.

### **Cameras**

Cameras are recording 24/7 throughout the spa (excluding treatment and restrooms). Management can access video and audio files as needed to prevent crimes, document reports, or monitor activities.

### **Cancellations**

See website.

### **Cell Phones**

Cell phones are allowed in the break and work room so you can access work-related notifications and messages. Cell phones are NOT allowed elsewhere in the spa—especially in treatment rooms. Make sure to silence your phone when you're in appointments so it doesn't disturb others.

If you work at the front desk, you may keep your phone there with you during your shift and check personal messages occasionally, but don't use your phone for extended periods of time or let customers see you on your phone.



### **Children**

See website.

### **Cleaning & Laundry**

You're expected to clean up after yourself and your clients. It's a requirement for working at Spa One and you are paid for doing so.

Clean up includes:

- Clean and sanitize your treatment rooms and everything used during your appointments.
- Remake your table to standard. Deposit used linens and towels in the laundry room receptacles. Fold and replace any laundry you used and replace it on the shelves.
- Pick up after your clients. Turn lost and found items to front desk.
- Do a 10-minute cleaning task each time you work.
- Wash your own dishes. Label and date any food left in the refrigerator.

Clean up does not include:

- Laundering items (the front desk handles this).
- Cleaning tasks that take longer than 10 minutes.

You receive \$4 spa bucks per day for completing ALL tasks. You must speak with the front desk and they must sign you off to get credit. Do not leave the premises without speaking to them first. If you want to do more than one cleaning task, or fold more laundry than you used, the front desk may award you more spa bucks as long as they pre-approve it. See *Spa Bucks* for more info.

### **Commissions**

Commissions are paid as follows:

Description	Commission	Payee
Add-on's/Enhancements	30%	Service Provider
Product Sales	15%	Service Provider
Memberships	15%	Front Desk
Series	0%	NA

In order to earn a commission, you must be the primary person to sell the item. If you were merely an 'order taker' or had little or nothing to do with the sale, you shouldn't get credit. The company reserves the right to reassign or cancel commissions for any reason.

### **Compensation**

Our goal is to attract the very best service providers. As such, we are committed to:

- Competitive pay
- Generous sales commissions
- High tips (of \$20 or more per treatment on average)
- Full medical, dental, and vision benefits





- Spa bucks that can used for products and services and friends
- Shared ownership in the company

When you're hired, we provide a written offer by text or email, then follow up by completing an *Employment Agreement*. This policy further explains the terms of agreement and is considered part of the agreement.

If you choose to work evenings, weekends, or commit to work for a period of 6 months or a year, you qualify for 'Bonus Pay' for doing so. Refer to your contract or request a new contract to take full advantage of this lucrative opportunity.

Your compensation will increase regularly. Every quarter you remain employed, your pay will increase based on a number of key performance factors:

- 5-star reviews
- Personal requests
- Sales
- Audits/secret shopper scores
- Policy compliance

A total raise of up to \$.50 and/or .5% is available each quarter you continue with the company. That's a raise of up to \$2.00/hr. and/or 2% per year! You will automatically receive your raise along with a report detailing your performance and how you compare to the team and the goals we've set together. The amount of your raise and effective date will be clearly stated. You will also receive a text from management confirming the pay change on the specific date. If you have questions or don't receive a text, contact management.

If you are written up for disciplinary action, your raise may be forfeited or postponed depending on the circumstances. Also keep in mind that compensation caps at a certain level but converts to company stock after that. See *Stock/Company Ownership*.

We believe in full transparency, so every hour, service, commission and tip paid to you is fully available for you to audit. You can view all these details in Booker. See the front desk for details. Pay stubs and tax documents are also available at [www.PayrollRelief.com](http://www.PayrollRelief.com).

If you want to discuss your pay, contact management. We are happy to meet with you to review your contract and discuss available opportunities.

### **Complaints & Concerns**

If you have a concern with the company, you have several options.

