



EMPLOYEE HANDBOOK

ABSOLUTE WELLNESS HEALING SPA | 4050 WILLISTON ROAD, SOUTH BURLINGTON, VT 05403 |
802.863.2200

Table of Contents [SAMPLE: ABRIDGED COPY ONLY!]

Contents

Table of Contents	1
Overview and Employment Relationship	3
Introduction	3
Welcome Letter from Collen Hartford	3
Our Mission Statement	4
Our Values	4
Our Commitment to Employees	4
Code of Conduct and Business Ethics	4
Confidentiality of Information	6
Non-solicitation Policy	Error! Bookmark not defined.
Non-compete Agreement	Error! Bookmark not defined.
Employee and Employer Confidentiality Agreement	7
Employee Handbook Disclaimer	9
Employment Relationship: At Will Employment Policy Statement	10
Employee Signoff Signifying Receipt of the Handbook, the At-will Employment Policy Statement, and Employee Acknowledgement That He or She Understands and Will Abide by the Contents	11
General Employment Information	12
Equal Employment Opportunity Policy	12
The Americans With Disabilities Act (ADA)	13
Harassment	13
Harassment and Discrimination Reporting Procedure	15
Fraternization Policy	16
Employment Eligibility (I-9)	17
Employment of Relatives	18
Rehiring Policy	18
Open Door Policy	19

Personnel File Policy 20

Attendance **Error! Bookmark not defined.**

Exempt and Non-exempt Employee Definitions **Error! Bookmark not defined.**

[Sample copy end]

Overview and Employment Relationship

Introduction

This Employee Handbook is designed to provide you with a better understanding of Absolute Wellness Healing Spa (ABSOLUTE WELLNESS HEALING SPA). This Handbook does not represent any commitment of employment and is not intended to create any express or implied contract rights. The employment relationship is at-will and employment may be terminated by the employer at any time for any reason, with or without notice or cause. ABSOLUTE WELLNESS HEALING SPA reserves the right to terminate an employee at any time. No permanent employment or employment for any term is intended or can be implied by statements in this Handbook.

This handbook includes general information regarding employment policies and procedures that apply to you during your working relationship with ABSOLUTE WELLNESS HEALING SPA. These policies and procedures are guidelines to follow and are as complete as reasonably possible. However, they are not all-inclusive. Company management may make changes at any time by adding to, deleting, revising, or totally revoking any existing policies, practices, and procedures without notice. Circumstances may arise that were not anticipated; therefore, management may vary from the stated policies and practices if, in their opinion, the circumstances dictate.

The information contained in this Handbook supersedes any and all prior oral or written representations or statements regarding personnel policies, practices, and procedures of ABSOLUTE WELLNESS HEALING SPA. Final interpretation of any policy, practice, procedure, etc. is at the discretion of the Spa Owner. Violations of these policies may result in disciplinary action that could include immediate termination of employment.

Welcome Letter from Collen Hartford

Dear Onboarding Associate,

Welcome to Absolute Wellness Healing Spa! We are glad you have chosen to join our team of spa professionals and look forward to building a positive relationship.

We encourage you to share your thoughts and ideas since our continued success depends on us working together to achieve our planned objectives.

ABSOLUTE WELLNESS HEALING SPA represents a Spa system unlike any other. We are a group of highly trained professionals and support personnel dedicated to providing each and every one of our clients with a 5-Star level of service. Each member of our team is a vital link in our client service chain and we support you in your decision to contribute to our Spa experience.

To help you become more familiar with ABSOLUTE WELLNESS HEALING SPA we have developed this handbook to help answer a variety of questions and provide some basic guidelines for working in the company. It will help you understand our philosophy, organizational design, and commitment to the highest standards of service to our clients and to one another. It will also provide some information on what is expected of you and what you can expect of the company.

If you have any questions, please ask your Team Leader or any member of the management team. After you have reviewed the Handbook, please sign the acknowledgment form included at the end of the Handbook and return it to your Team Leader.

Our success is strengthened by our employees' commitment to growth and continued excellence in our daily jobs. We look forward to working with you and hope your experience with ABSOLUTE

WELLNESS HEALING SPA will be a happy and successful one. Once again, welcome to Absolute Wellness Healing Spa!

Sincerely,

Colleen Hartford
Owner & CEO, Absolute Wellness Healing Spa

Our Mission Statement

Absolute Wellness Healing Spa is a place where minds, bodies and spirits are nourished; where your well-being is our first priority and our reputation for the highest-quality professional spa services assures you the best treatment experience. Our greatest hope is to inspire you along your road to wellness with therapeutic natural treatments, innovative products and daily rituals to enhance well-being.

