

SHOP QUICK LUX Employee Handbook

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Section 1. Introduction

1.1. Purpose of this Handbook

The purpose of this handbook is to familiarize you - the employee - with the policies, rules and other key aspects of SHOP QUICK LUX(the "Company"). The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. Compliance with this handbook is compulsory for all employees. The Company reserves the right to interpret this handbook's content as it sees fit, and to deviate from policy when it is deemed necessary.

1.2 Changes of Policy

SHOP QUICK LUX reserves the right to change this handbook's content, at any time and at our sole discretion. Its provisions may not be altered by any other means, oral or written. Employees will be notified via text, email, or posting to a shared online location. Continued employment after such notice will be considered acceptance of the updated terms, regardless of whether a signature is collected. If you are confused about any information defined herein, please contact the Orientation Manager or Employer or Manager.

1.3 Employment Forms

All new employees are required to complete and submit the following forms. Starred (*) forms can be found at the end of this manual. All others have been or will be provided separately.

At-Will Employment Agreement and Acknowledgement of Receipt of Employee Handbook *
Employment Eligibility Form I-9

On the day of hire, each new employee is legally obligated to complete the Employment Eligibility Verification Form I-9 and submit documents establishing identity and eligibility within the next three business days. The same policy applies to re-hired employees whose I-9's are over three years old or otherwise invalid.

Non-Disclosure Agreement

This agreement prohibits the unauthorized disclosure of confidential Company information, via any means of communication, including, but not limited to, face-to-face, over the phone and via the Internet.

1.4 Policy Compliance and Authority of Management

All employees are expected to comply with the policies outlined in this handbook and any additional store rules established by management. Excuses such as "he said/she said" will not be accepted. Decisions are made based on facts, store policies, and performance — not opinions or assumptions.

Minor infractions and poor judgment (e.g., prioritizing personal matters over duties) can lead to larger issues. Employees must use **common sense and professionalism**. You are being paid to perform your job — not to handle personal matters while on shift.

Section 2. Terms & Definitions

SHOP QUICK LUX typically employs less than 20 employees regular and temporary employees on an "at-will" basis. This section defines the terms of "at-will" employment, as well as the different types of employees we hire.

2.1 Definition of "At-Will" Employment

The job of an "at-will" employee is not guaranteed. It may be ended, at any time and with or without notice, by the employee or, with or without cause, by the Company. The Company also reserves the right to alter an "at-will" employee's benefits, pay rate, and assignments as it sees fit. The "at-will" terms of an employee's employment may only be changed by the President, CEO or CFO, and must be signed by the President or the CEO.

2.2 Types of Worker

This section distinguishes between the different types of workers the Company employs. Employee status is established at the time of hire and may only be altered via a written statement signed by the Company.

Exempt vs Non-Exempt

The majority of employees are non-exempt, meaning they are entitled by law to at least minimum wage and premium pay for overtime. Exempt employees are not subject to these laws. Exempt status is defined by particular standards set by state law and the Federal Labor Standards Act (FLSA). This class of employee is usually an executive, an administrator, or a highly paid specialist such as a programmer.

Regular vs. Temporary

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must work at least 30 hours per week. A temporary employee is a person we hire for a short period (usually 3 months at maximum) to assist with a project or remedy a staff shortage. A temporary employee is also employed on an "at-will" basis (defined above).

Independent Contractors & Consultants

Independent contractors and consultants are not Company employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under Company direction, and control their own methods, materials and schedules. They are not eligible for Company benefits.

2.3 Initial Employment Status & Probationary Period

All new hires are brought on as part-time employees during their initial employment period. Every new employee will be placed on a 60-day probationary period starting from their first day of work. Employment may be ended at any time during the probationary period if the employee fails to meet store expectations, without the need for a full disciplinary process. Continued employment after the probationary period does not guarantee full-time status. All employees remain classified as part-time unless otherwise promoted or offered a change in status by ownership.