Things you should do:

- Talk directly to the person you have a concern with (in private).



- Report the concern to management by messaging a manager or by visiting the front desk and scheduling an appointment.
- Submit comments and suggestions to the Suggestions Box. Management will be reviewed weekly.
- Talk to a friend, family member, or therapist that has nothing to do with the company.

Things you should NOT do:

- Talk about problems to clients or uninvolved staff.
- Talk behind people's backs.
- Become angry or negative.
- Hold your concern in and not address it.

We want to hear your concerns and resolve them. Please give management the chance, without involving others.

If you have a concern with another team member, try going directly to them to resolve the issue. Be assertive, not passive or aggressive. Just have a friendly conversation, be kind and considerate, and try to find a win-win. Remember our values, and uphold them.

If we receive complaints about you, or have concerns with your performance, we will address it with you privately. We will not do it in front of others, and we will keep the issues private and confidential. We ask that you do the same.

When receiving complaints from others, use these guidelines:

1. Listen and don't make excuses.
2. Let them finish; don't interrupt except to ask questions and get more clarification.
3. Summarize and repeat back what you heard. Make sure it's accurate. One way to do this is to say, "Let me see if I understand..."
4. Empathize. Show them that you truly understand what they are feeling, and you care about their feelings.
5. Own mistakes. Hey, mistakes happen. Nobody is perfect. But when mistakes happen and we handle them properly, they become golden opportunities to wow others and build stronger than normal relationships.
6. Offer a solution that's a win-win for everyone (including the spa). A 100% discount might work for you and a client, but the spa loses. Instead, find a way to make everyone happy.
7. Don't delay. Fix the problem/offer the make good immediately. If you need to investigate the problem further, get back to them as soon as possible. Don't leave them hanging!
8. Make sure everyone is happy with the outcome.
9. Document everything thoroughly.



## **Discrimination**

We expressly prohibit any form of discrimination or harassment in the workplace, and any employee engaging in such behavior will be subject to *Disciplinary Action* (e.g., counseling, suspension, termination).

## **Disciplinary Action**

Coaching and supervision are constant at Spa One and are not disciplinary in nature. See *Feedback*.

Disciplinary action takes the following forms:

1. Warning
2. Writeup
3. Termination

If you are written up, you will be put on probation. You may be required to participate in training, lose hours or privileges, lose bonus pay or forfeit a raise, or be restricted from providing certain services for a period of time. In extreme cases, you may be terminated or even be referred to the State of Utah for licensing concerns.

If you complete your probationary period without further problems, you will return to normal status and regain privileges.

Remember, your employment history follows you wherever you go. We want to be able to give you a glowing review when you need it. This can be an extremely valuable asset to you in the future.

## **Drama**

See *Negativity & Drama*.

## **Dress Code**

Service providers should dress in all black with no print. We suggest comfy yoga clothing, leggings, t-shirts, etc. Shorts are okay as long as they cover half of your thigh. Sleeveless tops are okay as long as they are not revealing. Buttocks, boobs, and bellies should remain covered (backs are okay). Shoes should be closed-toed, black in color, comfortable and quiet. Black tennis shoes are perfect. No sandals, sox without shoes, bare feet, hats, bandanas, buttons, or pins, or print. Tattoos, piercings, colorful hair are totally fine.

Front desk staff should dress in professional attire including dresses, slacks or shorts covering half the thigh, blouses or collared shirts. Black T-shirts are okay as long as there is no print, but other colors are not allowed. Sweatshirts, yoga clothes, or overly casual clothing is not allowed. Hair and makeup should be done, but not overly done. Shoes should be closed-toed, comfortable and quiet. Sandals and tennis shoes are okay; high heels, sox without shoes, or bare feet are not. Hats, bandanas, buttons, and pins are not allowed. Tattoos, piercings, colorful hair are totally fine.