Our Values

All employees on the ABSOLUTE WELLNESS HEALING SPA team are dedicated to exemplifying and upholding our ten core values.

1. Delivering awe-inspiring service
2. Taking pride in our spa and in our work
3. Behaving with integrity and responsibility
4. Having a positive attitude and enthusiastic team spirit
5. Communicating in an honest and professional manner
6. Maintaining balance and flexibility
7. Practicing gratitude and respect
8. Caring for the environment
9. Pursuing growth and learning
10. Striving to give back to the world

Our Commitment to Employees

Our employees are the heart of ABSOLUTE WELLNESS HEALING SPA. You exemplify our company's values and deliver the quality spa experience our clients love, rate highly on social media and return for; for over ten years.

That's why you deserve a management staff that values you and your work. To that end, we strive to offer you opportunities for growth, learning and advancement within an enjoyable work environment.

We know it's important to hire the best people, create a respectful and empowering culture and make it possible for our employees to thrive — both in and outside the workplace.

We believe our employees deserve to work in a safe and positive environment that fosters not only their productive work but also their personal wellness and satisfaction. From an equitable compensation package to teaching self-care for professional massage therapists, we strive to create a workplace that enables our employees to feel and do their best.

Code of Conduct and Business Ethics

Company Business Ethics

Absolute Wellness Healing Spa is committed to conducting its business in a lawful and ethical manner.

All employees are expected to meet the highest standards of legal and ethical conduct. Anything less is considered unacceptable.

Each of us has an obligation to behave at all times with honesty and propriety. Such behavior is morally and legally right, and our success is dependent upon our reputation for integrity and upon the trust and confidence of everyone with whom we deal.

Our commitment to ethical behavior is not a matter of vague principles and generalized comments. We have a strict code of conduct. All employees are expected to read, understand and adhere to the rules listed below.

- Comply with all applicable laws and government regulations. For interpretation or clarification of legal or regulatory requirements, contact your Spa Director. Absolute Wellness shall support any police agency in prosecuting those found to be in violation of these laws or regulations.
- Deal honestly with clients, suppliers, and consultants.
- Be aware of any product hazards that may personally affect our customers or staff. Always inform our clients of the proper use of our products and possible potential hazards. Negligence can result in personal injury to the client or staff and financial harm to the company.
- Our success in the marketplace results from providing superior products and services. Seeking to gain improper advantage by offering business courtesies such as entertainment, meals, transportation, products, or services is considered inappropriate and in some cases illegal.
- Clients attained through contact with the spa are considered property of the spa. Employees are not permitted to provide Spa services outside the Spa without Spa approval. Treating clients of Absolute Wellness outside of the spa without approval is considered theft of company property and can result in immediate dismissal and or legal action.
- Never accept anything of value from someone doing business with the company for any type of favorable treatment or advantage. To avoid even the appearance of impropriety, do not accept gifts or promotional items of more than nominal value.
- All company payments and other transactions must be properly authorized by management and be accurately and properly recorded.
- Your position is one of trust in the company. While on the job, you are expected to devote your concentrated time and effort to the corporation's business interest and avoid any activity that may distract from, or conflict with, those business interests.

You should report any suspected violation of these rules or other irregularities to your Team Leader/Spa Owner. The "whistle-blower" law prohibits retaliation against any employee for making a good faith complaint about what he/she believes to be a violation of a specific law. Violations of this policy will result in disciplinary action.

Conflict of Interest

All employees are expected to regulate their activities to avoid conflict of interest or anything that may intentionally or inadvertently result in loss or embarrassment to the company; create the appearance of impropriety with respect to any company or business related activities; influence business decisions; or disclose for inappropriate use of the company's business information, affairs or plans.

Outside employment should not interfere with an employee's regular required job duties or lead to a conflict of interest. You are requested to review any outside employment jobs with your Team Leader to ensure no conflict of interest exists.

The acceptance of gifts, entertainment, or other favors by family members from present or prospective competitors, clients, or suppliers which are beyond the common courtesies usually associated with ethical business practices is unacceptable. Any questions in this area should be directed to your Team Leader.

We consider conflict of interest to be a very serious issue. Violation of this policy, whether intentional or unintentional, will result in disciplinary action. More information regarding this policy will be reviewed with you during your orientation.

Non-Competition

All employees of our Spa are required to sign a Confidentiality and Non-Competition Agreement before starting work at ABSOLUTE WELLNESS HEALING SPA. The agreement is designed to clearly communicate and legally bind the employee to certain non-competition provisions.