2.4 Part-Time or Full Time Employment Status

All employees are hired as part-time employees by default. However, based on consistent high performance, some employees may become eligible for full-time status. This status is not permanent and may be adjusted back to part-time at the discretion of management based on:

- Performance reviews
- Store needs
- Attendance records
- Behavior and policy compliance

Our goal is to **reward hard-working employees with more hours and growth opportunities**. This system is designed to appreciate and promote those who consistently contribute to the store's success

Section 3: Payroll

3.1 Payment Schedule

Employees are paid weekly on Fridays. If payday falls on a holiday, payment is issued the previous or next business day.

3.2 Wages and Overtime

Wages vary by role and experience. All non-exempt employees receive 1.5x pay for hours worked over 40 per week, in accordance with the Fair Labor Standards Act.

3.3 Deductions & Garnishment

Federal and state law requires that we deduct the following from every paycheck:

Social Security

Income tax (federal and state)

Medicare

State Disability Insurance & Family Temporary Disability Insurance

Other deductions required by law or requested by the employee.

Credit card processing fees on tips charged.

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out the designated form and submit it to Accounting.

Wage Garnishment : Sometimes, the Company receives legal papers that compel us to garnish an employee's paycheck - that is, submit a portion of said paycheck in payment of an outstanding debt of the Employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid in full from withheld payments.

3.4 Monthly Targeted Sales Bonus Eligibility Policy

Purpose: This program rewards eligible employees for contributing to sales growth, customer engagement, and store reputation.

Eligibility Requirements:

To qualify for the monthly targeted sales bonus, all of the following conditions must be met:

1. The Company's monthly net targeted sales must be achieved.
2. The employee must complete all assigned job responsibilities without complaints, performance issues, or policy violations.
3. The employee must actively contribute to the store's online reputation by obtaining at least **5 new Google or Yelp reviews per month**.
 - The store as a whole must achieve a **minimum of 20 total reviews per month** from the team.
4. The employee must assist in growing the store's social media presence by gaining at least **2 new followers per month**.
 - The team as a whole must acquire a **minimum of 10 new followers per month**.
5. The employee must have **no disciplinary actions**, including verbal or written warnings, during the month.
6. The employee must be actively employed through the entirety of the bonus payment month or must provide proper 2-week advance notice of resignation to receive the bonus.

Target Adjustment Rules:

The initial monthly net sales target is set by the Company.

- If sales are achieved above the target but under \$80,000/month, the next month's target will increase by **5%**.
 - Example: Target = \$50,000; Actual = \$52,000 → New Target = \$57,200.

- If sales are achieved above \$100,000/month, the next month's target will increase by **2.5%**.
- If the monthly target is not met, the next month's target remains the same.

Bonus Calculation:

- **Retail Associates:**
 - 0.75% of the employees' gross net sales for the month if the store's total net sales are under \$100,000.
 - 1% of the employees' gross net sales for the month if the store's total net sales are above \$100,000.
- **Managers:** Calculated in the same way but based on **total net store sales** rather than individual sales.

Bonus Payment: Bonus payment will be made at the end of next month only to eligible employees.

Tax Treatment: Bonuses are considered **supplemental wages** under federal and state tax law and are subject to applicable withholding.

For Managers other bonus program (Managers only). See addendum A

Management Discretion:

The Company reserves the right to modify, suspend, or discontinue any bonus program at any time, at upper management's sole discretion. Notice of such changes may be given verbally, via email, or by other written communication before the start of the next month. Any bonus already earned prior to such change will be paid to eligible employees.

3.5 Access Termination and Employee Recordkeeping Policy

In accordance with **Indiana Code § 22-2-2-8**, which governs wage statements and recordkeeping obligations, and for the protection of company systems and confidential information, all employee access to Shop Quick Lux platforms—including but not limited to Homebase, Gusto, payroll portals, and any other third-party applications—will be **terminated immediately upon separation from employment**.

This applies to both voluntary resignations and involuntary terminations. Access revocation is required for security and operational integrity and is not considered retaliatory in nature.

