“We seek to provide our guests personalized service with inspired, innovative style in a warm and artistic atmosphere.”
si·ne qua non

**synonyms:** stylish, current, fashionable, creative, modern, comfortable, smart, real, honest, positive, upbeat, authentic, unaffected, undeniable, cool, clever, inspired, artistic, inventive, harmonious, tasteful, skillful
Quality of Craft/ Work
- High level of technical ability and consistency
- Dedication to continued skill and knowledge improvement
- Respect for classical foundations of haircutting while being attuned to the latest trends
- Willingness to take in and respond to feedback
- Dedication to advanced education
- Customizing service to each client

Creativity
- Diversity in services offered
- Finding inspiration from a variety of sources
- Individual expression (i.e. dress, interests, styles of living) and acceptance of diversity
- Taking creative risks through experimentation

Positive Work Environment/ Atmosphere
- Encouraging and supportive atmosphere
- Effort to make everyone feel welcomed
- Teamwork, camaraderie, and mutual respect
- Projecting positive attitudes

Fun
- Playfulness and positive outlook
- Contagious smiles
- Routine celebrations (i.e. events, parties, etc.)
- Good music and artwork
- Not taking things too seriously
OUR VISION
We seek to provide our guests personalized service with inspired, innovative style in a warm and artistic atmosphere.

FORWARD
This employee handbook is designed to provide you with a better understanding of SQN salons. 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 maybe terminated by either employer or employee at any time for any reason, with or without notice or cause. No permanent employment for any term is intended or implied by statements in this handbook.

In these pages you will find general information regarding some of the employment policies and procedures that apply to you during your working relationship with SQN salons. Company management may make changes to this handbook at any time by adding to, deleting, revising, or revoking existing policies, practices, and procedures without prior notice. Unexpected circumstances may arise, therefore, requiring management to deviate from the policies stated in this handbook.

Final interpretation of any policy, practice, procedure, etc., is at the discretion of the General Manager/Owner. Violation of these policies may result in disciplinary action, which could include immediate termination of employment.

Welcome! We are very excited that you have chosen to make Sine Qua Non Salons (DBA as Sine Qua Non, Sine Qua Non II, Sine Qua Non III, Sine Qua Non IV, and SQN Salon Management Corporation) as your new place of employment. We consider ourselves a family and you are now part of this special environment.

We look forward to building a long lasting, positive relationship. Our continued success results from a staff that works together to achieve shared goals. Therefore, you are encouraged to share your thoughts and ideas.

This handbook answers a variety of questions while providing basic guidelines for working within our company. It will help you understand our philosophies, and organizational design. Please address any questions or concerns to the management team.
Once you have reviewed this handbook, sign the acknowledgment form included, and return the form to a management team member.

We look forward to working with you and hope your experience with SQN will be a happy and rewarding one.

Again, welcome to the SQN team.

Laura Boton
Owner

OUR PHILOSOPHY

At SQN, we understand that our clients are the key to our success. We are dedicated to providing each client with outstanding service conducted under the highest standards of business ethics. Each SQN team member supplies a vital link in our service chain and, as a team, our unique point of difference of personalized service becomes a source of competitive advantage. Both individual potential and teamwork must be developed to accomplish our common mission.

We believe it is a privilege to service our clients, each one deserving an outstanding experience with every visit. Our philosophy embodies the principle of “going the extra mile.” We believe this approach benefits both the individual receiving service as well as the service provider.

We believe in recognizing and respecting the ability, potential, and dignity of each individual.

We believe in fostering a trusting and cooperative environment where two-way communications are free and open.

We choose to see every obstacle as an opportunity for both business and personal growth.

We believe in achieving a life balance of health and growth that helps to maintain enthusiasm in one’s work.

We believe that work must be tempered with humor, compassion, inquisitiveness, patience, and joy.

We believe that in making these statements we are making a commitment to success.
COMMITMENTS TO EXCELLENCE
The commitments to excellence state the intentions by which all staff members are asked to uphold during employment by SQN. We believe these practices will help us succeed in our mutual business and personal growth.

Commitment of Well-Being
Continued well-being is the cornerstone for personal and professional growth. Take care of your mind and body.

