# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENTS</td>
<td>ii</td>
</tr>
<tr>
<td>WELCOME LETTER</td>
<td>1</td>
</tr>
<tr>
<td>INTRODUCTION</td>
<td>2</td>
</tr>
<tr>
<td>The Function of this Handbook</td>
<td>2</td>
</tr>
<tr>
<td>At-Will Employment Relationship</td>
<td>2</td>
</tr>
<tr>
<td>Equal Opportunity Employer</td>
<td>3</td>
</tr>
<tr>
<td>Genetic Information Nondiscrimination Act (GINA)</td>
<td>3</td>
</tr>
<tr>
<td>Mission/Vision/Values</td>
<td>4</td>
</tr>
<tr>
<td>The Structure of Jude's Barbershop</td>
<td>5</td>
</tr>
<tr>
<td>History</td>
<td>6-7</td>
</tr>
<tr>
<td>Management Philosophy</td>
<td>8</td>
</tr>
<tr>
<td>Open Door Communication Policy</td>
<td>8</td>
</tr>
<tr>
<td>Statute of Actions</td>
<td>8</td>
</tr>
<tr>
<td>COMPLIANCE</td>
<td>9</td>
</tr>
<tr>
<td>Business Ethics and Conduct</td>
<td>9</td>
</tr>
<tr>
<td>Statement of Employer Expectations</td>
<td>10</td>
</tr>
<tr>
<td>Prohibited Harassment</td>
<td>12</td>
</tr>
<tr>
<td>Confidentiality</td>
<td>12</td>
</tr>
<tr>
<td>Conflict of Interest/ Non-Compete</td>
<td>13</td>
</tr>
<tr>
<td>Service Provider Agreement</td>
<td>13</td>
</tr>
<tr>
<td>Substance Abuse/ Drug-Free Workplace</td>
<td>14</td>
</tr>
<tr>
<td>Non-Smoking Facility/ Alcohol Policy</td>
<td>14</td>
</tr>
<tr>
<td>Customer Relations</td>
<td>15</td>
</tr>
<tr>
<td>Quality/Standards Policy</td>
<td>15</td>
</tr>
<tr>
<td>EMPLOYMENT STRUCTURE</td>
<td>16</td>
</tr>
<tr>
<td>Working Hours</td>
<td>16</td>
</tr>
<tr>
<td>Attendance and Punctuality</td>
<td>17-18</td>
</tr>
<tr>
<td>Lunch and Rest Breaks</td>
<td>19</td>
</tr>
<tr>
<td>Break Time for Nursing Mothers</td>
<td>20</td>
</tr>
<tr>
<td>Flex-Time/Make-up Time</td>
<td>20</td>
</tr>
<tr>
<td>Outside Employment</td>
<td>21</td>
</tr>
<tr>
<td>Orientation</td>
<td>22</td>
</tr>
<tr>
<td>Job Descriptions</td>
<td>22</td>
</tr>
<tr>
<td>Performance Appraisals</td>
<td>23</td>
</tr>
<tr>
<td>Employment Records</td>
<td>24</td>
</tr>
<tr>
<td>Social Security Number Privacy Act</td>
<td>26</td>
</tr>
<tr>
<td>Internal Posting of Open Positions/Transferring/Employment of Relatives</td>
<td>26</td>
</tr>
<tr>
<td>Dress Code</td>
<td>27-29</td>
</tr>
<tr>
<td>Fragrance/Scent in the Workplace</td>
<td>28</td>
</tr>
<tr>
<td>Company Provided Storage</td>
<td>30</td>
</tr>
<tr>
<td>Radios</td>
<td>29</td>
</tr>
</tbody>
</table>
# TECHNOLOGY

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Use and Access</td>
<td>46</td>
</tr>
<tr>
<td>Passwords</td>
<td>46</td>
</tr>
<tr>
<td>Protection of Information</td>
<td>46-48</td>
</tr>
<tr>
<td>Social Media and Blogging</td>
<td>47</td>
</tr>
<tr>
<td>Telephone and Mobile Devices</td>
<td>48</td>
</tr>
<tr>
<td>Telephone Calls</td>
<td>48</td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>48</td>
</tr>
</tbody>
</table>

# COMPANY PROPERTY

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letterhead</td>
<td>49</td>
</tr>
<tr>
<td>Logo</td>
<td>49</td>
</tr>
<tr>
<td>Equipment</td>
<td>49</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>49</td>
</tr>
<tr>
<td>Facilities</td>
<td>50</td>
</tr>
<tr>
<td>Automobile and Driver Policy</td>
<td>50</td>
</tr>
<tr>
<td>Use of Bulletin Boards and White Boards</td>
<td>51</td>
</tr>
<tr>
<td>Solicitation</td>
<td>51</td>
</tr>
</tbody>
</table>

# SAFETY

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster Procedures</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>Emergency Situation Procedures</td>
</tr>
<tr>
<td></td>
<td>Medical Emergency</td>
</tr>
<tr>
<td>Workers' Compensation</td>
<td>53</td>
</tr>
<tr>
<td>Non-Work Related Injuries and Illnesses</td>
<td>53</td>
</tr>
<tr>
<td>Work Areas</td>
<td>53</td>
</tr>
<tr>
<td>Safety Requirements</td>
<td>53</td>
</tr>
<tr>
<td>Cosmetology Licensing Requirements</td>
<td>55</td>
</tr>
<tr>
<td>Ergonomics</td>
<td>54</td>
</tr>
<tr>
<td>Bloodborne Pathogens Standard</td>
<td>54</td>
</tr>
</tbody>
</table>

# SECURITY

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Security</td>
<td>55</td>
</tr>
<tr>
<td>Visitors</td>
<td>55</td>
</tr>
<tr>
<td>Security and Monitoring</td>
<td>56</td>
</tr>
<tr>
<td>Dishonesty</td>
<td>56</td>
</tr>
<tr>
<td>Theft</td>
<td>56</td>
</tr>
</tbody>
</table>

# TRAINING/EDUCATION

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Training</td>
<td>57</td>
</tr>
<tr>
<td>Outside Seminars</td>
<td>57</td>
</tr>
<tr>
<td>Licensed/Certified Positions</td>
<td>57</td>
</tr>
</tbody>
</table>

# PUBLIC RELATIONS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Representation of the Company</td>
<td>58</td>
</tr>
<tr>
<td>Media Relations</td>
<td>58</td>
</tr>
</tbody>
</table>
Political Activities ............................................................................................................... 58

CORRECTIVE ACTION/SEPARATION ..................................................................... 59
Disciplinary Guidelines ................................................................................................. 59
Termination of Employment ......................................................................................... 60
Verification of Employment ......................................................................................... 60

HANDBOOK ACKNOWLEDGMENT ................................................................... 61
WELCOME LETTER

At Jude’s Barbershop, we strive to provide our employees with a positive working environment enjoyed by both customers and employees! Please know that all employees are considered a valuable asset to our team. It is our hope that employees will find Jude’s Barbershop a good place to work and will gain satisfaction from knowing their individual efforts will help contribute to the success of the team.

We are committed to complying with all rules, regulations, policies, laws and procedures that are applicable to our customers and employees.

This handbook covers information that should answer many employment-related questions. No single handbook, however, can cover every situation.

Please read this material carefully. All employees are expected to be familiar with its contents. The last page is to be signed confirming that you’ve read and understood the contents of this handbook.

Please know that at Jude’s Barbershop we believe the feedback we receive from our employees in an invaluable asset that plays an important role in the growth, development and success of our company. We ask and encourage employees to voice any feedback/suggestions they may have by sending an email to contact@judesbarbershop.com.

Any questions and/or concerns you may have regarding any policies outlined in this handbook should be voiced to your Location Manager. If further clarification is needed please send an email to contact@judesbarbershop.com.
SECTION 1: INTRODUCTION

The Function of this Handbook

This handbook’s purpose is to enhance communication between Jude’s Barbershop and you. It also provides employees with knowledge of policies, procedures, and guidelines regarding the way Jude’s Barbershop does business. It is a tool to be used by everyone in the company.

Throughout the course of this handbook, Jude’s Barbershop may also be referred to as “Jude’s” or “the Company.”

Every effort is made to develop a positive, productive working environment for everyone. These policies are intended to provide you with an understanding of behavior and performance expectations.

You should use this handbook as a reference guide for questions regarding employment with Jude’s Barbershop. As in any company, the policies, procedures, and work rules may change. Therefore, changes made to policies, procedures, and work rules described herein will supersede any manuals or policies previously distributed.

If you have questions or concerns about any aspect of this handbook, please discuss them with your Location Manager.

At-Will Employment Relationship

Jude’s Barbershop has an at-will relationship with their employees the at-will policy cannot be changed or modified by any statements made in this handbook, internal memos, external letters, or documents produced by any employee or employees of the company. No Jude’s Barbershop representative is authorized to change or modify this policy for any employee or to enter into an agreement, oral or written, that changes the at-will policy, with the exception of the Owner. No modifications of this relationship are effective unless they are reduced to writing and signed and dated by the Owner.

Any statements regarding discipline shall not alter the company’s ability to terminate employment with or without cause and with or without notice.

Jude’s Barbershop reserves the right to alter, amend, modify, change, or terminate any of the policies or benefits described in this handbook at any time, with or without notice to the employees.
**Equal Opportunity Employer**

Jude’s Barbershop is an equal opportunity employer. It does not discriminate against individuals on the basis of race, religion, color, sex, age, national origin, disability, height, weight, marital status, genetic information, veteran status, pregnancy, childbirth or related conditions or other protected classifications (“Protected Characteristics”), in any aspect of employment.

It is the responsibility of all employees, at all levels, to support this policy. Employees who feel they have been treated in a manner that is in violation of this policy should report the situation, in writing, to the Operations Manager. This includes treatment from co-workers, supervisors, customers, and the public. Any behavior considered inappropriate, offensive, or intimidating is not acceptable and will not be tolerated.

The Company will provide reasonable accommodations to employees with disabilities. Employees must request an accommodation from the Operations Manager within 182 days, in writing, from when they knew (or should have known) of the need for the accommodation.

**Genetic Information Nondiscrimination Act (GINA)**

Jude’s Barbershop complies with the terms of the Genetic Information Nondiscrimination Act. This Company will not use its employee’s genetic information for any employment-related decisions, including hiring, firing or any other terms and conditions of employment.

In the course of the employment relationship, management may have exposure or knowledge of an employee’s health condition. This exposure should be limited only to a need-to-know basis. Management will disregard any knowledge of any past medical conditions, and make employment decisions based solely on the merits of the employee’s performance.

This information will remain confidential, will only be used for the purpose of treatment and will not be taken into consideration for any employment related decisions.
Mission/Vision/Values

Our mission at Jude’s Barbershop is to provide our customers with the most talented, well trained, friendliest professionals this industry has to offer. At Jude’s Barbershop we are a step above the rest and will happily go above and beyond to ensure that each and every customer not only receives the best services and grooming experience possible but leaves feeling relaxed, cared for and eager to return as soon as possible!