Employee Responsibility for Personal Recordkeeping

Under Indiana law, employers are obligated to maintain and provide pay and wage records **only upon request** and for a limited period. Therefore, all employees are **strongly encouraged** to:

Download and retain copies of their pay stubs, timecards, schedules, and tax forms (e.g., W-2s) while they are actively employed.

Verify and maintain their own records of worked hours and payroll activity.

Upon termination, Shop Quick Lux is **not required to reinstate access** to these systems. Former employees may request copies of wage records or pay information in writing. When feasible, the company may provide such information as a courtesy and within a reasonable time.

Failure to download or retain documents before termination does **not obligate the company** to reproduce them after access is revoked.

Section 4. Rights & Policies

The following section summarizes your legal rights as an employee of SHOP QUICK LUX. Questions about any policy detailed in this section may be addressed with a Human Resources representative.

4.1 Equal Opportunity Employment Policy

The Company provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state or federal laws. This policy is applicable to hiring, termination and promotion; compensation; schedules and job assignments; discipline; training; working conditions, and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.

4.2 Accommodation for Disabled Employees

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request, and to provide medical proof of his or her needs upon the Company's request. We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical papers proving their working cannot harm themselves or others and their work remains at acceptable standards.

4.3 Employment of Minor

Our policy on the employment of minors adheres to all FSLA standards, including the following:

Minimum employment age (14 for non-agricultural work) Maximum weekly hours for employees under 16

Minimum hazardous job employment age (18) & Minimum Tobacco, E-cigs & liquor job employment age (21).

Sub-minimum wage standards for students, apprentices, disabled employees, and employees under the age of 20.

4.4 Employment of Relatives

The employment of relatives can prove problematic, particularly situations where relatives share a department or a hierarchical relationship. The Company will not hire relatives to work in any potentially disruptive situation. An employee must inform us if he or she will become a co-worker's relative. If at any time we perceive the situation to be dysfunctional, we may have to reassign or ask for one relative's resignation in order to remedy the situation.

4.5 Religion & Politics

SHOP QUICK LUX is respectful of all employees' religious affiliations and political views. We ask that if you choose to participate in political action, you do not associate the Company in any way.

We are happy to work with employees to accommodate political and religious obligations, accommodation provided are requested from a manager in advance.

4.6 Private Information

Employee information is considered to be private and only accessed on a need-to-know basis. Your healthcare information is completely confidential unless you choose to share it. In some cases, employees and management may receive guidelines ensuring adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Personnel files and payroll records are confidential and may only be accessed for legitimate reason. If you wish to view your files, you must set up an appointment in advance with Human Resources. A Company-appointed record keeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Company premises. You may not alter your files, although you may add comments to items of dispute.

Certain information, such as dates of employment and rehiring eligibility, are available by request only. We will not release information regarding your compensation without your written permission.

4.7 Leaves of Absence

Employees requiring time off from work may apply for a leave of absence.

All leaves must be approved by management. For planned leaves, employees must submit requests at least 14 days in advance. Emergency leave must be requested as soon as possible. Accepting/performing another job or applying

for unemployment benefits during leave will be considered voluntary resignation.

We consider all requests in terms of effect on the Company and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave, unless the law states

otherwise. However, the Company will try to reinstate each returning employee in his or her old position, or one that is comparable. Below are the three main types of leave that SHOP QUICK LUX offers employees. Some, but not all, are governed by law.

Work-Related Sickness & Injury

Employees eligible for Worker's Compensation rendered unable to work because of work-related injury or illness will be provided with unpaid leave for the required recovery period. Workers' compensation wage benefits typically begin after 7 calendar days of lost work. Payment timing is governed by Indiana law and processed through our workers' compensation insurance carrier. For eligible employees, the first 12 weeks will be treated concurrently as family and medical leave under the Family and Medical Leave Act.

Maternity

An employee disabled on account of pregnancy, childbirth, or a related medical condition may request an unpaid leave of absence of up to four months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest and recovery from childbirth.

Election Days

Employees are encouraged to vote outside of working hours. If time off is required to vote due to an extended shift, an unpaid time-off request may be submitted in advance and is subject to approval.