Commitment to SQN Philosophies
The philosophies are a guide for us to follow in (a) the client service we provide, (b) the support we give to each SQN team member, and (c) team growth.

Commitment to Continuous Learning and Education
Continuous learning and education are the building blocks for personal and professional growth. We expect each team member to be committed to taking advantage of internal and external training.

Commitment to Group Image Building
We have high expectations in terms of professional conduct and image. We know that each of us is a reflection on the overall team.

Commitment to Outstanding Customer Service
We believe in upholding the definition of superior customer service in order to set ourselves above and beyond the rest. To make each client feel like a guest and part of our community at Sine, and to not merely meet but exceed each client’s expectation.

GENERAL BUSINESS CONDUCT

Company Business Ethics
Sine is committed to conducting business in a lawful and ethical manner. Anything less than the highest standards for legal and ethical conduct by each staff member is unacceptable behavior.

We all have an obligation to behave at all times with honesty and propriety. Our business success is dependent on our reputation for integrity and on the trust and confidence of everyone with whom we deal.
This commitment to ethical behavior is not a matter of vague principles – we have a strict code of conduct that all SQN staff members are expected to adhere to:

• Deal honestly and sincerely with clients, coworkers, suppliers, and company coaches.
• Be aware of any hazards that may affect our clients. Always inform clients of the proper use and possible challenges of products.
• Service discounts or complimentary products for clients must be pre-approved by management and follow company policy listed in this manual.
• We do not exchange products for something ‘comparable’ in value to gain favorable treatment. Any exchange must be approved by management.
• All promotional services or products must be determined and approved by management.
• All company payments and other transactions, including staff discounts, must be properly authorized by management, while properly recorded with appropriate forms (e.g. employee service ticket)
• You are expected to devote your time at work to the business interests of SQN and your own professional growth as a member of our team. Avoid activities that may detract from or conflict with those business interests.
• Confidential and personal information is just that. Never pressure a coworker for confidential information.
• We expect you to report any suspected violation of these rules or other irregularities to management. Retaliation against any employee for making a good faith complaint of what is believed to be a violation of SQN code of ethics or policies is prohibited. Violations on any of these outlined points will result in disciplinary actions, up to and possibly including immediate employment termination.

PROFESSIONAL WORK ETHIC
All staff members are expected to be courteous and show a spirit of service to our clients and one another. Unnecessary negative comments such as gossip about staff, clients, or associates of SQN are unacceptable and just bring everyone around you down. Complaints about your job should be addressed directly to management so we can try and resolve your concerns to the best of our ability. Complaining to co-workers destroys the morale and creates negativity. Honesty among staff and ethical concern for SQN’s assets are essential. Personal use of office supplies or postage, use of company phones for personal matters, or use of company time for personal use is a violation of good business ethics. Any violations witnessed should be reported directly to management.
CONFI DENTIALITY OF COMPANY INFORMATION
It is the responsibility of SQN staff members to safeguard sensitive information about client, staff, and company. All personal information is strictly confidential and should only be shared for necessary SQN business reasons. Financial or future business plans are confidential and are not to be removed from SQN premises. CONFIDENTIAL INFORMATION includes, but is not limited to: client addresses, phone numbers, files, training materials, policies, personnel manuals, product materials, financial reports, compensation information, personnel information, vendor information, purchase invoices, or any personal property that is not your own.

CLIENT PREPARATIONS 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 negative reaction or incident arising from the use of our products.

Never offer medical advice. Always take a client’s concerns or warnings of possible skin reactions or discomforts seriously. Clients experiencing discomfort with a product should avoid future use of that product. Always honor the client’s judgment about product use and potential reactions to service.

Avoid the use of any appliances that show signs of wear, poor wiring, etc. Report damaged equipment to management. All equipment should be turned off at the plug connection when not in use. Broken equipment or tools should never be used on a client. When unsure of proper use of products or tools, consult with your fellow team members.

It is the responsibility of all team members to uphold the cleanliness of the business. Anything appearing unsanitary should not be used on clients. Proper measures should be taken to restore appropriate conditions.

Always remove obstacles that may result in bodily harm to a client or staff member. Immediately clean and dispose of any broken products that could harm you or your client.

