



RIVIERA *Spa*
TOTAL BEAUTY

EMPLOYEE MANUAL

Revised 04/2017

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SECTION 1

INTRODUCTION

This Manual is designed to acquaint you with Riviera Spa and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all Employees and Contractors of Riviera Spa. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status or contractor's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Riviera Spa and any of its employees or contractors. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees and contractors of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.3 EMPLOYMENT RELATIONSHIP

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Riviera Spa is free to conclude its relationship with any employee or contractor at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.14).

SECTION 2

DEFINITIONS OF EMPLOYEES STATUS

2.1 “EMPLOYEES” DEFINED

An “employee” of Riviera Spa is a person who regularly works for Riviera Spa on a wage basis, salary basis, or commission basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Riviera Spa who are subject to the control and direction of Riviera Spa in the performance of their duties.

2.2 EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

2.3 NON-EXEMPT

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

2.4 REGULAR FULL-TIME

Employees who have completed the 90-day probationary period and who are regularly scheduled to work 40 or more hours per week. Generally, they are eligible for the benefit package, subject to the terms, conditions, and limitations of each benefit program.

2.5 REGULAR PART-TIME

Employees who have completed the 90 day probationary period and who are regularly scheduled to work less than 40 hours per week

2.6 TEMPORARY (FULL-TIME or PART-TIME)

Those whose performance is being evaluated to determine whether further employment in a specific position is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.

2.7 PROBATIONARY PERIOD FOR NEW EMPLOYEES

A new employee whose performance is being evaluated to determine whether further employment in a specific position or with Riviera Spa is appropriate. When an employee completes the probationary period, the employee will be notified of his/her new status with Riviera Spa.

SECTION 3

EMPLOYMENT POLICIES

3.1 NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Riviera Spa will be based on merit, qualifications, and abilities. Riviera Spa does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Riviera Spa will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of Riviera Spa. Such confidential information includes, but is not limited to, the following:

- Compensation data;
- Financial information;
- Marketing strategies;
- Pending projects and proposals;
- Proprietary production processes;
- Personnel/Payroll records; and
- Conversations between any persons associated with the Riviera Spa.

All employees are required to sign a nondisclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

3.3 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the Riviera Spa, and prepared for their position. New employee orientation is conducted by a member of the management team, and includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES

The probationary period for regular full-time and regular part-time employees lasts up to 6 months from date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has its first opportunity to evaluate the employee. During this probationary period, both the employee and the Company have the right to terminate

employment without advance notice.

Upon satisfactory completion of the probationary period, a 6 month review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Riviera Spa standards for job performance and behavior (See Section 4, Standards of Conduct).

3.5 SPA HOURS

The Riviera Spa is open for business from:

10:00 A.M. – 09:00 P.M. Monday - Friday;

09:00 A.M. – 07:00 P.M. Saturday

11:00 A.M. – 06:00 P.M. Sunday,

except for Holidays (See Section 6.6, Holidays).

The standard workweek is [40] hours of work (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Sunday (starting at 12:01 a.m.) through Saturday (ending at 12:00 a.m.), unless a supervisor makes prior other arrangement with the employee.

3.6 LUNCH PERIODS

Employees are allowed a 30-minute lunch break if scheduled over 5 hours for a shift. Lunch breaks generally are taken between the hours of 11:00 a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients.

3.7 BREAK PERIODS

Riviera Spa does not provide for employees to break during production activities except for the above outlined lunch period.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

3.8 PERSONNEL FILES

Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews.

Personnel files are the property of Riviera Spa, and access to the information is restricted. Management personnel of Riviera Spa who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in the presence of their supervisor.

3.9 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data such as:

- Mailing address;
- Telephone numbers;
- Name and number of dependents; and
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close The Riviera Spa will be made by the supervisors.

When the decision is made to close The Riviera Spa, employees will receive official notification from their supervisors via a spa-wide email to all employees.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees.

3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS

Supervisors will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees at least every 6-months. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

Riviera Spa directly links wage, salary increases, and bonuses with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods (see Section 3.4, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular bi-annual schedule.

3.12 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Riviera Spa. Unless an alternative work schedule has been approved by Riviera Spa, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

Riviera Spa's space, equipment, and materials are not to be used for outside employment.

3.13 CORRECTIVE ACTION

Riviera Spa holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, Riviera Spa expects the employee's supervisor to take corrective action.

Corrective action at Riviera Spa is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning with 90 day probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the

circumstances surrounding the matter, and the employee's previous record.