Client Preparation and Safety

All preparations used in any of our client services must be in accordance with required package instructions or other federal or state requirements. Consideration must always be given to the client to minimize any possible reaction or incident arising out of using our products.

Skin care specialists should take extreme care in using a preparation which may give rise to skin irritation. Clients should be given sufficient information about a product's use to enable the client to make a judgment about its reactions. Clients who have experienced a product reaction should not have that product used on them again in the future.

Cords need to be completely hidden beneath the table to avoid trip injuries. Any appliances showing signs of wear, poor connections, frayed wires, etc. must not continue to be used. Report damaged equipment to your Team Leader. All equipment should be turned off at the plug connections when not in use. Broken equipment should never be used on a client.

You should ask your Team Leader whenever you have a question about a product's use. Negligence in this area will result in disciplinary action.

Confidentiality of Information

It is the responsibility of all employees to safeguard sensitive client and company information. Any client or company business information is strictly confidential and should only be shared with those who have a business related need to know. Financial or future business plans of ABSOLUTE WELLNESS HEALING SPA are confidential and should not be removed from the premises. Unauthorized release or removal of such information will be viewed as theft and may be prosecuted accordingly.

According to HIPAA guidelines, confidential information related to clients who use any of our services includes, but is not limited to, items such as client addresses, phone numbers, client file information, etc. This includes protecting the schedule from being viewed at any time by other Spa clients. Likewise, employees shall not discuss personal client information, including names, with any other client.

Employee and Employer Confidentiality Agreement

This Agreement is made between _____ ("EMPLOYEE") and ABSOLUTE WELLNESS HEALING SPA, on _____ 20____.

EMPLOYEE will perform services for ABSOLUTE WELLNESS HEALING SPA which may require ABSOLUTE WELLNESS HEALING SPA to disclose confidential and proprietary information ("Confidential Information") to EMPLOYEE. (Confidential Information is any information of any kind, nature, or description concerning any matters affecting or relating to Employee's services for Absolute Wellness Healing Spa, the business or operations of ABSOLUTE WELLNESS HEALING SPA, and/or the products, drawings, plans, processes, or other data of ABSOLUTE WELLNESS HEALING SPA). Accordingly, to protect the ABSOLUTE WELLNESS HEALING SPA Confidential Information that will be disclosed to EMPLOYEE, the EMPLOYEE agrees as follows.

A. EMPLOYEE will hold the Confidential Information received from ABSOLUTE WELLNESS HEALING SPA in strict confidence and shall exercise a reasonable degree of care to prevent disclosure to others.

B. EMPLOYEE will not disclose or divulge either directly or indirectly the Confidential Information to others unless first authorized to do so in writing by ABSOLUTE WELLNESS HEALING SPA.

C. EMPLOYEE will not reproduce the Confidential Information nor use this information commercially or for any purpose other than the performance of his/her duties for ABSOLUTE WELLNESS HEALING SPA.

D. EMPLOYEE will, upon the request or upon termination of his/her relationship with ABSOLUTE WELLNESS HEALING SPA, deliver to ABSOLUTE WELLNESS HEALING SPA any drawings, notes, documents, equipment, and materials received from ABSOLUTE WELLNESS HEALING SPA or originating from its activities for ABSOLUTE WELLNESS HEALING SPA.

E. ABSOLUTE WELLNESS HEALING SPA shall have the sole right to determine the treatment of any information that is part or project specific received from EMPLOYEE, including the right to keep the same as a trade secret, to use and disclose the same without prior patent applications, to file copyright registrations in its own name or to follow any other procedure as ABSOLUTE WELLNESS HEALING SPA may deem appropriate.

F. ABSOLUTE WELLNESS HEALING SPA reserves the right to take disciplinary action, up to and including termination for violations of this agreement.

"Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

(1) Immunity—An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

(2) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—

(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order."

EMPLOYEE represents and warrants that it is not under any preexisting obligations inconsistent with the provisions of this Agreement.

Signing below signifies that the EMPLOYEE agrees to the terms and conditions of the agreement stated above.

ABSOLUTE WELLNESS HEALING SPA

EMPLOYEE

Human Resource Signature

Employee Signature

Date

Date

Human Resource Name (Please Print)

Employee Name (Please Print)

Employee Handbook Disclaimer

I understand that I am responsible for reading the handbook, familiarizing myself with its contents, and adhering to all of the policies and procedures of Absolute Wellness Healing Spa, whether set forth in this handbook or elsewhere.

The policies, procedures and standard practices described in this manual are not conditions of employment. This manual does not create an express or implied contract between Absolute Wellness Healing Spa and any of its employees located in Vermont or any other designated locations where this manual is applicable. Absolute Wellness Healing Spa reserves the right to terminate any employee, at any time, with or without notice or procedure, for any reason deemed by the company to be in the best interests of the company.