4.8 Policy on Shoplifters, Panic Button Use, and Employee Responsibility

This memo serves to clarify the policy regarding shoplifters, use of the panic button, and employee responsibilities in relation to store security protocols.

4.9 Acknowledgment of Law Enforcement Guidance

Management acknowledges and understands the guidance provided by law enforcement regarding the appropriate use of the panic button. At this time, there is no objection to refraining from using the panic button, provided the circumstances do not present an immediate or imminent threat to life or physical safety.

4.10 Employee Feedback Requirement

All employees are required to provide their individual feedback and perspectives on the matter of any incident by the close of business today. This feedback shall be documented and reviewed to help refine store protocols and ensure a unified approach to safety and incident response.

4.11 Assessment of Life-Threatening Situations

Each employee must consider the following when determining whether a situation involving a shoplifter constitutes a life-threatening emergency: What specific indicators suggest that the individual may pose a serious threat to life or safety?

How can an employee reasonably determine whether the individual may be concealing a firearm or other weapon and potentially escalate the situation upon being confronted or asked to leave?

In the presence of an individual suspected of shoplifting, whose intentions are unknown, employees must exercise their judgment with caution. However, if an employee does not believe the situation presents a direct life-threatening danger, they must refrain from activating the panic button.

4.12 Zero Tolerance for Banned Individuals

Any individual previously banned from the premises for theft, suspicious activity, or any other violation shall not be permitted to re-enter the store under any circumstances. Employees who knowingly allow or serve a banned individual will be held personally accountable and may be subject to disciplinary action, up to and including termination.

4.13 Trespassing Action Requirement

If a banned shoplifter or any individual exhibiting threatening or criminal behavior enters the premises, the employee must immediately initiate the process of issuing a formal trespass notice and contact law enforcement as needed. Any employee who feels “safe” in the presence of such individuals and fails to act accordingly will be considered in violation of store policy.

The safety of all employees and customers is of paramount importance. All staff are expected to adhere strictly to this policy and to prioritize the integrity of our store environment.

4.14 Workplace Harassment and Retaliation Policy

Shop Quick Lux has a zero-tolerance policy for any form of harassment, discrimination, or retaliation. This includes conduct based on race, gender, age, religion, national origin, disability, sexual orientation, or any protected class. All complaints will be taken seriously, treated confidentially, and investigated promptly. Retaliation against any employee who makes a complaint in good faith is strictly prohibited.

Section 5: Company Policies: All Employees must comply with company policy

5.1 NON-SOLICITATION:

During your employment with the Company and for a period of six (6) months thereafter, you agree to not directly or indirectly:

Employ or participate in the solicitation for employment, or otherwise attempt to secure the services of any employee of the Company, its group Companies and/or its clients.

Motivating employees to quit job or not perform duties or Solicit or canvass work from, become employed by, or otherwise provide services of a similar type to those being provided by the Company to any direct or indirect Company's competition within Five (5) mile radius or its group Company. Interfere with the terms of dealing or the relationship between the Company and its Customers both direct and indirect.

5.2 NON-COMPETE:

To the extent permitted by Indiana law, employees may be restricted from operating or working for a directly competing business within a five (5) mile radius of any Shop Quick Lux location for up to six (6) months following termination. This restriction applies only to employees with access to confidential business or customer information. A separate Non-Compete Agreement must be signed for enforcement.

5.3 NON-DISCLOSURE:

During the course of your employment with the Company you will have access to sensitive or confidential information including, but not limited to, contact details of the Company's customers, employees and business partners, training manuals, agreements, resume databases, etc. which have commercial value to the Company. All such information and other documents that you have been given access to, whether commercial or otherwise, are valuable, special and unique assets of the Company. During and after the term of your employment with the Company, you will be legally bound not to use for your own purposes, publish or divulge any such information or documents, directly or indirectly, for compensation or otherwise, in any form, to any person, firm, organization or any other entity for any reason whatsoever. In the event of a breach or threatened breach of this clause by you, the Company shall be entitled to take suitable legal action against you for recovery of direct or potential losses resulting from such breach or threatened breach. During and after the term of your employment with the Company, you may not conduct any activity, commercial or otherwise, using any confidential or proprietary information of the Company.