3.14 CORRECTIVE ACTION FOR POOR SERVICE PERFORMANCE

Riviera Spa strives to always provide excellent service to all clients. All employees are expected to deliver excellent service at all times. When poor performance is given to a client, it is the policy of Riviera Spa to provide a pay of \$0.00 to the technician who performed the poor service. Every effort will be made to bring the client back in for a make up service (which may or may not be performed by the original technician).

3.15 IMMEDIATE TERMINATION

Though committed to a progressive approach to corrective action, Riviera Spa considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, sleeping while on shift, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by the supervisors, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Riviera Spa to a customer, a prospective customer, the general public, or an employee.

3.14 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

§ **Resignation** – voluntary employment termination initiated by an employee.

§ **Termination** – involuntary employment termination initiated by Riviera Spa.

§ **Layoff** – involuntary employment termination initiated by Riviera Spa for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment with Riviera Spa, he/she shall give Riviera Spa at least two (2) weeks written notice. Exempt employees shall give at least four (4) weeks written notice.

Since employment with Riviera Spa is based on mutual consent, both the employee and Riviera Spa have the right to terminate employment at will, with or without cause during the Probationary Period for New Employees (See Section 3.4, Probationary Period for New

Employees).

Any employee who terminates employment with Riviera Spa shall return all files, records, keys, and any other materials that are property of Riviera Spa. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Riviera Spa will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense (See Section 6, Benefits) if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

3.15 SAFETY

Riviera Spa provides information to employees about workplace safety and health issues through regular internal communication such as:

- § Training sessions
- § Team meetings
- § Bulletin board postings
- § Memorandums
- § Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.17, Employee Requiring Medical Attention).

3.16 HEALTH-RELATED ISSUES

Employees who become aware of any health-related issue, including pregnancy, should notify

their supervisor of health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor.

3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee’s personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises and requires Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, Riviera Spa’s employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician’s “return to work” notice may be required.

3.18 BUILDING SECURITY

All employees who are issued keys and key codes to Riviera Spa are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee, or a designated employee, who leaves Riviera Spa at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Riviera Spa property after hours without prior authorization from the supervisor.

3.19 INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at Riviera Spa. Riviera Spa assume no risk for any loss or damage to personal property.

3.20 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of Riviera Spa. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Riviera Spa or bind Riviera Spa by any promise or representation without written approval.

3.21 EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements under \$25.00 will be included in the employee's next regular paycheck. An example of such an expense would include mileage. If the amount is more than \$25.00, the reimbursement request will be processed like an invoice. All completed reimbursement request forms should be turned in to the supervisor.

3.22 PARKING

If using the parking garage at Travis Walk, vehicles must be parked only on P2 or P3 of the parking garage. Do not park your vehicle on P1 of the Travis Walk parking garage.

3.23 VISITORS IN THE SPA

To provide for the safety and security of employees, visitors, and the facilities at Riviera Spa, only authorized visitors are allowed in the workplace and must stay in the common areas. Only employees are allowed in the Break Room. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

3.24 IMMIGRATION LAW COMPLIANCE

Riviera Spa employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Riviera Spa within the past three years or if their previous I-9 is no longer retained or valid.

SECTION 4

STANDARDS OF CONDUCT

The work rules and standards of conduct for Riviera Spa are important and serious. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.13, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including immediate termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records (See Section 5.2, Timekeeping);
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse); Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.6, Substance Abuse);
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment Including Sexual Harassment);
- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice);
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use);
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.

4.1 ATTENDANCE/PUNCTUALITY

The Company expects that every employee will be regular and punctual in attendance. This means being at Riviera Spa, ready to work, at least 30 minutes before their starting shift each day. When on shift if employee needs to leave the spa to run errands they must let front desk know and have to be within 15 minutes of the Riviera spa. At end of shift, if employee is not booked with an appointment then they may leave 15 minutes within the last hour of their shift otherwise all employees are required to be at the Riviera Spa during shift. Absenteeism and tardiness places a burden on clients, other employees, and on the Company.

If you are unable to report for work for any reason, notify your supervisor at least 4 hours before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies and an email must also be sent to admin@rivieraspadallas.com. In the case of leaving a voice-mail message, a follow-up call must be made later that day.

The company's phone number is:

(214) 521-2112

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least seven (7) days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests may or may not be granted.

4.2 ABSENCE WITHOUT NOTICE

When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Riviera Spa to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and your supervisor is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave Riviera Spa for some other reason before the end of the workday, be sure to inform your supervisor and front desk of the situation.

4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT

Riviera Spa is committed to providing a work environment that is free of discrimination and

unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any employee who becomes aware of possible harassment should promptly advise their supervisor who will handle the matter in a timely and confidential manner.

4.4 TELEPHONE USE

Riviera Spa's telephones are intended for the use of serving our customers and in conducting business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in Riviera Spa, employees must inform family members and friends to limit personal telephone calls during working hours.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.13, Corrective Action).