Our Vision:

Jude’s Barbershop is a modern; fast-paces locally owned and operated family business where both customers and employees are valued. Most salons are designed with women in mind, making men feel like they walked into the wrong place to get their haircut. Jude’s Barbershop was created as a place for guys so they too, would have a place where they feel most comfortable while getting a haircut, straight razor shave, relaxing scalp massage & shampoo with a hot towel treatment, beard trim, color or any of the other manly services offered on our menu.

Our ultimate masculine environment includes custom wall size graffiti murals, stretches of wall covered in posters, flat screen TVs between every station, stainless steel counters, toolboxes for service provider equipment and music favorites playing in the background.

Beyond maintaining and carrying out our company mission, vision and brand we will strive

- To grow this company in a moderate, sustained manner while continuing to expand its customer base;
- to continually improve our employees' scope of knowledge and professionalism; and
- to continually invest in technology to provide our customers with the best service and selection available.

Values:

- We value our customers and are dedicated to treating them with respect.
- We value our staff and are dedicated to providing an environment that is fun, upbeat, focused and motivating for professional growth and continual learning.
- We value our business and work to make it a profitable and viable business that will be able to serve the community for years to come.
The Structure of Jude’s Barbershop

Each Jude’s Barbershop location is owned by a separate entity. Each employee is legally employed by the location entity that is their “home location” while Jude’s Barbershop, Inc. provides the Human Resources, including payroll for each entity. All of these entities including Jude’s Barbershop, Inc. have the same ownership. The structure of these entities is needed to separate liability for legal and other business purposes.

Jude’s Barbershop is a professional corporation that is owned by Thomas Martin. The staff at Jude’s Barbershop is comprised of many different levels and positions.

Regardless of the position, all employees at Jude’s Barbershop are highly valued and are recognized for their contributions to the success of the business.
History

The Story of Jude: Jude's Barbershop was named after my father Wilbur Jude Martin. He was born on Beaver Island, which is located in Northern Lake Michigan, 35 miles north of Charlevoix. When my Grandmother was about to give birth to my father, the nuns on Beaver Island called to Charlevoix to summon the doctor. They were told that the doctor was in jail for performing an abortion. The year was 1938 and abortion was illegal. My Grandmother was a small lady and the nuns did not think she would live through the delivery because my father was so big. This made it all that more important that the doctor be present during the delivery. They convinced the judge to temporarily release the doctor to deliver my father. The doctor was flown from Charlevoix to Beaver Island on the night of March 20th. Saint James harbor was still frozen over so they had everyone on the island bring their Christmas trees out on the ice to light on fire when they heard the airplane's engines overhead. The modest "runway lights" helped to guide the pilot to a safe landing and the doctor delivered my father the next day. Because of all the trouble with my fathers' birth, the nuns told my Grandmother to name him “Jude” after Saint Jude, the Patron Saint of Hopeless Causes. –Thomas Martin

We first opened our doors on August 31st 2005. Since then we’ve continued to expand throughout Michigan and currently have a total of 27 locations.

- **Plainfield (Cheshire Area):** located at 2221 Plainfield Ave. NE, Grand Rapids, MI 49505 opened its doors on November 3rd, 2005.
- **Cottonwood (Jenison):** located at 7495 Cottonwood Dr., Jenison, MI 49428 opened its doors on April 5th, 2006.
- **Standale:** located at 3888 Lake Michigan Dr. NW, Standale, MI 49534 opened its doors on May 30th, 2006.
- **Eastown:** located at 1551 Wealthy St. SE, Eastown, MI 49506 opened its doors a few blocks down from its current location in June of 2006. The current location opened its doors on August 11th, 2011.
- **Ivanrest:** located at 4533 Ivanrest SW, Grandville, MI 49418 opened its doors on December 11th, 2006.
- **Kentwood:** located at 6058 Kalamazoo Ave. SE, Kentwood, MI 49508 opened its doors on April 10th, 2007.
- **East Beltline:** located at 5020 East Beltline NE, Grand Rapids, MI 49525 opened its doors on May 14th 2007.
- **West River Dr.:** located at 4575 West River Dr. NE, Comstock Park, MI 49321 opened its doors on August 8th, 2007.
- **Fuller:** located at 1215 Fuller Ave. NE, Grand Rapids, MI 49505 opened its doors on September 26th, 2007.
• **Allendale:** located at 4814 Lake Michigan Dr., Allendale, MI 49401 opened its doors on October 17th, 2007.

• **Zeeland:** located at 59 W. Washington Ave., Zeeland, MI 49464 opened its doors on May 1st, 2008.

• **Byron Center:** located at 5783 Byron Center Ave. SW, Wyoming, MI 49519 opened its doors on June 25th, 2008.

• **Grand Haven:** located at 448 N. Beacon Blvd., Grand Haven, MI 49417 opened its doors on August 26th, 2008.

• **Saginaw (Frandor):** located at 3415 E. Saginaw St., Lansing, MI 48912 opened its doors on February 27th, 2009.

• **W. Main:** located at 4520 West Main St., Kalamazoo, MI 49006 opened its doors on April 1st, 2009.

• **Cascade:** located at 4700 Cascade Rd. SW, Grand Rapids, MI 49546 opened its doors on June 10th, 2009.

• **Westnedge:** located at 6800 S. Westnedge Ave., Portage, MI 49002 opened its doors on May 6th, 2010.

• **Washington:** located at 120 S. Washington Square, Lansing, MI 48933 opened its doors on June 25th, 2010.

• **Okemos:** located at 1861 W. Grand River Ave., Okemos, MI 48864 opened its doors on February 17th, 2011.

• **East Paris:** located at 3975 28th St. SE, Grand Rapids, MI 49512 opened its doors on April 7th, 2011.

• **Celebration North:** located at 2121 Celebration Dr. NE, Grand Rapids, MI 49525 opened its doors on May 11th, 2011.

• **Traverse City:** located at 3480 S. Airport Rd., Traverse City, MI 49684 opened its doors on December 21st, 2011.

• **Alpine:** located at 4 Mile Rd. NW, Comstock Park, MI 49321 opened its doors on February 16th, 2012.

• **Caledonia:** located at 9175 Cherry Valley, Caledonia, MI 49316 opened its doors on May 19th, 2017.

• **West Centre:** location at 2050 West Centre Ave, Portage, MI 49024 opened its doors on June 6th, 2018.

• **Lake Lansing:** located at 3499 Lake Lansing Road, East Lansing, MI 48823 opened its doors on August 9th, 2018.

• **Ada:** located at 6745-B Fulton Ave. SE, Ada, MI 49301 opened its doors on December 27th, 2018.
Management Philosophy

This company will strive to provide a working environment that promotes and fosters both individual and team contributions, encourages open communication between management and its employees, and empower its employees to make good business decisions.

The Company will work to clearly define and communicate all duties, responsibilities, and level of authority of all employees. Each employee should have a clear understanding of performance expectations, and management will try to provide regular input in order to help each employee reach and exceed job expectations.

These expectations include treating each other with respect and working together as a team for the good of Jude’s Barbershop. Employees are expected to work together in a cooperative and collaborative manner, and to seek and offer assistance when needed.

Finally, the Company will work to provide a productive and professional work environment that is free of all forms of harassment as well as conduct that creates an intimidating, hostile or offensive work environment.

Open Door Communication Policy

Jude’s Barbershop provides its employees an opportunity to express their concerns, disagreements, and problems with co-workers or management. Employees should feel free to contact the Upper Management team with their concerns. Employees should initially speak with their direct manager, yet employees should feel free to address their concerns with any member of management. Employees will be heard with an open mind and their concerns will be acknowledged and addressed.

It is imperative that all employees know and take advantage of this communication policy whenever a need arises. All employees will be assured that management will not retaliate against any employee for their use of this policy.

Statute of Actions

As a condition of employment, each employee agrees not to commence any action or lawsuit relating to their employment relationship with Jude’s Barbershop more than the lesser of the applicable statute of limitations, or 180 calendar days after the date the employee knows or should have known of the event giving rise to the claim, complaint, action, or suit. Each employee agrees to waive any statute of limitation to the contrary.
SECTION 2: COMPLIANCE

Business Ethics and Conduct

The successful business operation and reputation of Jude's Barbershop is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a complete and solemn regard for the highest standards of conduct and personal integrity.

At Jude's Barbershop, we rely on the integrity and good judgment of every employee. Any deviation from high ethical standards reflects on your personal reputation as well as the reputation of Jude's Barbershop. Continued success is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Jude's Barbershop and its customers to act in a way that will merit the continued trust and confidence of the public. Employees are expected to exercise discretion and professionalism at all times, both in and out of the barbershop. Customers and fellow employees must be treated with respect, courtesy, and honesty at all times.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. Acting with integrity and conducting yourself in an ethical way means to hold yourself to a higher standard than what is expected of you from all laws and regulations, by doing the right thing even when no specific rule or regulation exists forcing you to do so. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Operations Manager who may offer further advice and consultation.

Jude's Barbershop will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. Compliance with this policy of business ethics and conduct is the responsibility of every Jude's Barbershop employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.
Statement of Employer Expectations

Jude’s Barbershop has established basic performance and behavioral expectations for its employees. Likewise, the Company has developed certain management principles used to help in the managing of its employees.

Employees must present themselves in a professional manner at all times, especially when interacting with customers. In addition, when representing Jude’s Barbershop at outside functions, employees are expected to act professionally at all times.

Employees are expected to be responsible, to arrive to work on time, and to complete tasks assigned to them. Although each employee has a specific role, there may be times when employees will be asked to assume responsibilities not defined in their job description. It is the responsibility of each employee to complete these additional responsibilities accurately and in a timely manner.

Employees must be aware of their surroundings when engaging in conversations that include customer information or that are of a personal nature. Employees must be cognizant of the volume of their voices when involved in discussions with customers, co-workers, friends and/or relatives, especially when discussing personal or confidential information.

Employees are expected to treat each other with respect and to work together as a team for the good of the Company. Employees are also expected to work together in a cooperative and collaborative manner, and to seek and offer assistance when needed.

The Company will strive to provide a working environment that promotes and fosters individual and team contributions, encourages open communication between management and employees, and empowers employees to make good business decisions.

It is incumbent upon the Company to clearly define and communicate all duties, responsibilities, and level of authority to all employees. Each employee should have a clear understanding of performance expectations, with regular input from management in order to reach and exceed job expectations.

Employees’ compensation is based upon their merit and contributions to the success of Jude’s Barbershop rather than length of service with the Company.


**Harassment-Free Workplace**

Jude’s Barbershop is committed to providing a work environment based on mutual respect and teamwork. That means a work environment free of harassment.

**Harassment is Prohibited**

Jude’s Barbershop defines *harassment* as behavior or comments that create a hostile work environment for another person because of race, color, national origin, religion, sex, age, disability, height, weight, genetic information, pregnancy, childbirth or related conditions, marital status, military status, genetic information, sexual orientation, gender expression or identity, or any other status or condition protected by applicable federal, state or local laws.

Jude’s Barbershop prohibits any physical, verbal, or visual harassment of anyone, including employees, customers, and vendors. Jude’s Barbershop prohibits harassment based on any characteristic protected by applicable federal, state or local law, including, but not limited to, race, color, national origin, religion, sex, age, disability, height, weight, genetic information, pregnancy, childbirth or related conditions, marital status, military status, genetic information, sexual orientation, gender expression or identity.