You may not make any public announcements or disclosures of any information relating to the Company's affairs, finances or business, including information relating to the affairs, finances or business of its clients, customers or suppliers, without the prior written consent of a Director of the Company. This includes any public announcements or disclosures of information using the Internet or other electronic media. The confidentiality of our processes and identity of employees, clients and customers is key to us and you must not use their names in any way to further your own position or promote yourself.

This Non-Disclosure clause shall survive any termination of employment with the Company.

5.4 Drug-Free Workplace Policy

Employees are prohibited from reporting to work under the influence of illegal drugs or misusing legal substances such as Delta-8, Delta-9, or CBD if it impairs performance.

Violation of this policy may lead to immediate termination.

Section 6: Rules of Conduct

6.1 On the Job

Reporting to Work Policy

Employees are expected to begin and end each scheduled shift on time and must notify both the manager and the team member scheduled before their shift if they will be late, prior to the shift start. Absence request within 24 hours of shift start may result in termination unless valid proof of absence is provided such as doctors note, police report, etc. or unless shift coverage is arranged by employee. Employees are responsible for covering their own shifts by arranging for a co-worker to work in their place, provided the co-worker will not

exceed 37 scheduled hours for the week; all trades must be submitted through the scheduling app and approved by the manager, whose decision is final. If a shift change is not approved, the originally scheduled employee remains responsible for working the shift. Failure to report to work without prior notice or approved coverage will be considered a violation of this policy and may result in immediate termination; any failure to report without contact may be treated as voluntary resignation. Advanced notice absences must be supported by appropriate documentation (doctor's note for illness, police report for accidents, or other valid proof), unless protected by applicable law such as the Family and Medical Leave Act (FMLA) or Americans with Disabilities Act (ADA). All attendance requirements will be applied consistently and in compliance with Indiana and federal legal protections, including accommodations for disabilities, jury duty, and other statutory rights.

Call-Outs and Shift Swapping

Employees are responsible for finding coverage and notifying management at least 24 hours in advance for absences. Failure to do so without valid emergency or prior approval may result in disciplinary action.

Clocking In & Clocking out

If you are a non-exempt employee, it is your responsibility to clock in when you begin your shift and clock out when you finish. If you forget, bear in mind that your timecard cannot be updated without your supervisor's approval or will be considered by scheduled shift.

Staying Safe

Safety in the workplace is the Company's number one priority. You must inform your supervisor in the event of unsafe conditions, accident or injury, and always use safe working methods.

Cell Phone Use

Cell phones brought to work must be on silent or vibrate mode to avoid disrupting coworkers. They may only be used during breaks and meal periods, away from where others are working. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used.

Employees who receive Company cell phones should strive to use them for Company business only. All phones must be shut off during meetings.

6.2 Rules & Policies

Confidentiality

No previous or current employee may disclose or give access to confidential or non-confidential Company information or insider information on business operations, in any way or at any time, unless otherwise authorized by Management in writing.

Discrimination & Harassment

In keeping with our Equal Opportunity Employment clause, the Company will not tolerate on-site discrimination or harassment on any legally protected basis, including that of physical characteristics, mental characteristics, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Harassment and discriminatory behavior among employees or contractors will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which

point the Company will investigate and take corrective action. You are welcome to seek legal relief if you find the Company's actions inadequate.

Drugs & Alcohol

Good performance on the part of our employees is crucial to SHOP QUICK LUX.'s success.

For this reason, we strictly forbid employees to do the following while at work*:

- Drinking alcohol and selling, purchasing or using illegal drugs at work. An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.

- Possession of any non-prescribed controlled substance, including alcohol and legal illegally obtained prescription drugs.

- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action.

The Company cares about the overall health and well-being of its employees. Any employee who feels that he/she is developing a substance abuse problem is urged to seek help. The Company will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of Company-approved rehabilitation program may serve as an alternative to termination.