Cell phone use on the premises of Riviera Spa is prohibited except in the break room or the party room when it is open. Please take all cell phone calls outside of the Riviera Spa when possible.

4.5 PUBLIC IMAGE

First Impression! A client's first impression of your spa is formulated within the first five seconds they walk through the door. A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The dress code is as follows:

Technicians must be in uniform, that is company property and will be provided by the company, at all times during their shift. Front desk clothing must be COMPLETELY black. Professional attire—yet fashion-forward. Accent colors may be worn. All clothing must fit appropriately, which means not too tight and too large. Clothing must be clean and not worn, nails manicured, hair styled and appropriate make-up applied. There is no discretion on shoes except that they are

clean, not beach foot wear, and presentable.

The following items are considered **inappropriate** attire for Riviera Spa:

- Poorly fitted clothes
- Spaghetti-strapped shirts
- Strapless tops or dresses
- Tank tops or revealing shirts
- Mini-skirts or shorts
- Sheer or see-through clothing
- Tight clothing
- T-shirts with inappropriate or offensive gestures or advertising
- Long pants that drag on the ground
- Sweatshirts including those with hoods
- Clothing that exposes midriffs
- Clothing that shows excessive cleavage
- Blue jeans pants or shorts
- Black denim
- Any clothing not black*

For training sessions or other meetings in which the employee will not be seen by clients, wearing black will not be a requirement.

Exceptions to this dress code usually involve adding a punch of color for a special event or holiday, you will be notified by management in the event of an exception to the dress code.

If someone is inappropriately dressed, they will be asked to go home and change without pay. Continuous violations of this policy may result in suspension or termination. (see Section 3.13, Corrective Action).

Consult your supervisor if you have any questions about appropriate attire.

4.6 SUBSTANCE ABUSE

The Riviera Spa is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Riviera Spa while they are on Riviera Spa premises or elsewhere on Riviera Spa business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse at Riviera Spa property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Riviera Spa property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

Riviera Spa Property: 4514 Travis Street Suite 105, Dallas, TX 75205

Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

Illegal drug:

- a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Riviera Spa's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting business or being on Riviera Spa property while under the influence of an illegal drug or alcohol, or in an impaired condition.

4.7 TOBACCO PRODUCTS

The use of tobacco products is not permitted anywhere on Riviera Spa's premises. The use of tobacco products is allowed outside in designated areas during break times only.

4.8 INTERNET USE

Riviera Spa employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the Riviera Spa's business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Riviera Spa. Employees may use e-mail when appropriate for Riviera Spa business correspondence.

Use of the Internet must not disrupt operation of the Riviera Spa's computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. Riviera Spa reserves the right to access and monitor all files and messages on its systems.

SECTION 5

WAGE AND SALARY POLICIES

5.1 WAGE OR SALARY INCREASES

Riviera Spa strives to achieve fair and competitive compensation for each employee. During the year, wage/benefit surveys are conducted to gather data throughout the Spa industry and our surrounding community. Based upon these surveys, our wage structure may be updated and reviewed from time to time. Each employee's hourly wage or annual salary or commission rate will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position, or based on a

recent promotion.

Increases will be determined on the basis of performance, adherence to Riviera Spa policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.11, Performance Review/Planning Sessions).

Although the Riviera Spa's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Riviera Spa does not grant "cost of living" increases. Performance is the key to wage increases.

5.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties.

Riviera Spa does not pay for extended breaks or time spent on personal matters.

The clock in and clock out electronic system is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment. Employees must clock in and out when their shift begins and ends and must clock in and out when breaks begin and end. Incorrect time entries may result in delayed payment. Failure to report time accurately may result in disciplinary action.

Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping system should be directed to the supervisor. The accuracy of the time entered is the responsibility of each employee.

5.3 OVERTIME

Riviera Spa is open for business seven (7) days per week. Overtime compensation is paid to *Non-exempt* employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor's prior

authorization in email. Overtime worked without prior authorization from the supervisor may result in disciplinary action.

5.4 PAYDAYS

All employees are paid bi-weekly on Monday via Direct Deposit. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the previous day of operation excluding weekends.

5.5 WORK SCHEDULES

Each employee's work schedule depends upon the assigned position and the assigned shift. If you have questions about work schedules, please ask your immediate supervisor. The posted schedule must be checked daily for any changes made due to business fluctuations or exceptional circumstances.

Please keep in mind that various factors, such as workloads, operational efficiency and staffing needs may require variations in an employee starting and stopping times and total hours worked each day or each week. Riviera Spa reserves the right to assign employees to jobs other than their usual assignments when required. In addition, employees may be required to work overtime or hours other than those normally scheduled as necessary.

