



UNVARNISHED

HAND & FOOT CO.

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Welcome!

Welcome to Unvarnished!

We created this handbook to introduce you to our business, clarify our expectations, and put our promises to you in writing. If you have any questions, please direct them to Tina or Annette.

At Unvarnished, everyone is valued and every position is equally important. We're committed to teamwork, cooperation, and providing the absolute best personal service. Your commitment to our professional values will be critical in ensuring our mutual success.

Please read the entirety of this handbook and keep it somewhere secure for future reference. If any changes are made, updated information will be provided immediately. Understand that this handbook is simply designed to orient you to Unvarnished. Do not construe it as a promise of employment.

About Us

Created by Tina Alberino and Annette Cosme, Unvarnished combines spa relaxation with medical values on health and safety. We are Wesley Chapel's premier destination for hand and foot care.

Our staff, décor, products, and treatments are of the highest quality. The level of service and education our licensed nail specialists provide cannot be matched. Our patrons are more than just "customers;" they're welcome guests who are greeted at the door as friends. They love our fun, warm atmosphere, our commitment to exceptional customer service, and, of course, our luxurious treatments!

Philosophy

Contrary to popular belief, nail salons are not female-exclusive spaces. Yet, the vast majority of nail salons are designed to cater to them, with ultra-feminine décor and service offerings. Additionally, many nails-only salons deliver rushed discount services, reek of chemicals, and don't prioritize client wellness whatsoever. These discount technicians are rarely trained in infection control or disorder identification, and they never work aseptically.

At Unvarnished, we reject these "standard practices" by providing a hygienic, tranquil, gender-neutral environment where luxurious hand and foot services are executed with precision and care with sterilized tools and our own line of organic body products by our team of extensively-trained nail specialists.

At Unvarnished, we strive to make our actions consistent with our ethics by being a values-oriented company that surpasses the average nail salon in all aspects. Our mission is to make a substantial impact on our guests and our community by bringing contentment, wellness, and personalized service.

General Policies & Procedures

Definition of Employee Status

Unvarnished classifies employees as follows:

- **Full-time regular employees:** Employees who work Unvarnished's normal, 40-hour work week on a regular basis. These employees are considered "nonexempt."
- **Part-time regular employees:** Employees who work fewer than 40 hours per week on a regular basis. These employees are considered "nonexempt."

Nonexempt employees are required to be paid overtime at the rate of time and one half their regular rate of pay for all hours worked beyond 40 hours in a work week, in accordance with applicable federal wage and hour laws.

Training Period

The first 90 days of your employment at Unvarnished will consist of supervised training. The purpose of this period is to provide you with the necessary training, give you time to learn in a no-pressure environment, and provide us with an opportunity to evaluate your performance. After 45 work days, we'll conduct a performance review, during which you'll receive feedback. Areas in which you require improvement or additional training will be addressed. Employees cannot perform any service unsupervised until they've mastered the protocol for that service and have had the service "unlocked" on the schedule by management.

Work Week & Schedules

As of the printing of this handbook, Unvarnished's operating hours are:

Monday-Friday: 10am-7pm

Saturday: 12pm-6pm

Sunday: CLOSED

However, these operating hours are subject to change at our discretion. For this reason and for the computation of overtime, the employee workweek is: 12 a.m. Sunday to 11:59 p.m. on Saturday.

Employees are intentionally scheduled to arrive at work ten minutes prior to their first appointment. You are expected to be in the building and clocked in at the time you are scheduled.

Holidays

Unvarnished will be closed to observe the following holidays: New Years Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If your religion requires additional days off for holiday observation, please let Tina or Annette know and we'll be happy to accommodate you!

Compensation & Overtime

The minimum wage in Florida is \$8.05 per hour [2016]. Employees of Unvarnished are paid an hourly rate (\$15+) that meets or exceeds the state minimum. Any bonuses paid are discretionary, not guaranteed, and performance-based.

Time Records

Per federal law, employees are required to receive at least minimum wage for all hours worked, including preparation time and required meetings. Please ensure to diligently track your work time by clocking in and clocking out appropriately.