*Any piece of Company property, including Company vehicles, as well as during work hours.

6.3 Disciplinary Action

The Company takes disciplinary matters very seriously, and will exact discipline as it sees fit for any unacceptable action or behavior. These may include:

- lateness and/or absence Improper or indecent conduct
- Poor communication Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Company property Unauthorized use or disclosure of Company information
- Possession and/or use of illegal drugs, weapons or explosives Illegal harassment and/or discrimination - of any kind
- Violation of Company policy

Disciplinary action may consist of anything from verbal/written warnings and counselling to demotion, transfer, suspension or termination. Rather than follow rote procedures, the Company will handle each matter individually to ensure fairness to all involved. Please review and internalize the list of "Don'ts" above, and make an effort to use good judgments at all time.

6.4 Ethical Conduct and Professionalism

Employees must adhere to the highest standards of ethical conduct. Prohibited behaviors include:

Customer Interactions: Providing unauthorized discounts, favors, or free goods.

Prioritizing personal relationships over professional obligations.

Conflict of Interest: Engaging in relationships or activities that compromise objectivity in work-related decisions.

Compliance with Policies: Violating confidentiality, non-compete, or non-solicitation agreements.

6.5 Reporting Misconduct

Employees are encouraged to report any observed misconduct. Reports can be made anonymously or directly to HR or Management. Retaliation against whistleblowers is prohibited.

6.6 Progressive Disciplinary Measures

- Disciplinary actions will follow a progressive structure:
- Verbal warning for minor infractions.
- Written warning for repeated or more serious issues.
- Suspension for significant violations.
- Termination for severe or repeated offenses.

6.7 Monitoring and Inspections

To maintain integrity, the Company reserves the right to monitor employee activity and conduct inspections of workspaces and personal belongings brought onto Company property. Refusal to comply may result in disciplinary action or termination of employment.

6.8 Fair Treatment Policy

Employees are entitled to:

Equal opportunities and a discrimination-free workplace.

Transparent communication and feedback regarding any violations.

A chance to explain their side during disciplinary processes.

Workplace Inspections

At SHOP QUICK LUX, we have a responsibility to protect our employees and our property. For this reason, we reserve the right to inspect the following, at any time, with or without notice:

Any personal possessions brought onto Company premises, such as handbags, briefcases, and vehicles.

6.9 Job Abandonment & Attendance Policy

Employees who fail to report for a scheduled shift without 48-hour notice ("no-show") without valid reason and proof will be immediately terminated for job abandonment. Calling off within 48 hours requires valid proof of emergency (e.g., ER document, police report). All sick calls must be supported by a doctor's note. Opening the store late without management notice is considered abandonment. Being more than 5 minutes late without prior notice will result in disciplinary action:

First offense: Written warning

Second offense: Final warning

Third offense: Termination Personal problems should never interfere with professional conduct or performance.

If any employee needs to take a day off or change a shift after the schedule is posted, it is their responsibility to arrange coverage for their shift. The covering employee must not exceed 38 scheduled hours for that week. Management must be notified of the change in advance.

6.10 Social Media Policy

Employees must not post negative or confidential content about the store, coworkers, customers, or operations. Employees cannot present themselves as representatives of Shop Quick Lux online unless explicitly authorized. Content posted during working hours is subject to review. Violations may result in termination.

6.11 Dress Code & Personal Appearance

Employees must wear clean, appropriate clothing. Offensive graphics, political slogans, or unkempt appearance are not permitted. Good hygiene is mandatory. If provided, uniforms must be worn.

6.12 Smoking, Purchases, and Loss Prevention

Smoking/vaping is prohibited inside the store. All personal purchases must be made over the counter through other employee and paid by credit/debit card only. No cash transactions are allowed. Employees are responsible for identifying and responding to shoplifting. Failure to act, including ignoring incidents, will result in suspension and possible legal action. Employees must:

Call law enforcement:

Obtain officer's name and badge number:

Email video footage to the officer:

6.13 Content Ownership & Media Use & Online conduct Policy

Any media, including photos, videos, social content, or materials created during work hours or for store use, belongs exclusively to Shop Quick Lux. The company has full rights to use, share, or modify such content without employee compensation. Unauthorized reposting or personal use of this content is prohibited.