SECTION 6

BENEFITS AND SERVICES

Riviera Spa offers a benefits program for its regular full-time and regular part-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

6.1 GROUP INSURANCE

Riviera Spa does not offer health and life insurance programs for employees at this time.

6.2 COBRA BENEFITS

Riviera Spa does not qualify or offer COBRA benefits at this time.

6.3 SOCIAL SECURITY/MEDICARE

Riviera Spa withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

6.4 SIMPLE IRA

Riviera Spa does not offer a simple IRA at this time.

6.5 VACATION

All Vacation Request must be sent to admin@rivieraspadallas.com. Request that are before the cut off dates have the highest chances of approval. After the cut off dates staff will need to find someone to fill in their shift. Ultimately the staff member is responsible for their shift so if they are unable to find a replacement they must work their shift.

While we make every effort to give you a choice of your vacation time, Spa guests and the Spa needs must come first.

Vacation Request Dates	Dates Vacationing
March 31	July 1 - September 30
June 30	October 1 - December 31
September 30	January 1 - March 31
December 31	April 1st - June 30

6.6 HOLIDAYS

Riviera Spa will be closed the following Holidays:

- New Year's Day January 1
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day First Monday in September
- Thanksgiving Day Fourth Thursday in November
- Christmas Day December 25

6.7 SICK DAYS

Riviera Spa is particularly sensitive to employee needs in medical and emergency situations. Please make sure that if you are unable to report to work due to an illness, you must follow the guidelines for calling in. (See Section 4.1, Attendance/Punctuality)

6.8 LEAVE OF ABSENCE

Riviera Spa realizes that employees may experience special circumstances such as medical, personal, or civic necessity which require a leave of absence. Any excused absence of more than five consecutive days, with the exception of approved vacation, requires a written request for

Leave of Absence. Leave of Absence is time off without pay for an extended period according to the applicable state & federal laws. For information regarding eligibility for the following types of leave, please consult the Spa management team:

- Family and Medical Leave
- Pregnancy Disability Leave
- Personal Leave

Requests for Leave of Absence should be submitted to the admin@rivieraspadallas.com and must be approved in advance.

6.9 JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury or military leave without pay. However, all regular employees both full-time and part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

6.10 EDUCATIONAL ASSISTANCE

Riviera Spa recognizes that the skills and knowledge of its employees are critical to the success. Riviera Spa offers educational assistance programs to encourage personal development, improve job-related skills and enhance an employee's abilities.

6.11 EMPLOYEE RETAIL PURCHASES

Employees Retail Purchases: Riviera employees have the benefit of purchasing products at 40% discount off the retail price.

6.12 FAMILY AND FRIENDS DISCOUNT

With use of discretion, family and friends of employees will receive a 20% discount on services provided. Use of this discount is limited to Sunday-Thursday. Permission must be given from the supervisor to allow this discount on a Friday or Saturday.

6.13 TRAINING AND PROFESSIONAL DEVELOPMENT

Riviera Spa recognizes the value of professional development and personal growth for employees. Therefore, Riviera Spa encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses.

SECTION 7

EMPLOYEE COMMUNICATIONS

7.1 STAFF MEETINGS

Regular staff meetings will be held on the last Friday of every month. Attendance will be considered mandatory. These meetings allow employees to be informed on recent activities, changes in the workplace and employee recognition.

7.2 BULLETIN BOARDS

Bulletin boards placed in break rooms provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

7.3 SUGGESTION BOX

Riviera Spa encourages employees who have suggestions that they do not want to offer orally or in person to write them down and send them to the supervisor. If this is done anonymously, every care will be taken to preserve the employee's privacy

7.4 PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have a job-related problem, question or complaint should first fill out an Incident Report Form and discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, Riviera Spa encourages employees to contact the Owner.

Handling customer concerns/complaints requires immediate attention. Listen carefully to the complaint. If you cannot resolve the complaint forward it immediately to the proper person. If possible, have the customer write down the concerns so there is a decreased possibility of miscommunication. The customer is to be treated with utmost consideration during this process. If the complaint/concern cannot be resolved please notify the supervisor immediately.

Riviera Spa reserves the right to make changes and/or additions to the Employee Manual at any time. The Employee Manual will be available online for review.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the policies and procedures stated in the employee manual. I agree to follow and abide by the policies and procedures stated within.

I understand that violation of the policies could result in disciplinary action up to and including termination of my employment with Riviera Spa.

I also understand that Riviera Spa reserves the right to make changes and/or additions to the Employee Manual at any time. The Employee Manual will be available online for my review.

NAME Micah Haynes

SIGNATURE Micah Haynes DATE 8/16/2017