Pay Schedule

Paychecks will be distributed on alternating Mondays.

Professional Liability Insurance

Unvarnished's employees are covered under our professional liability insurance policy, but are encouraged (not required) to carry their own policies as well for additional coverage.

Outside Employment

Conflicting employment arrangements (for example, employment at another salon) are prohibited. Please remember Unvarnished's Outside Conduct & Social Media policy when considering additional employment. Any positions that reflect negatively on the company image may result in your termination.

Media Relations

Do not attempt to act as a spokesperson for Unvarnished. Please refer all media requests to Tina or Annette.

Americans with Disabilities Act

Unvarnished complies fully with the ADA and strives to create an employment atmosphere of complete inclusiveness, where employees can operate without fear of harassment or discrimination.

Equal Opportunity Policy

Unvarnished is an equal opportunity employer. All qualified persons are given employment consideration, regardless of race, gender, sexual orientation, or favorite

gluten-free pizza topping. We pledge to respect the dignity of everyone we interact with. In accordance with federal, state, and local laws, we recruit, hire, promote, and evaluate all personnel without regard to race, religion, color, sex, marital status, age, national origin, veteran status, or handicap. We welcome all.

Employment At-Will

Florida is an employment at-will state. Just as the employee is free to resign at any time, Unvarnished reserves the right to terminate the employee at any time, with or without cause and with or without prior notice. This provision may be modified only in writing and must be signed by either Tina or Annette.

Sexual Harassment & Discrimination Policies

We strive to maintain an environment free from all forms of discrimination—including sexual harassment. Any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature are incredibly serious violations of our policy and may also violate Title VII of the Civil Rights Act.

All complaints of sexual harassment are taken seriously and will be thoroughly investigated. If you are subjected to sexual harassment or intimidation by a coworker or client, contact Tina or Annette immediately. Any employee who sexually harasses another will be subject to appropriate disciplinary action, including discharge. Any client who sexually harasses an employee will be immediately dismissed.

Data Protection & Non-Solicitation Policy

Unvarnished takes data protection very seriously. All documents and guest files are the property of Unvarnished. Our guests provide their personal information to Unvarnished in confidence, therefore, it is our responsibility to ensure its security. We consider this information confidential company information and prohibit anyone from copying, downloading, transferring, or disclosing this information. During guest registration, Unvarnished assures the confidentiality of these documents. **To protect this promise, Unvarnished will prosecute data theft of any kind to the fullest extent of the law.**

Employees with a clientele must provide all client contact information to prior to their start date on Attachment A. These clients will be flagged in our system as belonging to the employee, and will be exempted from the non-solicitation policy. During the course of your employment with Unvarnished, we will add these clients to our promotional mailing lists. Should you separate from your employment at Unvarnished, all of your clients will be notified of your departure. All Attachment A clients will then be dropped from our mailing lists after this initial notice. Should these clients return to Unvarnished, they will complete new client intake forms and rejoin our mailing list, but will remain exempted from the non-solicitation policy.

All new clients obtained during the course of your employment at Unvarnished are property of the salon. Employees may not take any client's contact information for any reason and are absolutely prohibited from contacting or marketing to these clients in the event of termination or resignation. However, we respect a client's right to choose their service provider. Any client (including those obtained during your employment) who requests your contact information will be given it freely if you leave us the information.

Progressive Disciplinary Process

Unvarnished believes in the "duty to warn, opportunity to cure" philosophy. We utilize a progressive discipline policy that begins with a verbal warning, which will be documented and kept in your personnel folder. Second offences result in a written warning and private meeting, where you will be asked to sign a document indicating receipt of the correction. Third offences may result in suspension without pay or termination.

Please remember that Florida is an at-will employment state, so your employment is subject to termination at any time, for any reason. Unvarnished reserves the right to deviate from these progressive disciplinary steps, based on the situation.

Termination, Resignation, and Discharge

Termination of your employment, whether voluntary or involuntary, marks the end of the employment relationship between you and Unvarnished. Employees who provide written, two-week notice of resignation to Tina or Annette may be considered for reemployment in the future, should they wish to return. Employees who are terminated or discharged involuntarily will not be eligible for reemployment.