### **Drugs/Alcohol**

What you do on your own time is your own business, but when you're at the spa or in the parking lot what you do affects everyone you work with. Therefore, employees are prohibited from carrying or using illegal drugs or alcohol at work. Anyone suspected of being under the influence will be tested (we keep tests on hand). Violation of this policy will result in *Disciplinary Action* including the possibility of immediate termination.

### **Early Arrivals (Clients)**

If clients arrive early, the front desk should let them know they may be waiting longer than normal. We don't prevent clients from arriving early, but we don't encourage it either. See *Appointment Timing & Flow* for more information.

### **Employee Activities**

Every other month, we plan a team activity or event. Some include spouses and friends and some do not. The purpose of these activities is to build the team and provide fun and educational opportunities. Children are not allowed unless pre-approved by the company. Events are optional and do not cost employees anything. Food and beverage may be provided. Alcohol is never offered by the company, but you are welcome to BYOB unless otherwise stated. Please drink responsibly. The company will pay for rides to and from the event if needed. Just let us know and we are happy to arrange an Uber or Lyft for you.

### **Employee Break Room**

We offer prepackaged foods, beverages, and snacks in the break room. Our goal is to make it easy and convenient to take care of yourself and avoid skipping meals. We know how busy it can get! Please pay for items you use; remember to record them. A current price list is available on the bulletin board. We can only offer this service if everyone pays for what they use. We don't make a profit on items we sell. Everything is sold at near cost, rounded up or down to the nearest half dollar. We will deduct any charges from your paycheck. We keep the record of charges so you can verify all charges.

### **Employee Discounts**

Employees receive 50% off day spa services and get med spa services for cost. Your family and friends get 30% off day spa and med spa services.

### **Employee Parking**

Try to park in the back unless you're working the front desk or closing the spa; it's safer for those closing the spa to leave at the same time through the front door. Parking in back reduces parking lot congestion, foot traffic, and disruption to clients.

### **Employment Agreement**

Refer to your actual contract for details. Copies are given to you when you're hired or can be obtained up request. Also see *Compensation*.



### **Feedback/Openness**

Learn to give and receive feedback freely, graciously, with appreciation. Don't take offense if someone points out a problem or a better way to do something, and don't get defensive or make excuses. When we stop giving/receiving feedback, we stop improving and service declines.

When giving feedback, try saying:

- Can I show you a different way to do that? I find if I do it this way it works better.
- Are you open to feedback?
- I noticed a few things that were missed. Can we discuss them?

Asking permission always gives the person receiving the feedback a chance to adjust their mindset to a more willing perspective. If they are not willing, or they seem upset with your feedback, discuss the issue with management so we can address the problem further.

When receiving feedback, try saying:

- "Thank you, I really appreciate the feedback. I'll try what you've suggested and see how it works!"
- "I see where you're coming from. I view it a little differently. Let's talk to management and get their perspective on this."

### **Food Service for Clients**

Tea and snacks should be offered to all clients when they arrive. If clients arrive late, they must choose between snacks or losing treatment time. They can always enjoy drinks and snacks after their treatment to save time. Drinks and snacks should be served by front desk staff with food handling permits only. Food is served on disposable dishes factory sealed packaging to comply with health code requirements.

### **Full-time Status**

Full-time status is achieved when you work 30+ hours a week on average. All full-time staff qualify for *Benefits*.

### **Gratuity**

Gratuity is appreciated but not required. Soliciting tips is strictly prohibited.

### **Groups**

Any party that takes three or more rooms is considered a group. Groups must complete and abide by our Event Agreement.

### **Harassment**

We expressly prohibit any form of discrimination or harassment in the workplace, and any employee engaging in such behavior will be subject to *Disciplinary Action* (e.g., counseling, suspension, termination).

### **Headphones/Ear Plugs/Electronic Devices**

Use of headphones, ear plugs, or electronic devices of any kind in the treatment rooms are strictly prohibited. Feel free to share music or playlists you enjoy with the front desk.