EMPLOYMENT PRACTICES
Harassment Free Environment
At SQN, we believe all staff members have the right to work in an environment free of discrimination. This includes all forms of sexual harassment, all forms of offensive or degrading remarks and/or conduct, regarding race, creed, religion, ethnicity, sexual orientation, sex, marital status, disability, age, public assistance status or any other basis protected by law.
SQN does not tolerate harassment of SQN staff, in any form, by management, team members, co-workers, owners, clients, or suppliers. No staff member will be subjected to unsolicited and/or unwelcome sexual overtures or conduct whether verbal, visual, or physical. Sexual harassment is not limited only to sexual comments, innuendo, flirtations, or propositions. It 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 of SQN.
- Submission to or rejection of that conduct or communication is used as a basis for employment decisions affecting such individual;
- That conduct or communication has the purpose of effect of substantially interfering with an individual’s employment or creating an intimidating, hostile, or offensive work environment.

Staff members believing they have been subjected to harassment should promptly report such incident to management. Complaints will be investigated promptly by the appropriate person(s) of SQN to arrive at an ethical resolution. Every effort will be made to keep reports of sexual harassment confidential. However, a complete investigation may require communication of the complaint and information to others within SQN. Retaliation or harassment of witness(es) and/or victim(s) is prohibited and will not be tolerated.

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

If the harasser involves a client or other non-staff member, company management will take the necessary action within its control to ensure the harassment stops. You should inform management if this situation arises.

**DRUG & ALCOHOL FREE ENVIRONMENT**

Sine staff members must be physically and mentally fit to perform their duties in a safe and efficient manner. The use of mood-altering, un-prescribed and non-prescription chemicals, alcoholic beverages on the job or during working hours is not allowed and is considered a policy violation resulting in disciplinary action, including verbal or written warning, and/or employment termination.
Since physician-prescribed use of mood-altering drugs, narcotics, anti-depressants, or other controlled substance can adversely affect work behavior, safety or job performance, it is in the general interest of all staff members to inform management of such use. The company will not illegally discriminate on the basis of this information and such information will be kept confidential.

Staff members who appear to have a chemical dependency problem or any other problem that interferes with the performance of the assigned duties will be encouraged and given an opportunity to pursue appropriate treatment. This will not preclude disciplinary action for policy violations or performance issues which may have occurred or continue to occur.

Disciplinary action up to and including immediate dismissal may result from intoxication, or being under the influence of non-prescription drugs, or the abuse of prescription chemicals or alcohol while on the job, on company premises or while using company vehicle, and from other types of violations of this policy. Violations should be reported to management.

**STAFF CLASSIFICATIONS**

**REGULAR FULL-TIME**
You are typically scheduled to work an average of 40 hours per week. Hourly stylists must work a minimum amount of 35 hours per week. Salaried stylists must work a minimum of 38 hours to considered Full-Time and receive Full-Time benefits. 35 hours may include evenings and weekends, as well as non-operating store hours. If you work a 35-40 hour week, you are eligible for all company benefits indicated here. Benefits include: staff member product discount of 40%, paid vacation time after a specified employment time period, 401K retirement plan, profit sharing, and participation in our health insurance plan. There is a three month grace period before an employee is considered eligible for Health Insurance and six months of employment for the 401K. An application should be available to you in your Orientation Folder or you may ask our Human Resource and Payroll manager Wendi Napoli.

**REGULAR PART-TIME**
You are typically scheduled to work an average of 20-34 hours per week. Hours may include evening and weekends, as well as non-operating store hours. You are not eligible for company benefits unless otherwise agreed upon between you and the Owner, Laura Boton.

**STAFF RECRUITMENT AND SELECTION**
Our staff recruitment and selection program is established to facilitate our commitment to equal opportunity employment by hiring the best suited candidate for available positions and to make the best use of their abilities.
EMPLOYMENT OF RELATIVES
It is our desire to avoid creating circumstances where the possibility of favoritism, conflict of interest, or impairment of efficient operation may occur due to employment of relatives in certain positions. Therefore, while your relatives may be hired, they may not work in positions of direct reporting relationships or where they could influence (or appear to influence) employment or personnel decisions affecting you.