Employees who feel they are being harassed should immediately report the incident(s) to the Operations Manager.

Employees found to have violated this policy will be subject to disciplinary action up to and including termination of employment.

Jude’s Barbershop prohibits sexual harassment of any kind to or by its employees, customers, or vendors. Sexual harassment is defined by law “as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

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

Employees who feel that this policy has been violated must immediately report the incident, preferably in writing, the word “HARASSMENT” written in the email subject to the Operations Manager or to the company owner so that an investigation can be conducted as quickly as possible, preferably within five (5) days of the incident. All complaints of harassment will be investigated promptly, maintaining the highest confidentiality possible, although confidentiality cannot be guaranteed. Any member of management who receives a report of harassment or has any knowledge of a harassment complaint has an obligation to report the incident to the Operations Manager or to the company owner for investigation. Employees are expected to fully cooperate with the investigation. Retaliation for claims of harassment will not be tolerated. Reports of retaliation must be made as described above to the Operations Manager or the company owner. The filing of harassment claims that are clearly false and without any justification will not be tolerated and may be subject to disciplinary action up to and including termination.
CONFIDENTIALITY

All information obtained from customers or about customers must be kept confidential. Customer information should not be discussed inappropriately within the business or outside the company by name or in any manner that would serve to identify the person.

In addition to customer information, employees of the Company may also be exposed to proprietary and confidential information that is not generally known publicly and is held confidential by the company. This information includes, but is not limited to, the client database and vendor lists.

Employees of Jude’s Barbershop, associates and independent contractors must keep all business information confidential, whether it is identified as confidential or not, for the betterment of the Company, unless they have received prior written approval from the owner of the company to release such information. In addition, employees shall not use this information for any purpose other than to carry out their duties as it relates to their employment.

Employees, associates and independent contractors agree that Jude’s Barbershop shall be entitled to preliminary and final injunctive relief to prevent and restrain the unauthorized disclosure of confidential information.

Any employee in violation of this Policy will be subject to disciplinary action or termination of employment.

CONFLICT OF INTEREST/NON-COMPETE

Jude’s Barbershop prohibits its employees from engaging in any activities, companies, or conduct that could be considered in direct conflict with the best interest of the company, its customers, or suppliers.

Employees must not have a financial interest in any supplier, whether the interest is direct or indirect through a near relative.

Employees must not accept secondary employment positions with any organization that conducts business with Jude’s Barbershop or is a competitor of the Company. This includes acting as an adviser or consultant unless the employee is acting within the responsibilities of their position.

Employees must not serve, in any manner, a company or organization that may obtain business from Jude’s Barbershop or may be in competition with the Company.

SERVICE PROVIDER AGREEMENT

All Service Providers and Managers must sign a Confidentiality, Non-competition and Educational Expense Agreement, titled Service Provider Agreement, before Jude’s Barbershop can employ them.
Jude’s Barbershop prohibits the use, sale, purchase, distribution, possession, or manufacture of illegal drugs, narcotics, marijuana, prescription drugs obtained illegally, or used other than as directed, and the misuse of legally prescribed medications on Company property, while using Company property, while performing work on behalf of the Company, while driving a Company vehicle and/or while on Company paid travel. Further, Jude’s Barbershop prohibits the use, sale, and consumption of alcoholic beverages and/ or marijuana on Company property, while using Company property, while performing work on behalf of the Company or while driving a Company vehicle.

Employees suspected of violating this policy will be required to take a substance screening drug and/or alcohol test. Employees involved in an accident that caused injury or property damage, violate a safety policy, or engage in unusually careless acts, will also be tested.

Jude’s Barbershop retains the right to conduct random drug tests on all employees, including members of management. Employees are expected to immediately submit, if requested, to a drug test. The drug screen may include the testing of an individual’s blood, urine, breath, hair, saliva, or otherwise as reasonably deemed to determine possession or impairment. Failure to immediately comply or cooperate with the drug test will be considered a voluntary resignation of employment.

Employees with a positive test result will be disciplined which may include termination. Employees who refuse to cooperate with a test, including but not limited to tampering with a substance-screening test, contaminating a sample, or switching a sample, will be considered as voluntarily resigning from their employment.

For safety purposes, employees taking prescription or over-the-counter medication that may alter an individual's ability to work must report this to their manager and the Upper Management Team. Employees may be required to provide requested medical documentation and may be subject to reassignment or may be sent home until they are able to safely perform their position’s essential job functions.

The Company reserves the right to refuse to allow an employee to work and to remove any employee from the Company property if they are suspected of being under the influence of drugs or alcohol.

The Company also reserves the right to remove from company property any visitor believed to be in violation with any aspect of Jude’s Barbershop’s substance abuse policy. Jude’s Barbershop is committed to providing its staff with a workplace free of substance abuse.
**Non-Smoking Facility**

Jude’s Barbershop is a smoke free work environment. Jude’s Barbershop does not offer “smoke breaks” during the course of the business day. Employees are free to smoke outside the building in designated areas before or after work or during their lunch break if they choose to do so. It is imperative that employees who do smoke are cognizant that they do not smell of tobacco while at work.

**Alcohol Policy**

Jude’s Barbershop does not allow consumption of alcohol during working hours. However, there may be occasions when employees are attending events where alcohol is being offered. This policy is intended to communicate clearly, the expected behavior of all Jude’s Barbershop employees.

Any employee attending an event of behalf of Jude’s Barbershop is representing the Company. In order to maintain a professional image for the Company, all employees that choose to consume alcohol during the event must do so with extreme caution. Alcohol consumption must be moderate, within legal limits, and cannot impact the employees’ ability to conduct themselves in a professional manner. Their cognitive abilities must not be compromised.

During Company sponsored events such as holiday parties or company meetings, alcohol may be offered. In this case, employees will be allowed to consume alcohol if they choose, but again, must do so in moderation and within legal limits.

Employees may not pay for (nor be reimbursed for) alcoholic beverages with Company funds; including the use of Company credit cards. Since Jude’s Barbershop may have occasion to host other professionals for dinner, alcohol with dinner can be paid for by Jude’s Barbershop with PRIOR APPROVAL FROM (The Owner Thomas Martin).

Any other exceptions to this policy must be fully discussed with (The Owner Thomas Martin) in advance.
**Customer Relations**

Employees at Jude’s Barbershop work directly with customers each day, whether on the phone or in person; the success of the Company and its employees is dependent upon how customers perceive they are treated and if they feel their needs have been met.

All employees must understand their role in customer service and must strive to exceed service expectations. When employees are working, they represent the Company in both their behavior and the manner in which they treat customers. Therefore, all employees are expected to treat others respectfully and professionally at all times. Failure to do so could result in disciplinary action.

**Quality/Standards Policy**

Jude's Barbershop is dedicated to providing the highest quality of products and services to its customers in a timely manner and at set prices set by the company. Employees are expected to be committed to this standard and provide the highest quality level of service to every customer seeking assistance. This is done by complying with established protocols, contributing ideas and offering suggestions to continually improve, expand knowledge, and focus on the customer’s needs. Failing to do so could result in disciplinary action which may include loss of performance bonus pay.
SECTION 3: EMPLOYMENT STRUCTURE

WORKING HOURS

Jude’s Barbershop’s business hours and hours of operation are posted and available on our website and in our Operations Manual. These hours may vary based on location and holidays. Employees are expected to be ready for/to work at their scheduled shift start time and will work until the last customer they were scheduled is serviced or until the end of their scheduled shift.

ATTENDANCE AND PUNCTUALITY

Regular attendance and punctuality contribute greatly to the efficiency and smooth operation of Jude’s Barbershop. It is essential for you to develop good work habits which include a good attendance record and being on time for work.

Employees scheduled shifts are posted 3 weeks in advance and can be found on the website (www.judesbarbershop.com) and in Super Salon. Employees are responsible for knowing when they are scheduled to work. Due to the nature of our business, employee’s hours from week to week may vary as they are adjusted to fit the needs of our customers. If an employee is unable to work their scheduled shift, they are required to arrange for another employee to work their scheduled shift in their place. Except when:

- the employee has a doctor’s note excusing their absence or when
- the employee unexpectedly is unable to work their scheduled shift and has an earned Unpaid Personal/Sick Day they choose to use excusing them (last minute) from their scheduled shift. When doing so the employee is required to notify their manager and then the Jude’s main office as far in advance as possible.

Whenever possible, to avoid inconveniencing our customer’s, changes in the schedule must be done 1 week in advance of the day being changes. Once agreeing to work another employee’s scheduled shift it is then considered your shift.

Example: When “Employee A” agrees to work “Employee B’s” scheduled shift, once the schedule has been changed the shift is then considered “Employee A’s” shift and responsibility.

Employees are required to arrive to work 15 minutes before their scheduled shift to prepare and set up for the day ahead making it possible to begin servicing customers at their scheduled start time.
Employees who are late or anticipate the possibility of being late must contact and notify their manager and then the Jude’s main office as far in advance as possible. Regardless of the length of time you are tardy; you must immediately report to your manager and the Jude’s main office upon arrival at work and explain the reasons for your tardiness. Disciplinary action may occur if an employee fails to report to work and/or does not contact both their manager and the Jude’s main office.

Tardiness is defined as starting late or leaving early without approval from management.

Employees who need to leave work during their scheduled shift due to illness or emergency do not need to request permission from their Location Manager or the Jude’s main office. All they must do is notify their Location Manager and the Jude’s main office before leaving. Upon returning to work the employee must provide their Location Manager with documentation legitimizing their urgent departure.

Employees who are unable to work their scheduled shifts for multiple consecutive days must contact their Location Manager on a daily basis. The Company maintains the right to address employees who have excessive absenteeism and/or tardiness with disciplinary action including termination of employment.

On occasion, employees may be sent home early due to a lack of work at the Company. If this should occur, non-exempt employees would only be paid for the amount of time he or she actually worked. Management retains the right to schedule employees based upon the needs of the company.

Employees may be required to provide, upon request, documentation of the reason for any absence.

An employee who is absent from work without giving proper notification to management will be considered as having voluntarily quit. At that time, the employee’s records will indicate a voluntary quit and the necessary termination paperwork will be forwarded to the individual at the last known address.


**Lunch and Rest Breaks**

Michigan laws do not require that employees over the age of 18 have a break however, Jude’s Barbershop employees are allowed to take two scheduled 15-minute rest breaks or one 30-minute break for lunch/dinner, unpaid, for any continuously scheduled six-hour period.

For all unpaid breaks when no work is being done, employees must punch out and back in again. Use the *Shift Clock Out* button; **DO NOT use the *Lunch Clock Out* button when clocking out for a break.** If an employee takes a break but does not punch in and out for their 30 min lunch break, 30 min will be deducted from their total hours worked that day.

The Location Manager will add scheduled breaks in when posting the schedule for their location. If you’d like to opt out of scheduled breaks please send an email to your Location Manager and Scheduling@judesbarbershop.com.