I understand that the information in this handbook represents guidelines only. Absolute Wellness Healing Spa reserves the right to modify this handbook, amend or terminate any policies, procedures, or employee benefit programs whether or not described in this handbook at any time, or to require and/or increase contributions toward these benefits programs.

All personnel policies contained herein were adopted by Absolute Wellness Healing Spa and supersede previous policies. We periodically review personnel policies in part or as a whole, to ensure that they continue to reflect current thinking in the field of Human Resources Management and are consistent with trends and legislative requirements.

I further understand that no manager or representative of Absolute Wellness Healing Spa, other than the Owner of Absolute Wellness Healing Spa, is authorized to enter into any employment agreement on behalf of Absolute Wellness Healing Spa, other than the Owner Collen Hartford. I also understand that any such agreement, if made, shall not be enforceable unless it is a formal written agreement signed both Collen Hartford and I.

I also understand that this manual is the property of Absolute Wellness Healing Spa, and is to be returned to the Human Resources Department should my employment be terminated.

Employee Signature

Date

Employee Name (Please Print)

Employment Relationship: At Will Employment Policy Statement

Your employment with Absolute Wellness Healing Spa is a voluntary one and is subject to termination by you or Absolute Wellness Healing Spa at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Absolute Wellness Healing Spa employees.

This policy of employment-at-will may not be modified by any officer or employee and shall not be modified in any publication or document. The only exception to this policy is a written employment agreement approved at the discretion of the Owner Colleen Hartford.

These personnel policies are not intended to be a contract of employment or a legal document.

Employee Signature

Date

Employee Name (Please Print)

Employee Signoff Signifying Receipt of the Handbook, the At-will Employment Policy Statement, and Employee Acknowledgement That He or She Understands and Will Abide by the Contents

I acknowledge that I have received a copy of the Absolute Wellness Healing Spa Employee Handbook dated: _____ (“DATE”). I understand that this employee handbook replaces any and all prior verbal and written communications regarding Absolute Wellness Healing Spa working conditions, policies, procedures, appeal processes and benefits.

I understand that the working conditions, policies, procedures, appeal processes and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of Absolute Wellness Healing Spa.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Absolute Wellness Healing Spa.

I have read and understand the Code of Conduct and Business Ethics expected by Absolute Wellness Healing Spa and I agree to act in accord with the Code of Conduct and Business Ethics as a condition of my employment by Absolute Wellness Healing Spa.

I understand that if I have questions or concerns at any time about the handbook or the Code of Conduct and Business Ethics, I will consult my Team Leader or Owner Colleen Hartford for clarification.

I also acknowledge that the handbook contains an employment-at-will provision that states:

- Either Absolute Wellness Healing Spa or I can terminate my employment relationship at any time, with or without cause, and with or without notice;
- That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other Absolute Wellness Healing Spa documents, or in any verbal statements to the contrary; and
- That no one except the Owner Colleen Hartford can enter into any differing employment relationship, contract or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract or agreement must be in writing, signed by the Owner Colleen Hartford, notarized and in the employee file.

Finally, I understand that the contents of this employee handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee handbook may change at any time.

Please read this Handbook and these employee Standards of Conduct carefully to understand these conditions of employment before you sign this document.

Employee Signature

Date

Employee Name (Please Print)

General Employment Information

Equal Employment Opportunity Policy

Compliance with federal anti-discrimination laws requires covered employers to inform employees of their rights to be free from workplace discrimination and retaliation. This Equal Employment Opportunity (EEO) policy is applicable to employers covered by Title VII of the Civil Rights Act of 1964.

Absolute Wellness Healing Spa (ABSOLUTE WELLNESS HEALING SPA) is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. ABSOLUTE WELLNESS HEALING SPA prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to; race, color, religion, sex, national origin, age, marital status, sexual preference, weight, disability/genetic information public assistance status, persons making child support or spousal maintenance payments, or any other basis protected by law. ABSOLUTE WELLNESS HEALING SPA conforms to the spirit as well as to the letter of all applicable laws and regulations. Additionally, ABSOLUTE WELLNESS HEALING SPA will take action to employ, advance in employment and treat qualified Vietnam-era veterans and disabled veterans without discrimination in all employment practices.

The policy of Equal Employment Opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between ABSOLUTE WELLNESS HEALING SPA and its employees, including:

- Recruitment
- Employment
- Promotion
- Transfer
- Training
- Working conditions
- Wages and salary administration
- Employee benefits and application of policies

The policies and principles of EEO also apply to the selection and treatment of independent contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with ABSOLUTE WELLNESS HEALING SPA.