NEW STAFF MEMBER ORIENTATION
The first week of any new job is always a difficult time. There seems to be so much to learn and so many new people to get to know. To make it easier for you during this time, our orientation program will help familiarize you with our company rules, your job duties, and the general work environment. See your orientation schedule found in your manual.

Once employed by SINE, we desire to provide additional opportunities for our internal staff whenever the company is in a position of growth. To become a staff member you must receive satisfactory reference checks, complete the employment acknowledgement set forth by our company, and complete a W-4 form for tax purposes. You must return this within 3 days or your employment eligibility will be terminated. Please submit a voided check with your employment acknowledgement to management, so we may DIRECT DEPOSIT your payroll into your checking account.

STAFF MEMBER INTRODUCTORY PERIOD
The introductory period provided is considered an extension of the staff selection process during which you are considered in training for learning your new job. You are under evaluation and observation by management. This time allows you and management to explore whether the initial training session is meeting both your expectations.

The length of the introductory period is 30 days.

Introductory periods apply to all new, re-hired, promoted, or transferred staff. During this time, and throughout one’s employment with the company, the staff member’s performance is being reviewed continuously. The management supervisor team is free to terminate the employment relationship without notice or cause at any time during the introductory period or at any time thereafter.
STORE MAINTENANCE AND UPKEEP
We take pride in our jobs, our work environment and the image we present to our clients and each other. All staff members are expected to assume their share of the responsibility in maintaining high standards of cleanliness and orderliness in their work areas. A clean and orderly work area makes a statement to our clients that we are conscientious in the quality of the services and environment we provide, and in the care and concern we have for them when they visit our salon.

NON SMOKING ENVIRONMENT
We place a high priority on personal wellness. We encourage you to maintain a healthy image and lifestyle. We enforce a non-smoking policy at SINE. If you choose to smoke on your break, please do it away from the store front and away from the back door of the salon. We also ask that you wash your hands before working with a client, put your butts in the garbage and not on the sidewalk, and to freshen your aroma and breath.

PERSONAL WORK FILE
Management keeps a personal work file on each staff member. This file will include all hiring documents and challenges such as warning notices, comments and observations which may be made in writing by management. The criteria will be used in your work evaluations. The purpose of the file is not only to highlight challenges, but to highlight accomplishments, contributions and growth during the course of your employment. The criteria will be used to indicate potential advancement within the company.

STAFF RECORDS
SINE considers information maintained in employee personal records confidential and proprietary. The collection and retention of staff information is limited to what is necessary for company business. Internal access to personal records is limited to those staff members having authorized, business-related need to know. Outside third parties only have access to records if it is legally required or requested by the staff member (i.e. state investigator offices, OSHA, mortgage requests, credit checks, etc.).

You may review certain portions of your personal file at least twice a year. Former staff may review their file during the first year of separation. You may review your file if you submit a written request to management. Review is limited to the staff member, not to relatives or friends and must be done on premises. If you dispute information in the file you should submit a written request to management, and discuss the issue to see if the disputed information can be resolved. If an agreement cannot be achieved, you can submit a written statement for placement in your file stating your position on the issues in question. This document will be attached to the disputed information for as long as it is retained in the personnel file. Approval for release or disclosure of files must be obtained from management.
TARDINESS AND ABSENTEEISM

TARDINESS
You are expected to be at your work station and ready to work 10 minutes prior to your scheduled start time for service staff; 5 minutes prior for all other areas. On occasion lateness may be unavoidable and management will allow time to be made up or excuse it. However, if tardiness becomes a regular challenge and management feels the reasons are unacceptable, tardiness will be tracked on our system. You are allowed two lates per month and will be given a verbal notice by the management team. If a third late occurs, you will receive a written notice. A second write-up will result in possible termination.

ABSENTEEISM
You are expected to work on your scheduled days. Contact management as soon as possible if absenteeism is unavoidable. Unreported absences are unexcused absences. An unreported absence of two consecutive days will be considered a voluntary resignation and employment termination will be initiated.

SICK DAYS / PERSONAL DAYS
Sick leave (more than two days out sick) must be accompanied by a doctor’s note.

To uphold our commitment to our clients in providing superior client service, it is essential that you be responsible for maintaining your assigned schedule. Repeated absenteeism and lateness will be grounds for disciplinary action and/or termination.