If the shop is slow before you’re regularly scheduled break you should use 15-30 minutes of that downtime as your break. When doing this it is important that you contact the Jude’s main office to let them know that you’ve used/are going to use the downtime as your break. Then ask them to please remove your previously scheduled break for that day. By doing this it will increase your availability to our customers and hopefully prevent you from having any additional downtime.

With the intentions to always have an employee on the shop floor available to welcome and help our valued customers as they arrive, employees should be scheduled to take breaks one at a time and should only be scheduled a break when another co-worker is present.

Employees are encouraged to make the most of their time while at work and thus use any downtime they may have in a productive way so that they themselves, their co-workers and the shop are ready and immediately available to service customers as soon as they arrive.

**When taking scheduled breaks employees will be taken out of rotation until they return from their break.**

Scheduled breaks are supposed to be a period of time for employees to eat, relax, and sit down after being on their feet for a period of time. Employees should bring food with them to eat on their breaks so that they do not have to leave the barbershop on their breaks. From time to time it’s fine for employees to quickly run to a nearby business to pick up food or a drink, but please keep this to a minimum so you’re available if needed.

Whether you choose to opt in or out of this policy please remember to respect each other and our differences. Jude’s Barbershop will not tolerate any form of retaliation against an employee on the basis of opting in or out of this policy. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.
**Break Time for Nursing Mothers**

Female employees who are nursing will be provided with reasonable unpaid breaks to express breast milk as frequently as needed for up to one year after the birth of a child. These breaks will be paid if they are less than twenty minutes long. Jude’s Barbershop will provide a place for the break, other than a bathroom, that is shielded from view and free from intrusion. Employees will not be retaliated against for exercising their rights under this policy.

To make an accommodations request, please send an email to Scheduling@judesbarbershop.com so arrangements can be made for you to take breaks throughout your shift so you can have privacy in the break room.

Any breast milk stored in the break room refrigerator must be labeled with the name of the employee and the date of when the breast milk was expressed. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering.
At Jude's Barbershop, non-exempt employees (employees who are not paid commission) may pick up their co-workers shifts when needed but cannot exceed 40 hours and must first obtain approval from the OFFICE MANAGER prior to agreeing to pick up any shifts.
Outside Employment

Jude’s Barbershop understands that some employees may choose to accept secondary employment. In order to assure that employees are at peak performance to do the demanding jobs required by the Company, employees should adhere to the following guidelines:

Employment at Jude’s Barbershop should take top priority. The work performed for the Company must take precedence over all other work.

Employees must not work for companies that are in direct competition with Jude’s Barbershop. This would be considered a conflict of interest and could jeopardize employment with the Company.

Employees may not engage in work or activities that would reflect unfavorably on the reputation of the Company.

Employees must not represent or solicit for their own business while working on behalf of Jude’s Barbershop.
**Orientation**

An orientation program has been established for all new employees. The purpose of the program is to:

- welcome new employees to the Company;
- complete all pertinent employment paperwork;
- share information with the employee regarding the Company; and
- administer a training program that teaches the employee the functions and/or tasks of the position.

**Job Descriptions**

The Company reserves the right to change its job descriptions with or without notice to the employees.
Performance Appraisals

The performance appraisal is a document used to formally communicate feedback to an employee regarding their work performance.

The goals of the appraisal are to:

- develop an employee’s performance;
- formalize communication that occurs naturally; and
- enhance two-way communication.

Employees will receive an annual performance appraisal by their manager. Additional reviews of employees will be based upon management’s discretion. The employee is urged to be candid and to openly discuss their progress and goals, as well as other pertinent matters.
Employment Records

It is the responsibility of each employee to promptly notify Jude's Barbershop of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. The address given on all original employee paperwork is the address Jude’s Barbershop will use to mail any paychecks, W-2 forms, or anything else that may be necessary unless the employee notifies Jude’s Barbershop of address changes in a timely manner prior to mailing. If any of the following personnel data changes, email payroll@judesbarbershop.com:

- Marital status
- Legal name
- Mailing address
- Telephone #
- Email address

Employees of the Company have access to their personnel records. If employees wish to view their records, they must do so in the presence of the Operations Manager. Copies of any personnel records will be provided upon receipt of a written, signed and dated request from the employee. Employees may be charged for the cost of the copies.

Removal of any documents from the employee’s file is strictly prohibited.
The Company takes each employee's privacy very seriously, and it maintains a strict policy to protect the confidentiality of SSNs that are obtained by or provided to the Company and/or its employees, customers, vendors, agents, and representatives in the course of their employment, activities, or services performed on behalf of Jude's Barbershop. Employees must ensure, in particular and to the greatest extent possible, that all social security numbers are maintained confidentially. Documents containing SSNs shall be kept in confidential files. Employees' social security numbers will not be released to anyone, except as specifically authorized by Jude's Barbershop's leadership. Employees' social security numbers will be made available internally only on a “need-to-know” basis.

No more than four (4) sequential digits of a social security number will be included on any external correspondence, except as required by law, nor will it be publicly displayed in any manner. Social security numbers are not to be used as passwords or identifiers for any of the Company's computer systems. The social security number will not be used in the ordinary course of business except as the Company may determine it is necessary to verify an individual’s identity or to administer benefits.

All discarded confidential documents, including and especially those that include social security numbers, are to be shredded. Violation of this policy is subject to disciplinary action, up to and including termination of employment.
**Internal Posting of Open Positions**

At Jude’s Barbershop there are many opportunities for career advancement. Employees are encouraged to express their interest for specific, current and/or future positions within the company that could offer them an opportunity for development and career advancement. Requests for consideration should be emailed to Employment@judesbarbershop.com.

Posting of open positions can be found on the Team Jude’s Barbershop Facebook Group page.

Positions are filled with the most-qualified candidate without regard to age, color, race, national origin, religion, gender, disabilities or veteran status, pregnancy childbirth or related conditions or other protected classifications.

**Employees Transferring to another Location**

Transferring to another location is a perk available upon request to employees when appropriate. Employees are encouraged to make this request by email to the involved Location Managers and the Hiring Director.

Detailed instructions for making a transfer request can be found in the Operations Manual.

**Employment of Relatives**

Jude’s Barbershop PERMITS members of the same family to work at its business. All employees are assured fair treatment by all members of management.

Relatives are defined as: parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship.
Dress Code

Each employee at Jude’s Barbershop is a representative of the Company. Employees are expected to maintain a well-groomed appearance with modest, appropriately fitting, clean and neat attire. Personal hygiene is also a must.

One of our objectives at Jude’s Barbershop is to create a fun, relaxed atmosphere where both employees and customers are comfortable. It is important that the personal appearance of our employees reflect Jude’s Barbershop's contemporary look. Clothing should be modern, stylish/fashionable, and well put together.

During business hours or when representing Jude’s Barbershop, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image Jude’s Barbershop presents to customers.

While our dress code may not be extremely strict, it is still expected that employees maintain a professional personal appearance at all times. First impressions count. A professional cosmetologist or barber who doesn’t take the time to maintain a professional appearance presents the image of not being able to perform adequately on the job. If you look and behave like a highly-trained and well-groomed professional you will win the respect and trust of our valued customers.

Remember that you represent Jude’s Barbershop. You are the first and last thing a customer sees when visiting the barbershop, making it critical that your appearance, attitude, and overall demeanor reflect the high standards of Jude’s Barbershop. All clothing must compliment the employee’s body type and be long enough to cover bare skin in revealing areas.

Your Location Manager is responsible for ensuring that this policy be followed by every employee at their location. If they determine that your personal appearance is inappropriate, you may be asked to leave the shop, change and come back properly dressed or groomed. Consult your Location Manager or Upper Management (UpperManagement@judesbarbershop.com) if you have questions as to what constitutes appropriate appearance. If you are unsure of whether a particular clothing item or pair of shoes, etc is acceptable to wear at work, bring the item to work in a bag to show your manager and have them OK it before wearing. Reasonable accommodation may be made to a person with a disability where necessary.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- All clothing and shoes should be in good condition and not have holes, be worn out or ragged. *Jeans with manufactured holes are allowed as long as they are stylish.
- No clothing with swear words or graphic images.
- No athletic pants, sweat pants, yoga pants or any other similar pants are to be worn. *Leggings are allowed as long as they look stylish, compliment your outfit and shape and are paired with a top that completely covers your behind.
- T-shirts should be fitted and flattering. No excessively baggy or over-sized t-shirts.
- Sweatshirts are allowed to be worn, but must be reasonably fitted and stylish. No excessively baggy or over-sized sweatshirts!!
- Skirts must be tasteful and fall below fingertip length
- No athletic shorts or cutoff shorts are to be worn. Shorts must be dressed up and fall below fingertip length.
- Stomachs, lower backs, and behinds must not be visible at any time, whether standing up, bending over, or moving in any way
- NO tube tops!
• All shirts must cover bra straps and must either have sleeves or straps that measure at least 1 inch thick. Halter tops and dressy tank tops with straps less than 1 inch thick may be worn as long as it is tasteful, still looks professional, and there is adequate coverage, no excessive cleavage, and no bra straps showing (strapless bra must be worn).
• Shoes should be worn to compliment outfits, to comply with licensing requirements and to be appropriate for comfort throughout the day.
• Canvas or tennis shoes may be worn as long as they are fashionable, only athletic-inspired and not actually designed to play basketball, etc.
• Hair must always be impeccably styled and must reflect current trends and styles.
• No coming to work with wet hair. Hair must be fully dried and styled appropriately.
• No sloppy or messy pony tails or buns. Hair worn in a pony tail or bun must be obviously styled and professional.
• Mustaches and beards must be clean, well-trimmed, and neat.
• All hair must be neatly groomed.
• Any armpit hair must be covered.
• Nails should be kept immaculately clean, at proper length, no chipped nail polish and should never interfere with job performance or become annoying to customers.
• Good oral hygiene is expected. This means brushing your teeth, using mouth wash, and possibly popping in a mint (especially after eating a particularly strong-smelling meal or smoking). Customers don’t want to smell bad breath while being serviced.
• Makeup should be clearly done and flattering to highlight your features. Excessive makeup is not permitted. Wearing no makeup is also not permitted. Some makeup is expected to be worn to show that you take pride in your appearance as a professional.
• Jewelry should be tastefully worn and should never interfere with job performance or become annoying to customers.
• Regular bathing, use of deodorant, and good personal hygiene is required. Offensive body odor and lack of appropriate attention to personal cleanliness will not be tolerated.
• Chewing gum is unattractive and never appropriate during business hours.
• Only Jude’s Barbershop hats are permitted to be worn.

If an employee has continuous problems or struggles with their personal appearance, Jude’s Barbershop reserves the right to require mandatory education, provided by Jude’s Barbershop at the cost of the employee, on applicable areas in makeup application, styling one’s own hair, fashion, and overall professional appearance.

All equipment and clothing required by MIOSHA for certain positions are available on-site for the employee's use.

**Fragrance/Scent in the Workplace**

Fragrance and scent may have an impact on many individuals. Often smells will trigger an allergy or asthma attack, or a migraine headache. Employees need to be cognizant of the needs of customers or co-workers and the impact that scents have on their well-being.
**Company Provided Storage**

The company provides various types of storage at each location, including but not limited to break room cubbies, cupboards, shelves and individual locked toolboxes which are designated to employees if needed for their position once hired. It is important that all storage areas stay clean, organized and only contain the absolute necessities needed while at work.