### **Holidays**

Since certain holidays are extremely busy, we need everyone to help meet demand. If you want to take time off during holidays you can, but restrictions apply. See *Time Off*.

We are closed on these holidays: New Year's Day, July 4, Thanksgiving, and Christmas. We close early (at 6:00 pm) on New Year's Eve, Halloween, and Christmas Eve.

### **Hot Towels/Caddies**

Three to four hot towels should be used in every treatment (back, feet, & neck). Make sure the towels are used at the right temperature—neither too hot nor lukewarm. Turn off the hot towel caddies when not in use. Towel caddies are a fire hazard if left on overnight. Report broken or malfunctioning caddies to the front desk.

### **Late Arrivals (Clients)**

If clients arrive late, the front desk may cut time off the appointment *if and only if* it is not possible to start the treatment within 15 minutes of the scheduled time. The front desk will direct you and tell the client if time is being shaved off.

If a client has not arrived within 20 minutes of the scheduled appointment; the front desk will consider it a *No Show*. Do NOT cut time off any appointment arbitrarily without being directed by the front desk.

### **Late Arrivals (Staff)**

Please arrive at least 20 minutes before each shift (unless you are on call). If you are running late, message the front desk. If you are late frequently, or arrive seriously late, you will receive a Write Up. See *Disciplinary Action*.

### **Laundry**

The front desk washes laundry. Please let them handle it; they are trained on equipment procedures and settings as well as health regulations. Service providers only need to fold the laundry they use. See *Cleaning & Laundry*.

### **Laws**

Everyone is expected to honor and obey the law. Service providers must be licensed by the state and have an active license on display at the front desk (in the binder is okay). You are responsible for maintaining your own license. Failure to do so is a violation of law and company policy.

### **Leads**

When it comes to couples, the senior staff member is the lead. The lead should take the initiative to introduce all parties, explain procedures, answer questions, and setting the pace of the treatment.



### **Locking Doors**

Treatment rooms should remain unlocked at all times. Entrance doors may remain unlocked during daytime hours but should be locked after 5:30 pm.

The last person to leave the spa is responsible for locking ALL doors: suite 1, suite 2, room 7, suite 5, and the door in the storage/utility room at the end of the back hallway. Make sure to close doors completely before locking. Pull the door after locking to make sure it is secured. If you lose your spa key, report the issue to management immediately.

### **Logins**

Always login to *your own* Booker account, don't use someone else's, share passwords, or save your login information on work on computers.

### **Manager on Duty (MOD)**

Whoever is working at the front desk is the MOD (Manager on Duty). They have the authority to direct all staff and are responsible for the safety and wellbeing of everyone.

MOD's have the authority to:

- Direct all staff
- Handle problems and complaints, offer makegoods and discount services
- Resolve disputes between staff
- Contact management
- Schedule appointments for management
- Report problems to management
- Review camera footage
- Assign cleaning and laundry and sign off when tasks are completed satisfactorily
- Award extra spa bucks when appropriate
- Approve sick days and require doctor's note or test results

MOD's do NOT have the authority to:

- Approve time off requests
- Discipline or fire anyone
- Change or break the policy
- Interpret or bend the law

MOD's are trained to:

- Prepare and serve food
- Clear dishes
- Optimize rooms
- Help flip rooms when needed
- Remain professional and unemotional



- Not get involved in drama, negativity, or talking behind people's backs
- Handle safety and security threats
- Handle upset clients
- Handle criminals
- De-escalate situations
- Protect clients and staff

### **Meetings**

Meetings are mandatory if you are asked to attend. If you cannot attend, get preapproval to miss the meeting or you will be written up. Everyone is paid \$12/hour for attending mandatory meetings.

### **Moonlighting/Off-Property Appointments**

Providing spa services off-property to anyone other than family and friends that you knew before working at Spa One is strictly prohibited unless pre-approved in writing by the company. See *Non-Solicitation & Non-Competition Agreement*.