DISCIPLINARY PROCESS
Rules and regulations are the cornerstone on which we build our success. You are expected to perform your job duties satisfactorily and conduct yourself in an appropriate manner. This guide for disciplinary action has been established for the common good of all of us. Some basic information is provided below. Please have management review the policy with you in more detail during your orientation. Management will determine what behaviors are unsatisfactory and inappropriate performance, and the disciplinary action that is necessary. Disciplinary action may consist of the following, depending on the circumstances:
**TERMINATION**
You may be terminated as a first or last disciplinary process.

**WARNING NOTICE**
If termination is not the first step, you may receive either a verbal or written warning. If improvement does not occur within the specified time period or it continues to deteriorate, further disciplinary action will be taken which may include immediate termination. The initial time period for improvement may be extended at management's discretion. Three warning notices are grounds for immediate termination. If you have any questions about a disciplinary action that's been issued to you, please contact management.

**VOLUNTARY RESIGNATION**
A staff member resigning should give a verbal or written notice to management. A minimum of two weeks notice is requested for salon coordinators and stylists to allow time for rescheduling and position replacement. A month’s notice is requested for all managers. An exit meeting is requested to allow the staff member to provide feedback on management practices and return any company property. Voluntary and other types of termination not initiated by the company includes but is not limited to: resignation, retirement, disability, death, unexcused absences (for two days in a row without justification or approval), or failure to report to work after an approved leave of absence is over.

**TERMINATION PROCESS**
A meeting will be held with the person being terminated when management deems appropriate. If a meeting is not held, the staff member will be notified by phone or mail. Involuntary terminations are those that are initiated by the company, including: workforce reductions and eliminations of positions; discharge for conduct not in the best interests of the company; release for inability to perform duties or to meet prescribes standards on the job; temporary associates that are no longer needed.

Terminated staff members should check with Human Resources regarding receipt of their final paycheck.
COMPANY ACTIVITIES

MANDATORY MEETINGS
Every two months, staff members must meet as a group or company. This one-hour meeting is always scheduled on the first Thursday of every other month at noon, unless posted otherwise. It provides an opportunity for us to exchange ideas, recognize individual and team performance, conduct, educational needs for the team and personal development, resolve challenges, and brainstorm on ways to make the company a better place to work.

We encourage you to actively participate in the meeting and use that opportunity to celebrate working at Sine Qua Non Salons. These meetings are mandatory unless absence is authorized.

CREATIVE LAB
Creative labs are when stylists join together to stretch our creative wings. Creative Labs are scheduled two to four times a year. The labs take place on Tuesdays at 12pm at 2766 N Lincoln, and lasts 2 hours. We will notify you ahead of time and take care of marking your books out. It may include a presentation reflecting a creative outlook or technique, achieving the goal of sharing our creativity, love, and passion for our industry.

SOIREE
A soiree is a celebration of achievement for all assistants being promoted to a level one stylist (earning their full time chair at Sine). It is held at 2766 unless otherwise noted. The graduating stylist will put on a fashion show for the entire staff reflecting their creative vision, and a party will follow. Soiree information details are found in the Assistant Manual.

NETWORK EDUCATOR CLASSES
These hairdressing classes focus on retailing and customer service, along with cutting and coloring techniques. All assistants are required to attend. Level one stylists are encouraged to attend and support our in-salon continuing education. We offer CEU hours.

Department meetings are held within each department such as front desk meetings and assistant meetings. They are usually on Mondays. Managers will notify you. These meetings are mandatory.

CEU hours are provided for all salon classes and meetings.
FRONT DESK MEETINGS
Front desk meetings are mandatory for all front desk employees. They take place on the first Monday of the month at 9:00 a.m. at 2766 N. Lincoln. Time and location are subject to change, and you will be notified ahead of time.

ASSISTANT MEETINGS
Assistants meet as a group the first Monday of every month at 12:30pm at 2766 N. Lincoln. Time and location are subject to change, and you will be notified ahead of time.

PERSONAL INFORMATION AND CHANGES IN STATUS
Staff members are requested to inform management of any appropriate changes that may alter their work schedule, benefit issues or payroll. This includes name change, address, marital status, tax information and dependents claimed.