The company is not responsible for any personal property left unattended so any important or valuable items we ask that you keep in your locked toolbox or outside of the barbershop.

At no time are any color supplies, toolbox equipment, back bar products, liters or any other styling products allowed in the break room. Color Supplies, back bar products and the ‘Classic 76 Clippers’ must always be on/in the color or towel cart at all times unless they are being used.

**Radios**

Jude’s Barbershop is equipped with a sound system that plays music favorites throughout the workday. The use of personal radios, IPods or MP3 players during regular business hours is prohibited unless you’ve been given permission by the Upper Management.

**Lost and Found**

Each location has a designated cubby that holds any lost and found items. All lost items must be reported to the Jude’s main office so they can try to contact the person the item belongs to if known. After doing this please write on a sticky note the date you found the item, where you found it in the barbershop, your name, the name of the person in the Jude’s main office you reported this to, the name and contact information of the person you believe the item belongs to and whether the Jude’s main office was successful in contacting the owner and if so when they plan to pick the item up. Then tape this note to the item and place in the lost and found cubby located in the break room.

If you are unsure of whom an item belongs to please write on a sticky note the date you found the item, where you found it in the barbershop and your name. Then tape the sticky note to the item and place in the lost and found cubby in the break room. If an item goes unclaimed after 3 months please donate it to a local charity or someone in need.
**Employee Parking**

Employees are provided space on the Company’s property to park their personal vehicles while at work. All employee vehicles must be parked in the designated parking areas but as far away from the barbershop as possible, within reason, leaving the closest “best parking spots” available for customers.

While parking on the Jude’s Barbershop’s property, employee automobiles are subject to search at any time the Company has reasonable cause.

Employees with valid state-issued handicapped permits will be provided appropriate parking spaces.

Jude’s Barbershop will not be held responsible for lost or stolen items or damage to an employee’s vehicle while parked in the Company’s parking lot.

**Gift Policy**

While adhering to the companies set standards for ethics and conduct, employees are permitted to accept gratuities and/or gifts of inconsequential value from their customers. However, employees shall not solicit gratuities, gifts, discounts, loans or any other item and/or form of monetary value from any customer, company or vendor.
SECTION 4: COMPENSATION

Pay Classifications

Jude’s Barbershop has established the following pay classifications:

Federal law allows for the classification of positions to determine if they can be exempted from overtime compensation. Positions are classified as either ‘exempt’ or ‘non-exempt’ based upon the guidelines provided by the Department of Labor.

*Exempt employees* are paid for the work they do rather than the hours they work. They are paid commission on a weekly basis. Exempt employees are not entitled to overtime pay.

*Non-exempt employees* are paid based upon the number of hours worked in a workweek and therefore, are entitled to receive overtime pay at one and one-half times the rate of pay for hours worked in excess of 40 hours in the established workweek.

Methods to Receive Pay

Employees are paid on bi-weekly basis. Employees can choose to be paid in the form of a paycheck or by direct deposit. Employees who choose to be paid in the form of a check will receive their check at their provided address. Paychecks are mailed out on pay day which is every other Saturday.

Salary Administration

There are several factors involved in determining the value of a position. These factors include the market value of the job, the amount of training and knowledge required in order to perform the tasks of the position, the demand for the skills needed to perform the job, and the cost of living.
**Performance Bonus**

Forms of Compensation for employees paid commission:

Service Commission Base Pay: 40%
Service Performance Bonus: 1%-3%**
Retail Commission: 10%

** The Performance Bonus is based on how well the employee rates in the range of categories listed below. The criteria for the Performance Bonus can change from time to time. Employees will receive notice of any criteria changes for the Performance Bonus. The Performance Bonus will be based on:

1. Technical skills (all types of haircuts, blending, quality of services)
2. Service and Retail Dollars
3. # of Requests
4. Attendance and Punctuality
5. Quality of work
6. Productivity (how busy the employee is when at work, including down time)
7. Job Knowledge (following procedures, using the computer, closing out, following checklists, etc)
8. Team work and interaction with co-workers

**Promotions**

Our employee promotion policy presents our guidelines for advancing and promoting employees from within our company.

At Jude’s Barbershop we want to invest in our employees and reward those who perform above set standards. This policy applies to all employees who qualify for promotions.

“Promotion” may be a move to a position of higher rank, responsibility and pay. Often, employees may advance to positions that don’t come with higher managerial authority. Instead, these advancements may be a career or role change that helps employees develop and grow.

Employees may be promoted within the same or another department or location.

Job advancement and promotion depends upon each employee’s personal capabilities and desire to get ahead.

The Level 2 Service Provider position can be earned by any Service Provider once they’ve met the set criteria outlined in the ‘How to Become a Level 2 Service Provider’ section in the Operations Manual. Service Providers must first achieve and then maintain a Level 2 Service Provider position to be considered for any additional advancement positions.
**Time Reporting**

We are required by federal and state laws to maintain an accurate record of all hours worked for each employee during a particular work week. In order for us to comply with the law, it is mandatory that each employee be ready to begin working once they PUNCH IN at the beginning of their shift and finish working when they PUNCH OUT at the end of their shift. Employees should punch out for meal breaks of 30 minutes or more where no job duties are performed.

The time clock, which records the time of employees punching in and out, is the only record that will be used to determine and calculate the number of hours an employee has worked during a pay period, which means those hours are also used to determine if you made enough commission from your service dollars to be paid at least minimum wage.

The only exceptions to this rule, which occurs rarely, if ever, is when the power goes out, the Super Salon computer software is not working, or the computer is not working properly and cannot be used. In the event of any of these situations, employees should contact the Jude’s main office immediately (616-575-5662) so the problem can be fixed quickly. Until the outage(s) has been restored employees are expected to record and then email the date, details of the outage that prevented them from clocking in and out, and the time they began and ended work to the Payroll Director by emailing payroll@judesbarbershop.com.

It is a violation of Jude’s policy to have another employee punch in or out for you or for you to punch another employee in or out.

Any time off taken by employees must be requested, approved and then reported to the Scheduling Director.

Employees who regularly work 30 hours or more each week are considered full time employees.

**Calculation of Overtime**

Non-exempt employees are paid at one-and-one-half times their regular rate of pay for hours worked in excess of 40 regular hours actual time worked in the designated seven-day workweek. Non-exempt employees may only work overtime with prior and written authorization from the Operations Manager.

Vacation, sick time, holidays or other unpaid time-off will not be considered hours worked and will not be considered when computing overtime hours.
**Direct Deposit**

Employees are encouraged to deposit their pay directly into the participating financial institution of their choice. If you would like to be put on direct deposit please fill out the 'Direct Deposit Authorization Form' that is in your New Employee Packet. If you no longer have this form please email payroll@judesbarbershop.com for a new one. For more information regarding direct deposit please see the 'Employment, Education and Employee Expectation’ section in the Operations Manual.

**Release of Paycheck**

An employee’s paycheck will only be released to the employee unless he or she authorizes its release to another person. A signed and dated document specifically identifying the individual that will pick up the paycheck may be required for it to be released. The Company reserves the right to request pictured identification prior to releasing the paycheck.

**Errors in Paychecks**

If employees feel there has been an error or improper deduction made from their pay, they should immediately report this concern to the payroll director by email. (Payroll@judesbarbershop.com) If it is found that there was an error, the employee would be reimbursed on the first possible pay cycle. Likewise, the Company retains the right to make any corrections to an employee’s pay when an overpayment occurs. This correction will take place within the provisions of the law.

**Deductions**

Deductions from pay are made through authorization and may include:
- federal, state and city income taxes and Social Security as required by law
- benefit contributions
- stop payment fees for lost or stolen checks
- broken equipment
- Jude’s Clothing
**Garnishments**

Employees whose wages are garnished will be notified by the Company regarding the specifics of the garnishment. Wages will then be garnished under the provisions of the law.

Any questions regarding employee paychecks or payroll issues should be directed to the Payroll Director.

**Pay Advances**

Employees are paid on a regular basis throughout the year. Therefore, requests for advances in pay by the employee will not be approved.

**Reimbursement of Expenses**

Jude’s Barbershop will reimburse employees for reasonable and customary expenses incurred while conducting business on behalf of the Company. Jude’s Barbershop reserves the right to determine what is “reasonable and customary.” Employees are responsible for obtaining prior approval from the Payroll Director for questionable expenses.

Payment of the reimbursement will occur upon the Company’s receipt, review, and approval of an employee’s expense voucher and/or supporting receipts. Reimbursement shall occur in a timely manner during the ordinary course of business.

**Tip Reporting**

Each employee is responsible for reporting their tips to the IRS by filling out Form 4070, which can be found on the IRS website (www.irs.gov), and returning the completed form to Jude’s Barbershop at payroll@judesbarbershop.com or mailing it to Att: Payroll, Jude’s Barbershop, 4101 40th ST SE, suite 3, Kentwood, MI, 49512. Form 4070 must be turned in by the 10th day of the month following the month that you received your tips. If the 10th day is a Saturday, Sunday or legal holiday, report tips by the next day that is not a Saturday, Sunday or legal holiday.
**Tips**

Tips are not to be opened, counted, or talked about by employees at the front desk, in front of customers, or anywhere within hearing range of customers. This must be done in the privacy of the break room with the door shut or once the barbershop is closed.

When two or more customers who were serviced by different Service Providers pay together on the same ticket (such as a father and son), unless the customer specifically states otherwise, the tip given on the shared multiple customer ticket must be split equally between the Service Providers who performed the services paid for on the multi ticket. (Example: Teresa Crowd cut Tate Urchips Seniors hair while Kimmy Honey cut Tate Urchip Juniors hair, Tate Urchip Senior paid for both haircuts on the same ticket and left a $10 tip. He did not specify how much of the tip went to Teresa and how much went to Kimmy so Teresa and Kimmy would split the $10 tip, each getting $5.)

Employees must use a Daily Tip Tracking Sheet each day to record all of the tips they’ve earned throughout their shift. Tip paid for by a Jude’s Gift Card or a credit card are funded to each employees Aline debit card 1-3 hours after close each day. Tips paid in cash must be placed in the cash drawer and then collected at the end of their shift.

- To help keep each locations drawer balanced and to ensure that every employee receives all of their earned tips each day, every employee must use the Daily Tip Tracking Sheet to record ALL tips. Instructions for how to use the Daily Tip Tracking Sheet are listed in the Operations Manual under the ‘Cash Drawer, Change & Tips’ section.

- Tips paid for by a Jude’s Gift Card or personal credit card must be entered and saved in Super Salon AND recorded on the employees Daily Tip Tracking Sheet.

- Cash tips CANNOT be entered or saved in the Super Salon, MUST be put in the cash drawer and recorded on the employees Daily Tip Tracking Sheet.

- Employees can only collect their cash tips at the end of their shift and must be “tipped out” by another employee who is not servicing a customer.
SECTION 5: TIME-OFF

Time-off

All employees are qualified for vacation pay on their 1-year anniversary with Jude’s Barbershop. Each employee’s first day of work is considered their anniversary date. Vacation time provides a period of rest and relaxation, which improves individual health and efficiency. Vacation is time off with pay. If you do not take a vacation, you may still request your vacation pay after your year anniversary.