Dissemination and Implementation of Policy

The Owner (Collen Hartford) and Team Leaders of ABSOLUTE WELLNESS HEALING SPA will be responsible for the dissemination of this policy. The Owner (Collen Hartford) and Team Leaders are responsible for implementing equal employment practices within each department.

Procedures

Absolute Wellness Healing Spa administers our EEO policy fairly and consistently by:

- Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees.
- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.

- Requiring employees to report to a member of management any apparent discrimination or harassment. The report should be made within 48 hours of the incident.
- Notifying the general counsel of all incidents or reports of discrimination or harassment and taking other appropriate measures to resolve the situation.

The Americans With Disabilities Act (ADA)

In keeping with Pace University's commitment to equal educational and employment opportunity, ABSOLUTE WELLNESS HEALING SPA is in full compliance with the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973. We provide reasonable accommodations to assure that no otherwise qualified individual will be excluded from employment or any program, service or activity provided by ABSOLUTE WELLNESS HEALING SPA on the basis of a mental or physical disability.

In order to assess the need for accommodation, ABSOLUTE WELLNESS HEALING SPA requires either a detailed reference letter or a diagnostic report from a certified healthcare professional explaining the disability and providing recommendations for accommodations.

Questions regarding the ADA and its interpretation can be directed to the Owner Colleen Hartford.

Harassment

Harassment is a form of unlawful discrimination and violates ABSOLUTE WELLNESS HEALING SPA policy. Prohibited sexual harassment, for example, is defined as unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment is not limited only to sexual comments or innuendo, flirtations, or propositions. Sexual harassment includes any action, conduct, or communication which is viewed as harassment, including unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature when:

- Submission to such conduct or communication is made, either explicitly or implicitly, a term or condition of an individual's employment with our Spa; or
- Submission to or rejection of that conduct or communication by an individual is used as a factor in employment decisions affecting such individual; or
- That conduct or communication has the purpose or effect of substantially interfering with an individual's employment, or creates an intimidating, hostile, or offensive work environment; and Absolute Wellness Healing Spa knows and should know of the existence of the harassment, whether the employee reports it or not and the company fails to take timely and appropriate action.

The following are some examples of conduct which may constitute sexual harassment:

- Use of any offensive or demeaning terms which may constitute sexual connotation, or are addressed to an employee on account of his or her gender.

- Objectionable, unwelcome physical proximity or physical conduct.
- Unwelcome gender-based suggestions regarding, or invitations to, social engagements or work-related social events.
- Any indication, express or implied, that an employee's job security, job assignment, conditions of employment, or opportunities for advancement depends on the granting of sexual favors to any other person or upon the acceptance without objection of unwelcome objectionable sexual conduct, advances, or comments.
- Any action relating to an employee's job status which is affected by consideration of the granting or refusal of a gender-based request for social or sexual favors.
- The existence of an atmosphere of sexual harassment.
- Jokes or remarks of a sexual nature made to, or in the presence of, employees who may find such jokes or remarks offensive.
- The dissemination of materials which have a sexual content (such as cartoons, articles, pictures, etc.) and which are not necessary for work, to employees who may find such materials offensive.

A Harassment-Free Environment

Absolute Wellness Healing Spa believes all employees have a right to work in an environment free of harassment and discrimination. This includes all forms of sexual harassment and other forms of offensive or degrading remarks and/or conduct about an employees' race, color, creed, religion, national origin, sex, marital status, disability, age, sexual preference, public assistance status, weight or any other basis protected by law. The company will not tolerate harassment of its employees in any form—by management team members, co-workers, owners, customers, or suppliers. No employee, male or female, will be subjected to unsolicited and/or unwelcome sexual overtures or conduct whether verbal, visual, or physical.

This policy applies to all employees and owners regarding their actions and activities both in and away from the work location. No person at our studio, regardless of his or her position, is exempt from compliance with this policy. All persons are intended to be in a supervised environment free from sexual harassment and other forms of offensive behavior.

Any employee who believes he or she is being subjected to sexual harassment or subjected to retaliation, or has witnessed sexual harassment or retaliation toward other employees, is encouraged to report it to an appropriate management team member. No retaliation will be taken against anyone reporting sexual harassment.

Complaints of any form of harassment will be investigated promptly by management in a timely and confidential manner with respectful consideration to all parties involved. An investigation will be conducted into the facts of the complaint to arrive at a resolution. Every effort will be made to keep reports of harassment confidential. However, a thorough investigation may require communication of the complaint to others.