GENERAL WORK GUIDELINES
Hours of Business

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<tr>
<th>Lincoln Park</th>
<th>Lakeview</th>
<th>Andersonville</th>
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<tr>
<td>Monday 10am – 6pm</td>
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<td>Tue – Thurs 9am-9pm</td>
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<td>Friday 9am – 7pm</td>
<td>Friday 8:30 – 5pm</td>
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<td>Monday closed</td>
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<td>Friday 11am – 7pm</td>
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<tr>
<td>Saturday 9am – 5pm</td>
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<tr>
<td>Sunday closed</td>
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EMERGENCY CLOSINGS
Occasionally we will find it necessary to open late, early or not open at all due to weather hazards, safety issues or other reasons. If this occurs you will be notified by management. Store hours may be changed only with the approval of management. (No one other than management is authorized to close the salon early.)

HAZARDS AND REPORTING OF ACCIDENTS
Safety is every staff member’s responsibility. Everyone must comply with the safety precautions and practices established by Sine. Review of safety precautions and practices will be done during your orientation program and periodically as need arises. We ask that you always report any accidents or product hazards to the management.
SECURITY
All of us are responsible for the security of ourselves and each other. We ask that when closing up at night, staff members walk out to their cars together and not alone if possible. Front desk employees should lock the door whenever they are alone at night. Security also means the security of the company assets and maintaining a safe work environment. Please report any security-related issues to management.

TELEPHONE USAGE
All staff members are expected to conduct themselves professionally and courteously on the phone. Personal phone calls are permitted on cell phones only. Staff will not be interrupted for telephone calls while working with a client (except of course, in an emergency). Please be sure to take accurate messages for your fellow team members.

ETIQUETTE
Our telephone greeting is:
Good (morning, afternoon, evening), Sine Qua Non Salon. This is _______. How may I help you? Are you able to hold?

NATIONAL HOLIDAYS
Our company recognizes the following 6 national holidays on which we will not be open for business:

BENEFITS AND COMPENSATION
Products-Staff members and their families are entitled to a 40% discount on all products except sale items.

All staff (not friends of staff) are eligible for a 40% discount on most products provided by SINE. Sale items are excluded. If an employee misuses their discount by allowing their friends to purchase at their discounted rate, or uses the discount as a bartering tool, SQN reserves the right to discontinue the employee discount for that employee, or take other disciplinary measures such as a written warning and/or termination.
VACATION TIME

Paid vacation time is available to each eligible regular full-time classified staff member to take time off from work for rest and relaxation after a specified time period. Vacation time is available to employees in good standing, i.e.: no outstanding warnings or complaints on file. Vacation pay is earned annually for FD managers. Management cannot give two weeks pay in one installment. Vacation pay is always given after you return to work from your vacation. If an employee chooses to leave SINE within one month of paid vacation benefits, management reserves the right to withhold benefit payment on check. You must work a minimum of 35 hours per week to receive vacation time.

Stylists:

Vacation pay is based on a sliding scale based on your average pay and your retail sales $ per client 65% of your average week from the previous year. Vacation benefits are also contingent upon performance, attendance, and achievement. Full-Time Stylists earn one week vacation pay after three years on the floor, and 2 weeks after 5 years. If you work 5 days on the floor you will receive 2 weeks of vacation pay, if you work 4 days on the floor you will receive 1 week.

Assistants:

Assistants begin accruing their vacation pay after earning their full-time chair on the floor.

FOR SALARY EMPLOYEES (MANAGEMENT):

Vacation Pay-A full week of vacation pay is provided after completing one year of employment. The benefits will begin on the first year anniversary of employees hire date for the first year. After that, benefits will be calculated on our fiscal year calendar which begins January 1st.

2 weeks of pay is earned after 3 years of full time employment.
3 weeks of vacation pay is earned after 6 years of full time employment.

FULL TIME HOURLY FRONT DESK EMPLOYEES (38 HOUR MINIMUM PER WEEK)

1 week earnings is earned after 3 years of employment. Management reserves the right to change benefit structure at anytime without prior notice.