<table>
<thead>
<tr>
<th>Years Employed</th>
<th>Paid Vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year</td>
<td>1 week (5 days)</td>
</tr>
<tr>
<td>2 years</td>
<td>1 week and 1 day (6 days)</td>
</tr>
<tr>
<td>3 years</td>
<td>1 week and 2 days (7 days)</td>
</tr>
<tr>
<td>4 years</td>
<td>1 week and 3 days (8 days)</td>
</tr>
<tr>
<td>5 years</td>
<td>1 week and 4 days (9 days)</td>
</tr>
<tr>
<td>6 years or more</td>
<td>2 weeks (10 days)</td>
</tr>
</tbody>
</table>

Vacation time will be scheduled according to seniority and must be used within twelve months following the anniversary of your first day of employment and so forth for each subsequent year.

Request for vacation days/time by all Service Providers and Location Managers must be sent to and approved by the Scheduling Director. Requests must be sent to Scheduling@judesbarbershop.com. A minimum of 2 months’ notice is appreciated, with 2-3 weeks’ notice for a single day.

Vacation days do not have to be taken consecutively. However, vacation pay will be paid in one payment, regardless of when vacation days are taken. For example, a Service Provider with 1 year of vacation pay may take 2 vacation days toward the beginning of the year, maybe 1 in the
middle, and the remaining 2 days later in the year. However, they will be paid out the entire 5 vacation days pay all at once upon requested date.

Employees must send an email to the Payroll Director requesting to receive their vacation for the pay period in which they’ve received approval (from the Scheduling Director) to use their vacation time. This request should be made as soon as vacation time has been approved but no later than the pay period prior to the pay period in which the vacation day(s) fall. The email must contain your name, the dates of your vacation day(s), and all of the Jude’s locations you have worked at in the previous year (if you’ve pick up shifts at other locations or permanently transferred locations, etc)

Upon notice of termination or resignation, no further vacation days may be taken and final vacation pay needs to be requested to be paid out in your final paycheck.

**Vacation Pay**

Service Providers are paid vacation pay based on 10% of product sales for the past year. For example, if Jane Smith was hired May 1st, 2006 but she didn’t actually start working in the barbershop cutting hair until May 4th, 2006 then the start date for determining her vacation pay for the year would be May 4th. The date range for Jane’s first year of employment would be May 4th, 2006 to May 3rd, 2007. Jane can use her 5 vacation days from her first year of employment any time during her second year of employment, starting on May 4th, 2007 and ending May 3rd, 2008. *Example for how vacation pay for Service Providers is calculated can be found in the Operations Manual under the ‘Frequently Asked Questions’ tab.

Full time managers are paid vacation pay based on their basic salary, which is determined by averaging the manager’s total compensation for the 6 pay periods prior to the date of the 1st day of vacation the manager plans to take in that year, which is then divided in two to determine a week’s worth of pay. Total compensation consists of service and product dollars commission, tips (15% of service dollars total), any minimum wage payouts received, and education pay if the manager is also an educator.

Normal manager’s pay is not included in the calculation of the vacation pay amount. Vacation pay for managers does not include 10% of product sales for the last year. The only product sales figures used in calculating vacation pay is the commission for product sales for each of the 6-pay period used to find the average pay.

If the manager was a Service Provider for the first part of the year and was promoted to management sometime during the year, then the entire year has to be taken into account to determine their vacation pay. If they were a manager for more than 6 months of the year then their vacation pay will be based on their basic salary. If they were a manager for less than 6 months of the year then their vacation pay will be based on 10% of their product sales for the year. *Example of how vacation pay for Managers is calculated can be found in the Managers Guide under the ‘Frequently Asked Questions’ tab.

These benefits do not create any contract or right of continued employment with Jude’s Barbershop, and Jude’s Barbershop reserves the right to terminate the employment of its staff and/or to modify in whole or in part all benefits it provides to employees.
**Holiday Hours**

All locations will be closed on the following holidays that are observed at Jude’s Barbershop:

<table>
<thead>
<tr>
<th>Christmas Day</th>
<th>New Year’s Day</th>
<th>Easter</th>
<th>Memorial Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independence Day</td>
<td>Labor Day</td>
<td>Thanksgiving</td>
<td></td>
</tr>
</tbody>
</table>

Location hours may also be adjusted on Christmas Eve and New Year’s Eve. These adjustments are made on a yearly basis and are determined by the days in which these holidays fall. Adjusted hours will be announced each year by October 1st.

**Use of Personal Days**

Full-time employees earn unpaid Personal Days based on the number of years worked as a full-time employee, as shown in the grid below.

<table>
<thead>
<tr>
<th>Number of Years Worked as a Full Time Employee</th>
<th>Number of Unpaid Personal Days Earned each year by Full-time Employees on anniversary date of working full time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year working full time</td>
<td>1 day</td>
</tr>
<tr>
<td>2 years working full time</td>
<td>1 day</td>
</tr>
<tr>
<td>3 years working full time</td>
<td>2 days</td>
</tr>
<tr>
<td>4 years working full time</td>
<td>2 days</td>
</tr>
<tr>
<td>5+ years working full time</td>
<td>3 days</td>
</tr>
</tbody>
</table>

The intent of personal days is to provide full time employees unpaid/excused time off on a day they are normally available/scheduled to work.
To avoid any unnecessary disruptions to the schedule, employees are asked to schedule use of personal days with their manager and the Scheduling Director at least 30 days in advance. If an employee needs to use a personal day for an unforeseen circumstance that falls on a day, they are scheduled to work the employee may use a personal day but must notify their manager and the Scheduling Director by email at least 72 hours in advance.
**Leaves of Absence**

*Meadical Leaves of Absence:* At times employees may need to take a medical leave due to their own serious medical conditions. Employees must exhaust or reduce their PAID VACATION and/or unpaid PERSONAL DAY(S) bank during the leave. Any time taken for medical leave will be unpaid unless you have paid vacation in which case you must exhaust any PAID VACATION and/or PERSONAL DAY(S) before you are placed on unpaid medical leave. Employees should apply for Short-Term Disability coverage if enrolled in this insurance program. Disability coverage will begin with the reduction of their time-off bank.

Employees must provide medical documentation from a physician for a medical leave. This includes periodic updates from the physician when requested. Employees must also provide written authorization for the management of the company to obtain work-related medical information from their physician.

In order to assure adequate staffing, employees will be limited to one medical leave in each 12-month period of time. Twelve months will be determined based upon the first day of leave counting backward 12 months to see if a medical leave had been taken.

**Employees cleared to return to work must provide documentation from their physician verifying fitness-for-duty.**

Employees on medical leave are eligible to retain their existing health insurance benefits.

Employees on medical leave will be responsible for the employee portion of the insurance premium dollars. Arrangements for payments must be made in advance with the payroll director.

Employees will not receive service credit or earn any PAID VACATION and/or UNPAID PERSONAL DAY(S) for the period of time they are on leave.

The company cannot guarantee holding an employee’s position open while on a medical leave. It is imperative that the ability to meet the needs of the customers has the highest priority.

*Maternity Leave:* Employees who request a leave due to pregnancy are treated the same as anyone on a medical leave.

*Personal Leave of Absence:* Employees must exhaust their accumulated PAID VACATION and/or PERSONAL DAY(S) during the personal leave. Employees may be required to re-apply for their position or for other open positions.

Approval of a personal leave is merit based and the Company retains the right to deny a leave based upon the discretion of management.
**Military Leave:** The Company’s employees who are members of the U.S. Armed Forces, Reserves, or National Guard will receive the necessary time-off for required training encampments. Employees need to advise the manager as soon as they are made aware of the training assignment. The employee may take unpaid leave for these commitments.

Employees called for and serving in active duty in the Armed Forces, Reserves, or National Guard, will retain the rights as determined by the Uniformed Services Employment and Reemployment Rights Act (USERRA) and other related veteran’s rights laws.

**Family and Medical Leave Act (FMLA).** Employees may take up to:

Twelve work weeks of leave in a 12-month period for:
- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the employee’s spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of their job;
- any qualifying exigency arising out of the fact that the employee’s spouse, son, daughter, or parent is a covered military member on “covered active duty,” or

Twenty-six work weeks of leave during a single 12-month period to:
- care for a covered service member with a serious injury or illness if the eligible employee is the service member’s spouse, son, daughter, parent, or next of kin (military caregiver leave).

To be eligible, the employee must have completed at least one year of service and have worked at least 1,250 hours during the previous 12 months.

Qualified employees are eligible for a total of 12 weeks of FMLA time off each 12 months. Available leave time for FMLA purposes is determined by looking backwards at the previous 12 months and subtracting any time taken as FMLA designated leave taken.

**Employees must use all earned paid vacation and personal/sick days during the FMLA prior to taking the leave as unpaid.** All benefits will continue during the unpaid leave; however, employees will be expected to continue to pay the employee portion.

**Thirty days advance notice is required when reasonably possible for a family or medical leave.**
**Bereavement Leave**

Employees are allowed up to 4 weeks unpaid leave for the death of a close family member (spouse, significant other, child (born or unborn), grandchild, parent, sibling, step-parents and step-children) occurs.

Employees are allowed up to 2 days unpaid leave for the death of a grandparent, step-grandparent, parent-in-law, sibling-in-law, aunt, uncle or cousin occurs.

Additional bereavement time off without pay may be granted based upon the circumstances.

In all situations, final approval for time off is determined by management. It is the responsibility of the employee to advise their manager of their situation.

**Jury Duty**

Employees required to serve on a jury, or who, as a result of a subpoena, must appear as a witness, will be granted the necessary time off when documentation from the court is provided.

**Time Off for Voting**

Jude’s Barbershop encourages all employees to vote. Employees of the Company eligible to vote should try to participate in such an election before or after working hours. If employees working on election day do not have enough time to vote outside of working hours, the Company will allow them enough time to participate in the election at the beginning or the end of the employee’s shift, depending upon the needs of the location they work at. Employees who need this additional time off to vote must first obtain approval from Upper Management prior to the day of the election.
SECTION 6: BENEFITS

HEALTH CARE BENEFITS

Health Insurance: The Company offers eligible employees an opportunity to enroll in its health care plan. Details regarding eligibility, premiums, and the terms of coverage are available upon request. Requests must be sent to Payroll@judesbarbershop.com

The benefits of the plan may change based upon the availability of the coverage provided by the carrier. These changes will be clearly communicated to the participants when they occur.

These descriptions of health care benefits offered by the Company are not to be considered plan documents. The Company reserves the right to change, add or delete any of its health care benefits. A summary of each health care plan is available to all employees upon request.

CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)

Under COBRA, individuals who would no longer be covered by the Company’s health plan may choose to extend their health care coverage for a period of time based upon the circumstances of the loss of coverage. All people covered by the plan, including spouses and children, are eligible for COBRA. The full cost of the health care premiums plus 2 percent administrative costs must be paid in full each month by the individual in order to continue the coverage. Employees or qualified dependents eligible for continuation of coverage should contact the Company’s management for additional information regarding COBRA.
**Miscellaneous Employee Benefits**

**Day Care:** The Company is aware of its employees’ concerns regarding the costs they incur in day care expenses. In order to alleviate some of these expenses, the cost of day care for company employees, children ages 2-12 at Childtime Learning Centers and Tutor Time Child Care Learning Center are available at a 10% discount off of tuition. To take advantage of this discount all you need to do is provide the school director with a copy of your Jude’s Barbershop pay stub.