Open Door Policy

If you have any questions, comments, complaints, concerns, or suggestions, please know that Tina and Annette's doors are always open to you. We are always looking for ways to grow and evolve at Unvarnished. We value and respect every professional, and every suggestion is appreciated. You will never need to fear belligerence, indifference, or retaliatory termination.

Salon Conduct & Performance

Attendance & Punctuality

Please ensure to arrive promptly for your shift. If you are running late, contact Unvarnished as soon as possible to allow us the opportunity to alert and possibly reschedule your clients. Excessive tardiness or absence may compromise your continued employment at Unvarnished. Punctuality is one of our core values, so frequent tardiness won't be tolerated.

Appropriate Client Communications

Please ensure to keep your conversations with clients appropriate and limited to the service being performed. Clients deserve your full attention throughout the duration of their service and should not be exposed to controversial or inappropriate discussion topics (particularly those regarding religion, politics, sexual activity, or your personal life). Please do not instigate or perpetuate discussions of this nature.

Right to Refuse Service

We reserve the right to refuse service to anyone. Beyond distasteful behavior, this includes the right to refuse to perform services that may be harmful or detrimental to our guest. We're educated professionals. Use your judgement when determining whether or not a service will end favorably.

Break & Meal Periods

Employees who work six hours or more in a single shift are required to take a 30 minute, unpaid break. Employees are also entitled to a ten minute paid break during each four-hour work period. These break and meal periods are built into your schedule for you. Should you wish to change your scheduled break and meal periods, please ask Tina or Annette. You cannot work through your breaks, or "waive" them. (Sorry, we need you to take care of yourself, so please eat and relax a bit.)

Dress Code

As beauty and wellness professionals, it's important that we practice what we preach and lead by example in how we present ourselves. (This does not mean you have to wear crazy hair colors and outrageous makeup.) We provide uniforms. If you have long hair, we require it to be arranged in a bun. (It's a sanitation thing—the last thing you want is nail dust, nail clippings, and gummy clumps of dead skin in your hair.) Simple rings (bands) and stud earrings are permitted, but bracelets, large rings, and low-hanging necklaces are not.

Telephone Use

You are welcome to bring your personal cell phones to work—however, all cell phones must be turned off and stored during your shift. You are permitted to use your phones only during break periods. Phone use is restricted to non-client areas, such as the outdoor lounge area behind the salon. Please provide your immediate family with Unvarnished's phone number and instruct them only to contact you in the event of an emergency. Company phones are not to be used for personal purposes.

Company Property

Please respect company property by operating all devices and tools in accordance with manufacturer recommendations. If you notice a piece of equipment is malfunctioning or

has fallen into disrepair, notify Tina or Annette immediately. Intentional destruction or misuse of company property will result in immediate termination.

Outside Conduct & Social Media Policy

Please remain mindful of how your behavior outside of the salon reflects on the company.

We understand that social media can be a fun way to share your life and opinions, however, use of social media also presents certain risks and carries with it certain responsibilities. For the purposes of this manual, any and all electronic communication will be considered "social media," regardless of whether it is posted publically or privately.

Any of your conduct (online or off) that adversely affects your job performance or the reputation of Unvarnished will result in disciplinary action up to and including termination. For clarification, inappropriate postings may include discriminatory remarks, harassment and threats of violence, bullying, references to illegal drug use, or similar unlawful conduct.

Personal attacks or content that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage coworkers, management, clients, distributors, the company itself, or any product lines Unvarnished utilizes in its services will not be tolerated and will result in disciplinary action—up to and including termination.

Unless you were given express, written permission from Annette or Tina to act as such, do not represent yourself as a spokesperson for Unvarnished.

Skill Assessments

Periodic skill assessments are necessary to ensure satisfactory performance. These assessments are conducted at management's discretion and may be conducted without your knowledge. The results of these assessments will be shared with you if necessary.