If the investigation concludes that harassment occurred, disciplinary action will be taken which could include a verbal or written warning, or immediate termination. All complaints and investigative information will be documented in writing and maintained in confidential files. An employee engaged in any form of harassment could be held personally liable to the harassed employee for engaging in such conduct.

If the harasser is a client or other non-employee, company management will take the necessary action within its control to ensure the harassment stops. You should inform your Spa Director immediately if this situation arises and terminate any treatment session should you feel it is necessary.

Remedies

Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. ABSOLUTE WELLNESS HEALING SPA will promptly, thoroughly and fairly investigate every issue that is brought to its attention in this area and will take disciplinary action, when appropriate, up to and including termination of employment.

Harassment and Discrimination Reporting Procedure

Proactively addressing harassment issues in the workplace is a major priority at Absolute Wellness Healing Spa. In order to assist with this process, the U.S. Equal Employment Opportunity Commission (EEOC) has issued guidelines addressing numerous forms of harassment. This information can be accessed on the EEOC's web site.

The following are recommended measures Absolute Wellness Healing should take to address workplace harassment:

- **Anti-Harassment Policy.** Implement a policy that prohibits sexual harassment, and harassment based on other protected classifications. The policy should specifically list the other protected classifications, and should include examples of the type of conduct that is prohibited, whether oral or written, including lewd comments, jokes or references, and ethnic, racial and religious epithets, slurs and names. The policy should prohibit such conduct by managers, supervisors, employees, customers, and third parties.
- **Complaint Procedure.** The policy must include a complaint procedure. The procedure should provide for more than one option for filing a complaint, so that an employee does not have to complain to a supervisor or other person who may be involved in the harassment.

The policy should notify employees that harassment complaints will be taken seriously, investigated, and will result in discipline against the offender(s), including termination, if inappropriate conduct occurred. The policy should also contain a strong "anti-retaliation" statement so that employees will not hesitate to file a complaint and will feel confident in using the complaint procedure when they have been subjected to harassment.

- **Distribution and Communication.** Employers should ensure that the policy is distributed and communicated to all employees and that employees are given an opportunity to ask questions. Each employee should be required to sign a verification acknowledging that he/she has read and understood the policy. Periodic redistribution of the policy is advised.
- **Education.** The workforce should be educated about the types of behavior that are unacceptable. New employees should learn about the policy during their orientation. All employees should receive periodic refresher information.
- **Supervisor Training.** Employers should carefully select individuals for supervisory and managerial level positions who will treat employees fairly and avoid inappropriate conduct. Further, supervisors should receive additional training to educate them about their important role

in preventing harassment in the workplace. Supervisors should be trained to recognize what conduct may create a hostile environment so that they can stop it at the onset.

- **Investigating a Complaint.** Upon receipt of a complaint of harassment or when an employer has reason to believe that a potentially harassing situation has occurred or is occurring, the employer must act promptly. It is imperative that an employer investigate all complaints completely and objectively. In addition, an employee making a complaint should be notified as to the outcome of the investigation once a final decision has been made.
- **Taking Appropriate Action.** If the investigation results in a finding that harassment occurred, remedial action must be taken so that the harassment is eliminated and does not reoccur. This may consist of disciplinary action including discharge, or other corrective action such as training.

In some cases, Absolute Wellness Healing addresses the needs of the victim by reversing an adverse employment decision (demotion, reassignment, etc.) or providing counseling. Finally, Absolute Wellness Healing Spa treats like situations similarly in terms of the investigation process, the action taken and so forth.

Fraternization Policy

Absolute Wellness Healing Spa employees may date, develop friendships and relationships both inside and outside of the workplace as long as the relationships do not negatively impact work. Any relationship that interferes with the company culture of teamwork, the harmonious work environment or the productivity of employees, will be addressed by applying the progressive discipline policy.

Adverse workplace behavior or behavior that affects the workplace that arises because of personal relationships will not be tolerated.

The exception to this policy relates to managers and supervisors. Anyone employed in a managerial or supervisory role needs to heed the fact that personal relationships with employees who report to him or her may be perceived as favoritism, misuse of authority, or potentially, sexual harassment.

Additionally, for the same reasons and because of the loss of employer flexibility and employee options, no employee may date another employee who is separated by more than one level in the chain of command.

Even if no improper conduct occurs, the relationship may cause gossip, hard feelings, dissatisfaction, and distraction among other employees in the workplace. The relationship may appear to other employees as an inappropriate use of position power.

Additionally, any fraternization with any employee who reports to the manager or whose terms and conditions of employment such as pay raises, promotions, and advancement are potentially affected by the manager, is prohibited.