**Employee Discounts:** As a benefit, Jude’s Barbershop gives each employee a 35% discount on products and services. This is an employee benefit only. Employees cannot use their employee discount to purchase items for other people; it is an employee benefit only. Any violation of this policy will result in the employee losing their discount privileges or possibly even termination of employment.

Service Providers may perform only haircuts on one another at the barbershop, but only within the following conditions: There must be an open station, meaning all working Service Providers have a station to use for customers and there is still an extra one open for you to use. The barbershop can’t be used to perform service provider –to- service provider services outside of normal business hours.

If one employee is working and the other employee who wants to have a service is not, then the employee who is working would ring up the employee receiving the service (who isn’t working) like a normal customer, but may apply the 35% Employee Discount.

**If both employees are working, they may not perform services on each other.**

If an employee is working, they may not receive services, even if the person performing the service on them is not working. If neither employee is working then they may perform services on each other at no charge outside of normal business hours with permission to be in the barbershop from the Operations Manager. If an employee would like to perform a service on themselves it must also be done outside of normal business hours, after first receiving permission from Upper Management to be in the barbershop outside of normal business hours. Employees must be accompanied by another Jude’s Barbershop employee while inside the barbershop outside of normal business hours.

**Family Discount:** Service Provider’s may give their immediate family members (husband, wife, children, mother, father, brother, or sister) that they’ve listed on their Family Discount Verification Form a 50% discount but only when the Service Provider has personally performed the service. Service Providers family members CANNOT receive the family discount on services they receive from another employee.

The following relations to Service Providers are NOT considered immediate family and cannot receive the family discount: fiancé, boyfriends, girlfriends, step-family, grandparents, in-laws, aunts, uncles, cousins, best friends, special friends, etc.

Only family members specified on the employees Family Discount Verification Form may receive the family discount. A new form may be completed at any time upon request.

**The family discount does not apply to products.** Family members must pay full price for any products they purchase. Again, employees may not use their discount to purchase items for other people.

Descriptions of the benefits offered by the Company are not to be considered plan documents. The company reserves the right to change, add or delete any of its insurance benefits. A summary plan description for each benefit is provided to each employee at the time of hire and when plan changes occur.
In situations where an employee becomes permanently disabled or retires from the company, they may become eligible for Social Security benefits. Since these benefits are not administered by the Company, employees should contact the nearest Social Security Administration office for further information.
SECTION 7: TECHNOLOGY

Computer Use and Access

The internal communication systems, as well as the equipment and data stored, are and remain at all times, the property of Jude’s Barbershop. All messages and files created, sent, received or stored within the system should be related to Jude’s Barbershop’s business and are, and will remain, the property of Jude’s Barbershop. Employees should have no expectation of privacy for any information stored in any of Jude’s Barbershop’s property or in personally owned mobile devices brought on to Jude’s Barbershop’s property.

The content of e-mails, electronic documents, and voice mail messages may not contain anything that would reasonably be considered offensive or disruptive to any employee. Offensive content would include, but is not limited to, sexual comments or images, racial slurs, gender specific comments or any comments that would offend someone on the basis of their age, gender, religious beliefs, national origin, disability, veteran’s status, pregnancy, childbirth or related conditions or any other protected classification. Jude’s Barbershop reserves the right to retrieve and review any message or file composed, sent, or received.

Jude’s Barbershop employee’s use of the internet during work hours is restricted to business related purposes such as:

- to communicate with employees, vendors, or clients regarding matters within an employee’s assigned duties;
- to acquire information related to, or designed to facilitate the performance of regular assigned duties; and
- to facilitate performance of any task or project in a manner approved by the management of Jude’s Barbershop.

Passwords: Employees should use their assigned username and password. The username and password are the responsibility of the individual to whom it is assigned. Employees should not expect that transmissions made through the company’s network are confidential. Although employees are given a username and password, this does not insulate transmissions from employer review.

Protection of Information: Employees are expected to comply with all procedures related to the protection of the information.

The downloading of unauthorized programs, screensavers, games, or music, etc., installing unauthorized software, opening SPAM messages or attachments, responding to email that is not authorized, or providing information to websites that could result in unauthorized access into the system is prohibited.
It is imperative that all employees who have access to this system understand the importance of keeping this information protected.

Employees who violate this policy may be subject to disciplinary action or termination of employment.

**Social Media and Blogging:** Internet based communication networks, both business and social, have become an increasingly popular form of communication. While these sites are very useful when used for their intended purposes, they can also be used in a negative manner. Entering data onto these and other similar sites on behalf of the Company may only be done with permission from management.

When an employee is accessing these sites, the following must be taken into consideration:

- Confidentiality and Computer Use and Access policies must be followed
- Confidential Company information must not be disclosed, such as customer and pricing lists, marketing strategies, proprietary information, trade secrets, etc.
- Offensive material must not be included, such as sexual comments or images, racial slurs, gender specific comments or any comments that would offend someone on the basis of their age, gender, religious beliefs, national origin, disability, veteran’s status, pregnancy, childbirth or related conditions or any other protected classification.
- Employees are encouraged to bring inappropriate postings to the attention of their immediate supervisor.

Employees need to consider that information they place on these networking sites are accessible to large numbers of individuals and should be fully aware of the potential impact posting inappropriate, dishonest, unprofessional and disparaging information may have.

If employees join business related sites and represent the Company, they should only post information that is truthful and respectful at all times. Employees that violate the above policy may be subjected to disciplinary actions up to and including termination.

Nothing in this policy should be construed as interfering with or otherwise restricting an employee’s or employer’s right to engage in conduct or communications protected by Section 7 of the National Labor Relations Act.
**Telephone and Mobile Devices**

*Telephone Calls:* Employees are expected to limit the number of personal phone calls made and taken during business hours to emergency calls only. Excessive personal phone calls have a direct bearing on an employee’s productivity, as well as being a misuse of Jude’s Barbershop’s time and assets. All long distance, personal phone calls made using the Company’s phone and faxes must be approved, in advance, by the Operations Manager, prior to being made.

*Mobile Devices:* The use of personal electronic mobile devices (including cell phones) during work hours is allowed on a limited basis. **Devices may be used only during non-work time such as meal breaks.** Employees may be reached for emergency situations using the Company’s land line. Excessive use of personal mobile devices during work hours may result in disciplinary action.

Locations IP Phones: In the event of an emergency please call 911.
SECTION 8: COMPANY PROPERTY

**Letterhead**

Employees are not to use the Company's letterhead for any personal correspondence. Only official Jude's Barbershop correspondence should be sent on letterhead.

**Logo**

The use of the Company’s logo for personal reasons or for unapproved representation of the Company is prohibited.

**Equipment**

Employees may be assigned keys and equipment, such as straight razors and massagers. Use of Jude’s Barbershop’s equipment outside of the barbershop is prohibited unless it’s for educational purposes and you’ve received advanced permission from your Location Manager.

Employees are expected to return any assigned keys and equipment to the Company when requested by or upon separation of employment.

The maintenance and care of Jude’s Barbershop’s property is the responsibility of all employees. Employees found to have damaged the Company’s property because of negligence, carelessness, or intentional acts, or whose acts result in theft, may be subject to repair and/or replacement costs. Employees are responsible for immediately reporting all damaged, lost, or stolen keys and equipment.

**Credit Cards**

Employees may be assigned or allowed the use of the Company’s credit card for the purpose of purchasing authorized items. Employees assigned such responsibility are expected to respect the trust given to them in the use of the credit card and present appropriate documentation for the use. Any misuse or abuse of this credit card, including making unauthorized purchases, will not be tolerated and will result in disciplinary action or termination of employment.
**Facilities**

Any use of Jude's Barbershop's facilities for purposes other than business must be authorized, in advance, by Upper Management or the Owner. The Company, however, will not be held responsible for any damages, injuries, or losses of any kind during the use of these facilities.

**Automobile and Driver Policy**

Employees who may drive on behalf of the Company or with the authority to drive the company’s owned vehicle must have a valid (Michigan) driver’s license and an acceptable (insurable) Motor Vehicle Report (MVR). An MVR may be conducted on a periodic basis for those employees assigned to the Company’s vehicles.

Some of the safe driving rules that Company drivers should adhere to include:

- employees **must** comply with all traffic rules and regulations;
- employees must wear safety belts at all times;
- employees must not be under the influence of any substance that may impair driving ability. This includes alcohol, medical marijuana and legally prescribed medications, as well as illegal substances. If an employee is under the influence of a legally prescribed medication, they must inform the Operations Manager immediately. The Operations Manager may request medical documentation from the employee; and
- employees with driving authority are required to immediately report all traffic accidents and/or tickets received for moving violations to the Operations Manager, whether they occurred during working or non-working hours.

Fines issued to an employee while in one of the Company’s vehicles or driving on the Company’s behalf will be the responsibility of the employee.

Mileage reimbursement is available for employees required to drive their personal vehicles for the Company's business. Employees should submit a request for mileage reimbursement to payroll@judesbarbershop.com to be processed. Reimbursement will occur as soon as reasonably possible. Employees will be paid the current rate of reimbursement in accordance with the standard set by the Internal Revenue Service.

Smoking is prohibited inside the Company’s vehicles.

Jude's Barbershop requires all employees to comply with the driving rules listed above.
**Use of Bulletin Boards and White Board**

Bulletin boards and White Board are to only be used for posting or distributing material of the following nature:

- notices containing matters directly concerning the Company’s business; and
- announcements of a business nature which are equally applicable and of interest to employees.

All posted material must be approved, in advance, by management prior to being posted. Employees are expected to check these boards periodically for new and/or updated information and to follow the rules set forth in all posted notices. Employees are not to post or remove any materials from the bulletin boards without approval from the Location Manager.

**Solicitation**

Jude’s Barbershop prohibits solicitation and distribution of literature by any non-employee on all Company property, including parking lots. Employees are prohibited from soliciting during the working time of the employee doing the soliciting or the employee being solicited. Working time does not include break or meal times.

Distribution of literature is not permitted during working time or in working areas. Employees may not solicit or distribute literature, other than professional literature relating to the Company, at any time.

The solicitation of customers by employees is strictly prohibited.
SECTION 9: SAFETY

Safety is of the utmost importance at Jude’s Barbershop. The Company works to provide its employees with a safe and clean work environment. Everyone must take responsibility for making sure all aspects of the workplace are safe.

It is the responsibility of every employee to report any potentially unsafe condition to the Operations Manager. Employees are encouraged to offer suggestions to improve safety on the job.

Disaster Procedures

Emergency Situation Procedures: An emergency in the workplace can occur at any time during the day. During these situations, it is important that employees know what to do and where to go.