Performance Assessments

Employee performance is regularly monitored. Factors that are taken into consideration include (but aren't limited to) client retention rates, referral rates, average ticket sales, retail sales, productivity, and client satisfaction survey reports. We encourage you to monitor your own performance as well! Unfortunately, employees who fail to perform satisfactorily on a consistent basis may have their employment come under review.

Quality Assurance Procedures

As part of Unvarnished's commitment to quality, we routinely conduct random quality checks by surveying clients and inquiring about their experience at Unvarnished. These survey results are used to monitor client satisfaction.

Workplace Safety

Drug, Alcohol, & Tobacco Use

Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the apparent use of any mind-altering substances is prohibited. Employees found to be in violation of these policies are subject to immediate termination.

Because you will be working within close proximity to our guests, cigarette smoking is prohibited. (We're very vape-friendly though!)

Workplace Violence

Violence of any kind will result in immediate termination of your employment at Unvarnished. Please handle disagreements in an adult manner, in private—or bring them to management for mediation. Unvarnished prohibits weapons in the workplace or on company premises.

Privacy

Unvarnished reserves the right to search and monitor all company property and anything on the company's premises so that an employee cannot later refuse a search on the basis of an expectation of privacy. Company computers should only be used for conducting company business. Unvarnished reserves the right to monitor all employee use of company computers and the right to search any bags, purses, or other personal items brought to the workplace (for drugs, weapons, or stolen money/property). Failure to consent to a search upon request will result in termination.

Security

Unvarnished utilizes security cameras and magnetic door locks to deter theft and other crimes.

Emergency Measures

In the event of a widespread emergency (for example, extreme weather conditions), Unvarnished may close for business. You will be contacted immediately by management. Unless you are contacted, assume your shift will begin as scheduled or contact management to inquire prior to your shift start time.

Evacuation Procedures

In the event of an emergency, Unvarnished has two exits, located at the front and rear of the building. Immediately after evacuating the building, join us at our meeting place at the building's sign for a head count.

Leave Policies

Vacations & Sick Days

Regular, full-time employees will earn unpaid vacation time according to the following schedule:

1 year of service: 5 days.
2-5 years of service: 10 days.
6+ years of service: 14 days.

Rest is important, so vacation time does not carry over from one year to the next!

Paid Time Off

Qualifying employees paid time off at a rate of one hour for every 30 hours of work. At Unvarnished, you will begin accruing time after the 90 day training period. The amount awarded is based solely on your hourly base pay, excluding bonuses. This time may be used for any reason, but may not be "cashed in." (You must actually take the time off to receive payment. We *insist* that you take time to take care of you!)

Jury Duty

If you are called in for jury duty, please provide Annette or Tina with your notice.

Military Leave

If you are called into military service, Unvarnished will grant time off for such training or service, without pay. The time will not be considered vacation time and employees who return from service will be reemployed in accordance with any applicable laws apply to his/her case at the time of reemployment.

Voting

As an American, your voice counts at the polls. Unvarnished encourages all of its staff to vote! To request time off to visit a polling location, please ask Tina or Annette. This time will be subject to availability, off-the-clock, and unpaid.

Sick Days

When you're sick, the last thing you need to be doing is making calls to find someone to cover your shift. The minute you start feeling under the weather, call, text, or email Tina or Annette, and we'll handle everything.

Application Procedure

All absences must be requested via email to Tina (tina@unvarnishedsalon.com). For extended, non-medical absences (such as vacation), four weeks' notice is preferred. An application is simply a request. We cannot guarantee or promise that every request will be granted. Approval will be determined based on availability.

Excessive Time Off

Employees who are excessively absent from work at Unvarnished may be terminated. If you have failed to appear to work for three consecutive days without contacting management, we will assume you have voluntarily left your position.

Acknowledgement of Understanding

I have received a copy of Unvarnished's Employee Handbook. I understand that management has the right to make changes in guidelines or policies and that Florida is an employment at-will state.

Thank you!

If you have any questions or comments, please direct them to Tina or Annette.

X_____

Employee Signature

X_____

Employee Name, Printed