### **Negativity & Drama**

We have a ZERO tolerance policy for negativity and drama. When we say ZERO, we mean ZERO. Complaining to other team members, bad-mouthing the company, talking about someone behind their back, passive-aggressive behavior, are specifically prohibited and will lead to *Disciplinary Action* whether it is done on or off-property, on the phone or online. Resolve problems directly and privately with the person you have issue with. If you cannot resolve it together, take it to management. Don't involve others. See *Complaints & Concerns* for more info.

### **No Show (Clients)**

No shows are subject to a 100% fee. Staff are paid their commission on no show fees as long as we are able to collect the fees. It is the front desk's responsibility to get a credit card on every appointment.

### **No Show/Refusal to Work (Team Members)**

You are required to show up for all scheduled shifts. If you fail to show up or refuse to work any scheduled shift, you will be subject to *Disciplinary Action* and even termination. Schedule shifts are defined as ANY shift that is published on Booker under your name. YOU are responsible to review your schedule and catch errors. Last-minute schedule changes are not allowed for any reason. If an error is made, we will fix it, but only if we have sufficient advance notice to do so. Otherwise, you MUST work all scheduled shifts and take all scheduled appointments (even errors).

### **Non-Solicitation & Non-Competition Agreement**

As a condition of employment, all employees agree that clients are the sole property of Spa One Spa ("the company"). Employees agree to never solicit (while employed by the company and for a period of two years following termination of employment) any clients or allow himself/herself to be put in an opportunistic situation in which the company loses clients or their potential business. This agreement applies not just to himself/herself, but to anyone with whom employees may





associate, inside or outside the company. Employees agree never to provide any product or service whatsoever to clients apart from those offered by the company and agrees to always provide a "professional distance" between employee and clients. Should a client ever solicit products or services or attempt to book an appointment with employee at a location other than the company, employee agrees to redirect the client back to the company for products and services. Should a past, present, or future staff member, employee, partner, or affiliate of the company ever solicit to work with or work for employee outside of the company, employee will gain the express written consent of the company, before proceeding in any manner whatsoever, for a period of two years following termination of employee's employment. Should employee ever violate this agreement, the company is entitled to all financial loss and/or projected financial loss, damages, and associated legal costs incurred as a result of employee's breach.

### **On-call Status**

On-call status is a privilege given to reliable staff. On call status is granted on a case-by-case, hour-by-hour basis. On call allows you to stay home or run errands until your first appointment is booked. You may also leave the spa if you have windows of time that are not booked. You must arrive within 1-HOUR OR LESS if asked. While on call, you must keep your phone close, refresh your screen often, and respond promptly to all messages. Front desk may ask you to come in, even if you are not booked, if the spa is busy and need your help or are likely to get walk-ins.

### **Pets**

See website.

### **Plants**

Do not water live plants. If you notice a problem, report it to the front desk.

### **Policy**

When you're hired, you agree to abide by all written policies. Failure to do so will result in *Disciplinary Action* and forfeiture of bonuses as set forth in your Employment Agreement.

### **Politics**

We respect your political views. That said, we ask that you not discuss your views with other employees and clients at the spa. Political statements, memes, decals, buttons, etc. are not allowed at the spa.

### **Quitting/Terminating Employment**

When you were hired, you agreed to give a minimum two-week notice if you decide to leave. This allows us to find your replacement. The more time you give, the better. If you received a bonus when you were hired, you may forgo the bonus and even have to pay back bonus money if you terminate your agreement prematurely prior to the end of your term. Failure to give two-week notice may also result in early termination fees equal to actual cost of lost appointments and/or cost to replace you.



**Raises**

See *Compensation*.

**Recycling**

As a company, we make every effort to recycle as much plastic, cardboard, and aluminum as possible. Place items to be recycled in blue bins designated as recycle bins. Place full bags of recycle materials by the back door and they will be hauled to designated sites. The spa also contributes money monthly to 4ocean to help solve the ocean plastic crisis. Also 100% of all sales proceeds of 4ocean products are donated to the cause.