Management reserves the right to offer vacation pay benefits to regular part-time employees in good standing.
VACATION/ TIME OFF REQUEST PROTOCOL

• Staff member’s annual salary vacation entitlement is credited immediately after the vacation time is taken.
• Approval of time-off requests are done on a first requested, first approved basis. Time off depends on staffing issues, staff commitments being met, and overall business activities being maintained during the employment absence. Approval by management is needed. Fill out a “time off request” form.
• Stylists must submit their request forms to their locations managers 6 weeks in advance.
• Front desk and assistants must submit their forms to the scheduling manager, Regan Alanes.
• Vacation requests should be submitted to management on a “time off request” form 6-8 weeks prior to the requested vacation date.
• Vacation time is not earned during the circumstances listed below:
  a) If 6 weeks notice is not given
  b) If management cannot guarantee approval
  c) After a leave of absence or eligible status, vacation time starts earning again at completion of the first full month of work. (i.e. the employee’s anniversary month will be shifted)
  d) Personal leave of absence of four weeks or more
  e) Sick leave absences exceeding four weeks
  f) Employee status change to ineligible status.
• 6 weeks maternity leave is required by law, Sine Qua Non Salon does not pay for maternity leave, though you may choose to use your vacation time for some of it.
• No days off during November or December, except directly around the holidays (the day before or after a National holiday). Taking an excessive amount of time during this time will result in a loss of vacation pay for that calendar year.

HEALTH INSURANCE

After the 90 day introductory period is completed, you can be added to our United Health Care HMO.

The goals and benefits will be discussed and reviewed in your monthly one-on-one meetings with Laura. Management reserves the right to change, revise, or remove the Health Insurance Bonus at any time, with or without notice. Our group rate per employee is currently $350.00 per month. All salaried employees health insurance will be negotiated with management at the appropriate time, and is given on an individual basis.

If you wish to participate in our HMO, complete your health insurance application found in your orientation folder, and give to Christopher or Jessica, your HR Manager.
401K
After working at SINE for 6 months you are eligible for our TransAmerica 401K Retirement Plan. You may invest up to $17,000 per year pre-tax, and control your investments on the internet. If you leave the company, monies can be refunded or transferred to an IRA in your name. SINE may or may not contribute at the end of each fiscal year. Profit sharing is available.

ELIGIBILITY/TERMINATION/RE-EMPLOYMENT
If employment is terminated by SINE or by the employee, vacation time may not be taken during the last 2 weeks of employment, regardless of when it was approved. Previous staff members re-hired by SINE will have their past service years reinstated for calculating vacation earnings if they were employed for more than one year prior to termination. Staff members eligible for vacation after re-employment will have their past service years applied for determining their vacation earnings.

LEAVE OF ABSENCE
Periodically a staff member may request a leave of absence to meet specific needs. If you are classified as a regular full-time or regular part-time staff member you are eligible to make such a request. Depending on the circumstances, the company may or may not be able to guarantee your position when returning from an extended leave of absence. Approval for most leaves of absence requests are at the discretion of management based on current business needs and past practices. Management should be advised as soon as possible when a leave of absence is desired.

BEREAVEMENT TIME/JURY DUTY
Time off for absences due to the death of a family member is available to all staff. One day off is given for the death of a member of a sibling, a sister/brother-in-law, grandparent, uncle, aunt, niece/nephew, grandchild, parent or child.

If you are called for jury duty you are expected to return to work if your presence is not required all day. Inform management as soon as possible when you receive a jury duty notice. Jury duty leave is without pay.

PERSONAL LEAVES OF ABSENCE
Personal unpaid leaves of absence will be available to staff members depending on the circumstances of the request. Usually, leaves of absence will not be approved for more than six weeks. A staff member must have completed at least six months of working service to be eligible to make such a request. Contact management whenever a leave of absence is desired. Occasionally a leave of absence will be granted for personal reasons such as family illness, personal business or extended travel.
MEDICAL
Unpaid medical leave of absence may be granted to a staff member whose illness exceeds 10 days. After completion of the first six months of employment, an unpaid medical leave of absence up to 6 months is available. Medical validation is required along with approval from management. An effort will be made to keep the staff member’s position available, or to offer a similar position. If this is not practical, the staff member may be terminated.

EDUCATION ASSISTANCE
An educational leave request may be considered for approval but may not exceed a one month period. Approval is at the discretion of management. No job guarantees are provided.