The fraternization that is prohibited by this policy includes dating, romantic involvement, and sexual relations; close friendships are discouraged in any reporting relationship.

Consequences of Dating and Extra-Marital Affairs for the Organization

A manager or supervisor who dates or becomes romantically involved with an employee creates a serious problem for the company. Dating an employee, even when the employee is not in a reporting relationship, and extramarital affairs, create serious consequences for the company.

They adversely affect the careers of both employees with regard to advancement opportunities, choices of jobs, and assignments. They adversely affect the company's flexibility and consequently, may have an impact on our service to customers. These relationships can result in charges of sexual harassment, even years later.

If a manager decides to pursue a close relationship with an employee, he or she needs to inform Management immediately. The company will then decide what, if any, actions are necessary to take in regard to assignments and jobs.

Under no circumstances may a manager date, become romantically involved with, or have sexual relations with a reporting employee. And, managers should think long and hard about developing this kind of a relationship with a non-reporting employee because of the consequences noted above.

Employees who disregard this policy will receive disciplinary actions up to and including employment termination.

Absolute Wellness Healing Spa recognizes that employees have different definitions and understandings about what constitutes a close relationship, a friendship, or romantic involvement. Consequently, if you have questions or need further clarification, talk with Management. Their goal of implementing policies consistently and fairly will help inform your choices.

Absolute Wellness Healing Spa encourages employees to develop friendships and share a spirit of teamwork and camaraderie both in the workplace and outside of work. In instituting this dating or fraternization policy, it is not Absolute Wellness Healing Spa's goal to interfere with the development of coworker friendships and relationships. The policy identifies when these relationships are appropriate and when they are not.

The policy also dictates the actions employees need to take if a coworker relationship is deemed inappropriate from Absolute Wellness Healing Spa's standpoint. The policy tells employees the potential consequences if the policy is violated.

Employment Eligibility (I-9)

The Immigration Reform and Control Act of 1986 (IRCA) made the knowing employment of unauthorized aliens illegal. Employers are responsible for verifying identity and employment eligibility of every employee hired or rehired. This is accomplished through completion of the I-9, which should be completed after a job offer has been accepted.

The Form I-9, or Employment Eligibility Verification Form, is a Federal form that is required by US Homeland Security to determine if an employee is eligible to work in the US. The employer should have this form filled out for each new employee within three working days of the hire date.

Additionally, the Immigration Act of 1990 prohibits discrimination on the basis of natural origin or citizenship status. This includes the following provisions:

- An employer cannot request that an employee present more or different documents so long as the documents presented meet I-9 requirements. The employee cannot be instructed as to what documents will be acceptable.
- An employer cannot refuse to honor documents that appear to be genuine and relate to the person presenting them.
- An employer may not discriminate against any person on the basis of national origin or citizenship status in hiring or other employment decisions.

Employment of Relatives

Absolute Wellness Healing Spa is committed to a policy of employment and advancement based on qualifications and merit and does not discriminate in favor of or in opposition to the employment of relatives.

Due to potential for perceived or actual conflicts, such as favoritism or personal conflicts from outside the work environment, which can be carried into the daily working relationship, Absolute Wellness Healing Spa will hire or consider other employment actions concerning relatives of persons currently employed only if: a) candidates for employment will not be working directly for or supervising a relative, and b) candidates for employment will not occupy a position in the same line of authority in which employees can initiate or participate in decisions involving a direct benefit to the relative. Such decisions include hiring, retention, transfer, promotion, wages and leave requests. This policy applies to all current employees and candidates for employment.

Definitions

“Family member” is defined as one of the following: relationships by blood—parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece and first cousin; and relationships by marriage—husband, wife (as defined by state law), step-parent, step-child, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, half-brother, half-sister, uncle, aunt, nephew, niece, spouse/partner of any of the above and co-habiting couples or significant others.

Procedure

Prior to the employment offer, the immediate supervisor must complete a signed statement certifying that the candidate for employment or other employment action is not a relative as defined above. Failure to submit the signed statement to the Owner Colleen Hartford will result in the delay of the job offer until the statement is submitted.

Management is responsible for ensuring policy compliance. Management is responsible for monitoring changes in employee reporting relations after initial hire to ensure compliance with this policy. Employees are responsible for immediately reporting any changes to their Team Leader.

If any employee, after employment or change in employment, enters into one of the above relationships, one of the affected individuals must seek a transfer or a change in the reporting relationship. Such changes must be approved by Owner Colleen Hartford. If a decision cannot be made by the affected employees within 14 days of reporting, reassignment will be made on direction of the Owner Colleen Hartford. No exception to this policy will be made without the written consent of the Owner Colleen Hartford.