**Religion**

We respect your religious views and will try to accommodate your religious practices the best we can. That said, we ask that you not discuss your views with other employees and clients at the spa. Religious statements, memes, decals, buttons, etc. are not allowed at the spa.

**Repairs & Maintenance**

Report repairs and maintenance needs to the front desk. If equipment breaks, put a sticky note on it explaining what the problem is and put the equipment in the back so no one will attempt to use it. Don't write something vague like, "broken." Instead, explain what's wrong like, "Won't turn on."

**Robes & Slippers**

Robes and slippers are available to any clients who need or want them. Don't make your clients get dressed in their clothes if they need to change rooms or run to the restroom. Instead, offer them a robe. If clients are enjoying a package, include a robe automatically. Make sure the robes are soft and fluffy and smell good. This can be accomplished by throwing it in the dryer with damp laundry and several fabric sheets for a few minutes.

**Room Assignments/Optimization**

We do our best to minimize room changes between clients and staff. Always comply with room assignments. If you wish to change a room assignment, consult the front desk. Don't change rooms without permission.

**Safety & Security**

Entrance doors may remain unlocked during daytime hours but should be locked after 5:30 pm. Call 911 immediately if you encounter a dangerous or life-threatening emergency.

**Sales Commissions**

See *Commissions*.

**Sales Tax**

Sales tax is charged on retail items only (not services). Sales tax is automatically added in Booker at checkout.



### **Schedule Changes**

If you need to make a permanent change to your schedule, we are happy to work with you. Generally, changes are accepted seasonally (winter, spring, summer, fall) and not more often than that without a good reason. Schedule changes need to be made two or more weeks in advance. Don't wait until the last minute. If you have pre-booked appointments that can't be moved to others, you will need to take them, regardless of any changes to your schedule. Also note that your employment agreement may be based on you keeping a certain schedule. Refer to your agreement for details.

### **Schedule Errors (Staff)**

You are required to show up for all scheduled shifts. If you fail to show up or refuse to work any scheduled shift, you will be subject to *Disciplinary Action* and even termination. Schedule shifts are defined as ANY shift that is published on Booker under your name. YOU are responsible to review your schedule and catch errors. Last-minute schedule changes are not allowed for any reason. If an error is made, we will fix it, but only if we have sufficient advance notice to do so. Otherwise, you MUST work all scheduled shifts (even errors).

### **Sexual Harassment**

We are committed to maintaining a workplace free from sexual harassment. All employees are required to work in a manner that prevents sexual harassment in the workplace. Sexual harassment is against the law and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with management. Employees can also file a complaint with a government agency or in court under federal, state or local antidiscrimination laws.

Sexual harassment will not be tolerated. Any employee or individual who engages in sexual harassment or retaliation will be subject to *Disciplinary Action* (e.g., counseling, suspension, termination).

### **Sick Leave**

If you are sick or injured, or have been exposed to someone who is sick, DO NOT COME TO THE SPA. Notify the front desk as soon as possible so they can begin making arrangements for your absence. Don't wait until the last minute to contact the front desk, use whatever means possible to reach them including voicemail and/or Facebook chat.

You do not need to make up sick days, but if you are asked, YOU MUST follow these rules:

- Submit a doctor's note, Covid test, or other acceptable proof of illness/injury.
- Stay in touch with the front desk until all affected schedules have been blocked out and rescheduled. Do not disappear and leave the front desk hanging; stay in touch.
- Open your schedule on other days if needed so the front desk can move appointments and personal requests and help recover lost revenue.



Failure to follow rules will count as a *No Show/Refusal to Work* and result in *Disciplinary Action* and even termination.