In the event of a fire, bomb threat, or other situation requiring evacuation, employees should leave the building immediately through the nearest exit and proceed out of the building, guiding customers and other visitors from the company. Elevators should not be used during an evacuation situation. Employees may not re-enter the building until an approval to do so has been given from either a member of management or emergency personnel on site.

If a tornado or severe weather situation should require employees to take cover, they should proceed to the lowest level of the building. If no basement is available, they should proceed to the most structurally secure part of the building and stay clear of any windows. Employees should monitor local AM/FM radio or television news stations and remain in the sheltered area until the media outlet has notified the public that the threat of the tornado has passed and that it is safe to leave your sheltered area.

If a disaster or other severe weather situation should occur (blizzard or flood) at the worksite during non-working hours, employees should contact their Location Manager prior to the start of the day. The Location Managers will receive direction from the Operations Manager once they have assessed the circumstances at the affected location and determine the expectations for employees to report to work.

Medical Emergency: When an injury occurs, the employee should determine the appropriate course of action based upon the severity of the injury. If serious medical attention in needed, employees should contact 911. Please refer to the ‘Infectious Disease Protection & Disinfection Procedures’ in the Company’s Operations Manual for further information.
Workers’ Compensation

The Company provides workers’ compensation insurance for all of its employees. This insurance compensates employees who are injured at work or become ill due to the work environment. It is important that employees immediately report any job-related injury to their direct supervisor and fully cooperate with any investigation that may occur.

The filing of false workers’ compensation claims will result in discipline up to and including termination.

Employees should avoid any behavior that might cause injury to themselves, co-workers, or customers. This includes failure to follow policies and procedures, horseplay, lack of attention, and keeping work areas sloppy.

Employees may be asked to submit to a drug and alcohol test following a work-related injury. Failure to comply with this test will result in disciplinary action up to and including termination of employment. See the substance abuse policy.

Non-Work-Related Injuries and Illnesses

Any non-job-related injury or illness that could affect the employee’s ability to perform the essential functions of the employee’s job must be reported to their direct supervisor prior to the start of the day.

Work Areas

Maintaining a clean work area is an important aspect of safety. All employees are responsible for cleaning up after themselves, and contributing to the share cleaning responsibilities, whether it is in the work areas, breakroom, or anywhere throughout the barbershop and/or office.

Safety Requirements

The Occupational Health and Safety Act has implemented a number of rules and regulation that help control health and safety issues and conditions in the workplace. Employees must immediately report all health and safety concerns and/or conditions to Upper Management.
**Licensing Requirements**

Employees are expected to comply with all licensing requirements. See the Company’s safety and operations manual for more information. Employees found to be in violation of any licensing requirements will be subject to disciplinary action or termination of employment.

**Ergonomics**

At Jude’s Barbershop, it has become increasingly important that employees work in an ergonomically correct environment. Specific measures have been taken at Jude’s Barbershop to provide comfort and support to meet the employee’s needs. Employees should send an email to Repairs@judesbarbershop.com if they feel there is need for an adjustment to their workstation or equipment. The Company will assess the situation and take appropriate applicable action, if necessary, to correct the matter.

**Bloodborne Pathogens Standard**

The Bloodborne Pathogens Standard was enacted to limit occupational exposure to blood and other potentially infectious materials that could result in transmission of bloodborne pathogens. Jude’s Barbershop has developed and implemented procedures for its employees to follow to be in compliance with this requirement.

For further information on this topic, please refer to the Company’s safety manual.
SECTION 10: SECURITY

GENERAL SECURITY

Jude’s Barbershop is committed to maintaining a safe and secure work environment for its employees, suppliers, and customers. The Company will not tolerate any threat, direct or implied, or inappropriate physical conduct by any person that may result in harm to people or property, such as vandalism.

The possession, use, or sale of weapons, firearms, even with a weapons permit, or explosives on the Company’s property is strictly prohibited. If anyone suspects an individual of violating this policy, the Operations Manager and Owner should be notified immediately. The Operations Manager and Owner will assess the situation and take appropriate action, including notifying the proper authorities.

Possession of a weapon can be authorized by the Owner to allowed security personnel or a trained employee to have a weapon on company property when this possession is determined necessary to secure the safety and security of company employees. Only the owner may authorize the carrying of or use of a weapon.

It is the responsibility of every employee to report any and all violations of the security policy to the Operations Manager and Owner. All employees are expected to fully cooperate with any investigation, whether it is conducted internally or by outside authorities.

Jude’s Barbershop reserves the right to inspect all personal property brought on to its premises, including vehicles, backpacks, purses, bags, etc. Jude’s Barbershop also reserves the right to inspect the contents of its property assigned to employees, such as lockers, work spaces, etc.

Employees found to be in violation of the security policy will be subject to disciplinary action or termination of employment.

VISITORS

On occasion, employees may have visitors at the barbershop and/or office. When this occurs, visitors are expected to follow the same policies and rules as employees and refrain from entering the break room. Visits should be kept to a minimum in order not to disrupt business being conducted in the workplace.
**Security and Monitoring**

Employees are assigned a key to the barbershop(s) they work at and will be responsible for opening and/or closing the barbershop and assuring it is secure when working opening or closing shifts. Any keys to the barbershop must be returned to your direct supervisor upon separation.

Workplace monitoring is regularly conducted by Jude's Barbershop to ensure quality control, employee safety, security, and customer satisfaction.

Jude's Barbershop will conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because Jude's Barbershop is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

**Dishonesty**

Acts of dishonesty of any kind will not be tolerated. Employees are expected to be honest and forthright in words and behaviors.

**Theft**

If employees are aware of a theft or suspect a theft of the Company’s property, cash, and/or products, they must report it to Upper Management IMMEDIATELY!

If an employee is suspected of the theft, disciplinary action or termination of employment may occur. In addition, the employee may be subject to prosecution to the fullest extent of the law.
SECTION 11: TRAINING/EDUCATION

The Company offers its employees the opportunity to expand their knowledge and enhance their skills by providing internal training classes and the opportunity to attend outside classes and seminars.

**Internal Training**

Occasionally, the Company will provide internal training to its employees. Employees will be notified in advance of the training and are expected to attend.

**Outside Seminars**

Occasionally, the Company will provide outside training classes to its employees. Employees will be notified in advance of the training and are expected to attend.

**Licensed/Certified Positions**

It is the responsibility of every professionally licensed/certified staff to maintain current licensure or certification status. Management retains the right to remove an employee who has not maintained a current license/certification. Staff members who do not possess a current license/certification may be subject to termination and will be considered to have voluntarily quit.
SECTION 12: PUBLIC RELATIONS

 Representation of the Company

It is important to remember that all employees of Jude’s Barbershop are representatives of the Company. Employees are expected to behave in an appropriate and professional manner in the workplace, while attending business functions, communicating with the public and/or working with others within the Company. Inappropriate behavior will not be tolerated and is subject to disciplinary action.

In addition, employees must remember their behaviors outside of work may have either a negative or a positive reflection on the Company. Employees need to be cognizant of this representation and should maintain a standard of behavior in the community that assures their reputation and the reputation of the Company is not harmed.

 Media Relations

If a member of the media contacts the Company, employees should direct the person to email contact@judesbarbershop.com. Employees should not respond to any questions from the media to assure the correct message is being represented. This would include all means of media; print, broadcast, and electronic.

 Political Activities

Employees are prohibited from distributing literature about or soliciting funds for any candidate for public office during work hours or while on Jude’s Barbershop business.

During any outside work on behalf of a political candidate or party, employees may not publicly represent themselves as providing any expressed or implied endorsement by Jude’s Barbershop.

If employees choose to run for public office, political activities may not be conducted in whole or in part from Jude’s Barbershop facilities or by using Jude’s Barbershop materials.
SECTION 13: CORRECTIVE ACTION/SEPARATION

Disciplinary Guidelines

Jude’s Barbershop has developed performance and behavioral expectations for its employees in order to provide a positive and productive working environment dedicated to employee satisfaction and customer service.

All employees are required to meet the performance and behavioral expectations of the position and the Company. Failure to meet these performance and behavioral standards may result in disciplinary action.

Jude’s Barbershop retains its right to operate as an at-will employer, but may choose to administer progressive disciplinary guidelines based upon the circumstances surrounding the infraction(s).

Whenever an employee commits an offense warranting disciplinary action, management may initiate any of the steps (or combination of steps) listed below:

- verbal warning;
- letter or email of concern;
- written warning;
- disciplinary probation;
- demotion;
- suspension; and
- termination.

Jude's Barbershop reserves the right to use any appropriate disciplinary action or combination of actions or termination of employment.
Termination of Employment

An employee’s termination of employment may be voluntary or involuntary. An at-will employee may resign at any time for any reason with the Company. Likewise, Jude’s Barbershop holds a similar right.

Employees who are leaving the Company voluntarily are asked to give a minimum of two weeks’ notice and to submit their resignation in writing. Employees may not use paid time off as part of their notice of termination. Employees will be paid for unused accumulated (paid time off/vacation) only if they give proper written notice, works the notice, and returns all property.

Prior to the departing employee’s last day of work, a representative of the Company will conduct an exit interview with the individual. Employees will be expected to return the Company’s property at that time.

An employee who is absent from work for their scheduled shift for more than 2 hours without giving proper notification to management will be considered as having voluntarily quit. At that time, the employee’s records will indicate a voluntary quit and the necessary paperwork will be forwarded to the individual at the last known address.

Verification of Employment

Requests for verification of employment must be made to the Assistant Director of Operations. No other person may provide this information. The policy of this Company is to provide dates of service, title of the last position held, and wages when appropriately requested. If an employee requests additional information to be disclosed, they must email a written request to the Assistant Director of Operations that specifically identifies the type of information to be disclosed and authorizes its release.

The Company will, however, comply with any subpoena or legal request for the release of employee information required by governmental agencies.
HANDBOOK ACKNOWLEDGMENT

This is to acknowledge that I have received a copy of Jude’s Barbershop’s “Employee Handbook” and understand that it contains important information on the general personnel policies of Jude’s Barbershop. I agree to familiarize myself with the material contained in the Handbook and to abide by the policies and guidelines outlined in it. Furthermore, I understand that the policies, benefits, and guidelines can be changed, amended, and/or terminated at any time, other than the Limitation of Actions policy and the at-will employment relationship, which can be modified only as described in the At-will Employment Relationship policy. Jude’s Barbershop will work to make all employees aware of any changes as they occur.

I understand Jude’s Barbershop is an at-will employer and as an at-will employee, I have the right to terminate my employment with Jude’s Barbershop with or without cause and with or without notice. Jude’s Barbershop also retains a similar right, to terminate my employment with or without cause and with or without notice.

As a condition of employment, I agree to inform the company Owner of any potential concerns or complaints I may have against Jude’s Barbershop, their employees or representatives. Furthermore, I agree to commence any action or suit relating to my employment relationship with Jude’s Barbershop within the lesser of the applicable statute of actions or 180 calendar days after the date that I knew or should have known about the incident giving rise to the action or suit. Furthermore, I agree to waive any statute of limitation to the contrary.

I understand that if I have any questions regarding the contents of this Handbook, I will discuss them with my direct supervisor, the Operations Manager or any other member of the management team.

_______________________________________
Print Name

_______________________________________
Signature

___________________
Date