WORKER’S COMPENSATION
All staff members are covered by the Worker’s Compensation Law which has been established to standardize the benefit structure, reduce litigation, and encourage early rehabilitation intervention, good employer/employee relationships and return to work programs. The cost of this coverage is fully paid for by SINE. All job related injuries should be reported immediately to management. Appropriate forms must be completed and staff is expected to cooperate fully in completing any necessary forms or reporting for any required examination.

UNEMPLOYMENT COMPENSATION
Former staff members who have lost their jobs may, under certain conditions, qualify for unemployment benefits. The company reviews all unemployment claims thoroughly, and may attend fact finding or appeal hearings when the facts regarding eligibility are in question.

GOAL SETTING
Individual personal and professional goals may be developed for staff members in order to assist in achieving our company goals. Achievement of goals may be reviewed between you and management. Based on the following information, you and management may develop a support system to touch up skills in areas that have not shown to be strong.

PERFORMANCE EVALUATION/ ONE ON ONES
While the performance of each staff member is under continuous review throughout your employment; overall performance will be evaluated between you and management periodically. We encourage you to consistently strive for personal and professional growth in our company. Individual evaluations will primarily reflect commitment to your goals and accomplishment of your position objectives. Performance evaluations will be a factor in determining continued employment.
**OTHER POLICIES**

**DOING FRIEND’S AND RELATIVE’S HAIR:**
Absolutely no friends or relatives will be allowed to get their hair done for free during peak hours. **Peak hours are evenings (beginning at 4pm) and all weekends.** You must either come in on your day off or do your friends in the afternoon hours, finishing by 4pm. **NO EXCEPTIONS.** If a friend or a relative is booked during peak hours they must pay 50% of their service cost directly into the salon account. All friends and relatives must reimburse the salon for color usage. The charge is $25 per color application.

**COLOR USAGE**
A $12 minimum per color tube fee will be charged to all employees for color used on themselves and $25 for friends or family members in the salon.

**DRESS CODE**
Professional, fashion conscious dress is required. **LOOK GOOD!!!** There is no color code. The dress code is as follows:
- **Only ONE Casual item at a time.** Casual items are jeans, gym shoes of any kind, and T-shirts.
- No casual gym shoes.
- No exposed stomachs.
- Clean unwrinkled clothes.
- Sandals are okay, but must be stylish and have some heel.
- No flip flops.
- No short shorts.
- No ripped clothing...shirts, sweaters, stockings...etc.

Thank you again for choosing our family as your place of employment!
Quality of Craft/ Work
• High level of technical ability and consistency
• Dedication to continued skill and knowledge improvement
• Respect for classical foundations of haircutting while being attuned to the latest trends
• Services performed at SQN quality standards
• Willingness to take in and respond to feedback
• Dedication to advanced education
• Customizing service to each client

Creativity
• Diversity in services offered
• Finding inspiration from a variety of sources
• Individual expression (i.e. dress, interests, styles of living) and acceptance of diversity
• Taking creative risks through experimentation
• Ready to accept creative challenges

Positive Work Environment/ Atmosphere
• Encouraging and supportive atmosphere
• Effort to make everyone feel welcomed
• Teamwork, camaraderie, and mutual respect
• Projecting positive attitudes

Fun
• Playfulness and positive outlook
• Contagious smiles
• Routine celebrations (i.e. events, parties, etc.)
• Good music and artwork
• Not taking things too seriously
OPERATIONS

Payroll ------ Payroll Manager
Scheduling ------ Operations Director
Human Resources ------ Human Resource Director

EDUCATION

Blowdry ------ Head NE
Cutting ------ Art Director
Color ------ Color Training Director
Scheduling ------ Education Director
sine qua non: management structure

- Owner: Laura
- Operations Director: Regan

**Location Managers**
- Location Manager Sine 1
  - Stylists
  - Front Desk Coordinators
  - Assistants
- Location Manager Sine 2
  - Stylists
  - Front Desk Coordinators
  - Assistants
- Location Manager Sine 3
  - Stylists
  - Front Desk Coordinators
  - Assistants
- Location Manager Sine 4
  - Stylists
  - Front Desk Coordinators
  - Assistants

- SQN Education Team
  - Cutting/Color/Ne