### **Spa Bucks**

You earn spa bucks each time you work (see *Cleaning & Laundry* for details). Spa bucks are added to your own personal gift card account and can be used by you to pay for any products or services at the spa the same as cash.

When you are hired, you receive a gift card account that holds all your spa bucks. Spa bucks are automatically added to your gift card each month. If you want to know how many spa bucks you have, visit the front desk. They can show you a record of your day-to-day earnings. Your spa bucks are valid for as long as you are employed by the company. If employment is terminated for any reason, spa bucks expire.

### **Stock/Company Ownership**

We are an employee-owned company. You become an owner in the company after one year. Ownership comes in the form of shares. Shares allow you to vote on company issues, receive dividend payments, and earn money if you decide to sell shares. Share value increases as the company becomes more successful. Earning stock also becomes an investment and helps you prepare for retirement. If you choose to end your employment, the company retains the right to buy back your shares at the then current price.

### **Suggestion Box**

Our suggestion box is located in the break room. We welcome your feedback and ideas. Management reviews suggestions weekly and will get back to you if requested. If you wish to remain anonymous, you are more than welcome to leave your name off.

### **Supplies**

We always want to keep surplus supplies on hand. As a general rule, we keep a full unopened bucket, bottle, or package (in some cases we need more than one). If anything is getting low, make sure to let the front desk know so we can reorder. Take all essential oil and Image bottles to the front desk when they are empty, so we know to reorder them. If you throw them directly in the garbage, we won't know to reorder.

### **Time Off (see *Sick Leave* if appropriate)**

We have a flexible time off policy here. You can take more time off for things that matter, like personal time or time with family, as long as you follow the rules:

- Whatever time you take, you must give back. If you take 5 days off, you must give 5 back when we need help. If you take 20 days, you give 20 back.
- When giving back, you will need to work other days and times outside your normal schedule.
- If you are already booked with requests, you must take these appointments and not reschedule them. So, plan early if possible, and don't ask the front desk to move requests.



- Management will approve all time off requests. The front desk only handles requests and makes schedule changes that are approved.

To schedule time off, **contact the front desk.**

- If approved, the front desk will change your schedule. You must work any shifts you are scheduled. (See *Scheduling Errors* for more details.)
- If you are not approved, the front desk will tell you why. Not all requests get approved, but we seriously try to accommodate all requests.

Reasons you may not get approved:

- You're pre-booked with requests.
- Only one massage therapist and one esthetician can be gone at a time unless we are experiencing a slow day.
- We are at peak demand.
- You're taking, not giving. This program only works if everybody gives what they take, and helps each other when they need it.

### **Trades**

Trades between staff are allowed only for the purpose of practicing and learning. Trades are not a way to get around paying with *Spa Bucks*. You may only trade with other licensed service providers (not front desk or clients). You can trade if **ALL** of the following apply:

1. There are several free rooms not in use.
2. Neither of you are scheduled to work.
3. You get management's permission.
4. You use the time to learn and improve your skills.

Charges may apply for spa products, needles, and equipment use. You will need to pay for these items at the time of trade.

### **Training**

Training is a pathway that benefits the company as long as it is traveled. Therefore, we continue training indefinitely. The company pays \$12.00/hour for mandatory training. Voluntary training is non-paid, but you can advance your skill or qualify for new treatments by participating. Some training is optional, some is mandatory. We'll let you know which is which.

### **Workplace Relationships**

Non-professional relationships with clients and coworkers is prohibited. This includes dating, sexual intimacy, and the like. We understand that feelings can develop between employees. If you wish to pursue a relationship, we require that the parties involved notify management prior to dating, sexual intimacy, and the like. In some cases, management may make exceptions and allow it. However, relationships between managers and direct reports are never allowed.



We expressly prohibit any form of *Discrimination* or *Harassment* in the workplace, and any employee engaging in such behavior will be subject to *Disciplinary Action* (e.g., counseling, suspension, termination).

**Write-Up**

See *Disciplinary Action*.