Employees must refrain from posting negative content, confidential information, or unauthorized images about Shop Quick Lux, its employees, or operations on social media. Any violation may result in disciplinary action, up to and including termination.

6.14 Anti-Gossip and Positive Workplace Policy

Gossiping, spreading rumors, or creating drama that disrupts store morale is not permitted. Employees must promote a respectful, cooperative work environment. Violation of this policy will result in disciplinary action.

6.15 Customer Interaction & Favoritism Policy

Employees may not give special treatment, discounts, or favors to customers unless explicitly authorized by management.

All customer disputes or complaints must be reported to management immediately.

No employee may impersonate ownership or speak on behalf of management without permission.

6.16 No Loitering / Unauthorized Guest Policy

Unauthorized guests, including family and friends, are not permitted behind counters or in employee areas.

Personal visitors during shifts are not allowed unless pre-approved by management.

6.17 Conflict of Interest & Outside Employment Disclosure

Employees must disclose any second jobs or business activities to management.

Employees are prohibited from working with competitors or sharing business-sensitive information externally.

6.18 Incident Reporting Policy

All incidents, including thefts, injuries, property damage, or employee altercations, must be reported immediately to management.

6.19 Store Opening & Closing Accountability

Scheduled openers and closers are fully responsible for ensuring the store opens/closes on time.

Failure to open or close the store as scheduled, without proper communication or coverage, is considered job abandonment and subject to immediate termination.

6.20 Personal Issues Must Not Affect Work Performance

Employees are expected to maintain a professional demeanor during all working hours. Personal problems must not interfere with job duties. If an employee's performance is negatively impacted due to personal matters, management reserves the right to temporarily suspend the employee for up to 30 days, pending review.

⚠ No personal work (e.g., texting, calls, errands, business, or other distractions) is permitted during scheduled work hours. All time on the clock must be focused solely on job responsibilities. Violations may result in:

- Reduction of scheduled hours
- Temporary suspension
- Disciplinary action, including possible termination

6.21 Performance-Based Scheduling Policy

We assign hours based on employee performance, attendance, and dependability.

Employees who perform well, show consistency, and demonstrate a strong work ethic will be given priority for available hours. Employees who frequently call off, arrive late, or show inconsistent performance may see their hours reduced accordingly.

✦ If an employee takes time off, those hours may be reassigned to another team member. The employees covering those shifts may continue to receive more hours if their performance meets or exceeds expectations.

Complaints regarding assigned hours will not be entertained unless there is a documented scheduling error. Every employee has the opportunity to earn back hours by improving their performance, dependability, and professionalism.

Section 7: Safety & Emergency Procedures

In case of fire: Evacuate and call 911.

In case of robbery: Comply with demands, notify police, and document incident.

Medical emergency: Call 911 and alert manager.

Trespassers or banned individuals: Issue trespass notice and call authorities. Always prioritize employee and customer safety.

Emergency Preparedness

Employees must familiarize themselves with posted emergency procedures and participate in safety drills as required by management.

Section 8: Surveillance & Consent, AI Monitoring & Theft Policy

Shop Quick Lux uses 24/7 video and audio surveillance with AI tracking. Every transaction is logged and monitored. Our third-party camera team reviews footage biweekly and reports suspicious activity to management. Any theft — employee or customer — will result in termination and a police report. Employees caught stealing will have charges filed, which may affect employment and criminal records.

Employees acknowledge and consent to being monitored by video and audio surveillance systems in all public and restricted areas of the store. Surveillance, including AI-assisted alerts, is used for safety, theft prevention, and performance monitoring.

Damage Responsibility

Any store damage caused by employees must be reported immediately. If the damage is due to negligence or misconduct, the responsible employee may be required to reimburse the cost, only with a signed wage deduction authorization form in compliance with Indiana law. Employees may revoke such authorization in writing at any time before the deduction is made.