Rehiring Policy

Employees who completed their company introductory period and who were part of a reduction in force, as well as those employees who voluntarily resigned, will be eligible for rehire as long as they had a satisfactory work record while employed by Absolute Wellness Healing Spa.

Ineligibility for Rehire

Former employees who had a less-than-satisfactory work record appropriately noted at termination as not being eligible for rehire are excluded from rehire consideration.

Employees who were involuntarily terminated by Absolute Wellness Healing Spa or who were laid off (with a less-than-satisfactory work record) or who failed to complete their company introductory period will not be considered for rehire.

Service Restoration Rules for Eligible Employees

If a former employee with less than one year's prior service is rehired, the employee will be considered a new employee and will not be eligible for prior service recognition for seniority or benefits plan participation purposes.

If a former employee with more than one year's prior service is rehired, the employee's seniority and eligibility to participate in company benefits plans will be bridged if the employee is rehired and the period of prior company service exceeded the duration of the period of absence. Service recognition will include prior service recognition for accrued leave plans.

If a former employee with more than one year's prior service is rehired and the duration of the period of absence exceeded the period of prior company service, the employee will be considered a new employee and will not be eligible for prior service recognition for seniority or benefits plan participation purposes.

Rehire Service Date Adjustment

When recognition of prior service is granted, a rehired employee's company service date will be adjusted in accordance with the service restoration rule.

Open Door Policy

Absolute Wellness Healing Spa's policy was developed due to the company's desire to establish transparent and flexible bottom-up communication paths. The company feels that its employees should be free and encouraged to speak openly to their supervisors, or other managers and directors about significant matters. This policy is essential for dealing with concerns or issues and gaining insight into potential problems.

This policy applies to all prospective or current employees of the company who either wish to communicate with a higher ranking official or receive such communication from subordinates or other employees.

This policy dictates that managers are obliged to have the door of their offices open so the employees can feel that their voices can be heard. The employees might seek managers for the following:

- To ask for counsel or feedback
- To ask questions about a subject
- To express a complaint or concern
- To raise awareness for a problematic situation
- To ask for resolution to an inside dispute or conflict
- To make suggestions for change
- Other individual reasons

The benefits of the open door policy are manifold and include the following:

- The dealing with concerns in time before negative effects become apparent
- The clarification of important points or matters
- The resolving of disputes between employees that could have remained undisclosed
- The reduction of gossip in the workplace
- The support to a discrimination-free environment
- The access to immediate insight about what is happening in the company instead of waiting for formal surveys and evaluations

- The opportunity for improvements or preventive action to similar problems
- The fostering of a culture of mutual trust and collaboration

The policy mostly refers to the ability of an employee to talk freely to managers without fear of getting in trouble or become victimized. It does not however imply that there are not points that the employee must observe:

- Some managers may be busy at specific times so employees might have to arrange an appointment some time in advance.
- Problems should, if possible, be communicated to the immediate supervisor first instead of bypassing them to reach a higher ranking manager. If that is not possible for any reason, the employee will find other managers and officials willing to listen.
- Some disputes between employees can be resolved with the cooperation of the parties involved. Employees are not encouraged to promiscuously complain about their colleagues for trivial matters.

In general, managers of all ranks are responsible for encouraging employee input and avoiding appearing disinterested or disengaged in their concerns. Possible constant and willful violation of the open door policy can be reported to Colleen Hartford or the supervisor of the person who is responsible for the violation.

Personnel File Policy

A personnel file is maintained for each employee of Absolute Wellness Healing Spa. These personnel files contain confidential documents and are managed and maintained by Management.

Access to this file is limited to HR staff and assumes that each employee's manager maintains his or her own file with documents relevant to the employee's work performance.

No federal law grants employees the right to inspect their personnel files. State of Vermont law requires that **public** employees or designated representatives of employees are entitled to have access to all information that may be contained in their personnel files.

Typical documents in a personnel file include the employment application, a family emergency contact form, documented disciplinary action history, a resume, employee handbook and at-will employer sign off sheets, current personal information, and job references.

Not all personnel files contain the same documents but each personnel file has some documents that are the same.

Payroll files are also maintained; payroll files contain a history of the employee's jobs, departments, compensation changes, and so on. Access to the payroll file is limited to the appropriate accounting and HR/Management staff.

An employee medical file is also maintained. The contents of the medical file are not available to anyone except Human Resources designated staff and the employee whose records are retained in the file. At Absolute Wellness Healing Spa medical files receive the highest degree of safe storage and confidentiality.

An employee may view his or her personnel file by contacting Owner Colleen Hartford person during normal business hours. No employee may alter or remove any document from his or her personnel file.