Severability

If any provision of this handbook is found to be unlawful or unenforceable under federal, state, or local law, such provision will be deemed modified to the extent necessary to comply with applicable law. All remaining provisions will remain in full force and effect.

Section 9: Fraud & Scam Prevention Policy

Employees must remain alert to scam attempts and fraudulent activities targeting the store. Scammers may impersonate ownership, management, vendors, or other trusted parties to trick employees into transferring funds or releasing store assets.

1. Scam Awareness

- Scam calls, texts, or messages may request money transfers, deposits into Bitcoin or cryptocurrency machines, gift card purchases, or other unauthorized payments.
- Caller ID can be spoofed; do not rely on it for verification.

2. Strict Prohibition on Unauthorized Transactions

- Employees are strictly prohibited from giving cash, store funds, or business assets to anyone without prior written approval from the store owner or manager on duty.
- Employees are strictly prohibited from depositing funds into any Bitcoin machine, cryptocurrency account, or third-party payment system at the request of any caller or individual.

3. Verification Requirement

- If any suspicious call, message, or request is received, immediately hang up and call the store owner or manager directly using the official store contact number.
- No transaction is to be completed without direct confirmation from ownership.

4. Mandatory Reporting

- All scam or suspicious calls must be reported to the police immediately by dialing 311 (non-emergency line).
- Employees must provide the phone number from which the call originated and obtain a police report number.
- The report number must be provided to ownership before the end of the same shift.

5. Employee Liability

- Failure to follow this policy that results in loss of funds, assets, or property will result in the employee being financially responsible for the damages.
- Disciplinary action, up to and including termination, will be taken in addition to repayment of damages.

Section 10: Tip Acceptance & Processing Policy (Indiana)

1. No Cash Tip Acceptance

The Company does not accept cash tips. If a customer offers a cash tip, employees must courteously notify the customer of this policy.

2. Handling Insistent Cash Tips

If a customer insists on offering a cash tip:

The employee should record the **date, time, and tip amount**, then place the tip in a secure **safe-drop envelope**. This envelope will be processed through payroll and paid via paycheck.

3. Credit/Debit Card Tips

These are accepted and processed through the Company's system, added to the employee's paycheck as taxable supplemental wage.

4. Processing Fee Deduction

The actual credit/debit card processing fee directly associated with the tip amount **may be deducted** from the tip, as permitted under federal law.

Under no circumstances may the deduction:

Exceed the actual processing fee, or

Reduce the employee's total pay (wages + tips) **below minimum wage**.

5. Recordkeeping & Compliance

Employees must report tips and retain records as required by IRS regulations.

6. Violations

Keeping cash tips or failing to log them will be treated as theft and may result in termination.

Employee Handbook Acknowledgment

I acknowledge that I have received, read, and understand the Shop Quick Lux Employee Handbook. I agree to comply with all policies and procedures contained within this handbook. I understand this handbook does not constitute a contract of employment and that employment is at-will.

Employee Name: _____

Employee Signature: _____

Date: _____

Wage Deduction Authorization Form

This Wage Deduction Authorization Form is executed in accordance with Indiana Code § 22-2-6-2 and the Fair Labor Standards Act (FLSA). This form authorizes Shop Quick Lux to make deductions from the employee's paycheck for the specific reasons outlined below, provided such deductions do not reduce the employee's net pay below the applicable minimum wage as required by law.

Employee Name: _____

Position: _____

Date: _____

Reason for Deduction (select or describe):

- Cash register shortage
- Inventory or product damage caused by employee
- Lost or damaged store property (keys, equipment, uniforms, etc.) Keys \$25 each / T-shirts \$30 each/ Laptop \$950/ Parking tag \$50.
- Other: _____

I understand that any deduction made will not reduce my hourly rate below the minimum wage required by federal or Indiana state law. I authorize Shop Quick Lux to make the above deduction from my wages and understand this authorization is voluntary and may be revoked in writing at any time, except for deductions already made.

Employee Signature: _____

Date: _____