

# EMPLOYEE HANDBOOK

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UNIVERSAL BEAUTY PRODUCTS

**Effective June 1, 2022**

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## **General Policies**

## Introduction

### Welcome

Welcome! As an employee of Universal Beauty Products (the "**Company**"), you are an important member of a team effort. We hope that you will find your position with the Company rewarding, challenging, and productive.

Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of the Company.

### About this Handbook

The policies in this handbook are an important component in our efforts to protect the rights of our employees and promote a respectful workplace. Inside these pages, you will find several key policies that define the way this Company's employees are expected to interact with each other and provide you with options for resolving any problems and issues you may encounter during your employment. Universal Beauty Products has prepared this handbook to explain our personnel policies, practices and procedures. This handbook is intended only as a guide to familiarize you with basic policies and is not intended and should not be regarded as a contract of employment. All Universal Beauty Products employees are 'at will' and are not employed for a specific period of time.

These policies replace any pre-existing policies on the same topics as those set forth in any previous manual or similar document. Furthermore, the only way the policies in this handbook can be changed or revoked is if an authorized member of management issues a signed, written statement that specifically mentions the handbook and states that one or more of the policies in the manual is being changed or withdrawn.

We wish you a rewarding and respect-filled career with Universal Beauty Products. If you have any questions about this handbook, please contact your manager or human resources representative.

This handbook is the property of Universal Beauty Products, INC. and it is intended for your personal use and reference as an employee of the Company. Circulation of this handbook outside of the Company requires the prior written approval of the CEO of Universal Beauty Products, INC.

## History of UNIVERSAL BEAUTY PRODUCTS

From humble beginnings where a visionary entrepreneur desired to assist those who were enhancing their overall appearances by the addition of hair pieces, tracks of hair and wigs to the present where that same visionary entrepreneur is constantly adding to that vision of overall beauty and self-well-being Universal Beauty Products has been presenting performance proven products to the marketplace.

In the early 1980's in one room with the first two employees sharing a single desk and a single

piece of filling equipment, Universal Beauty Products, Inc., was born. Now it is physically housed in a facility over 200,000 square feet, has evolved and grown to over a hundred and fifty employees, spacious offices and conference rooms, state of the art manufacturing facility, and all types of technological tools has the same visionary entrepreneur leading the charge and continuing to help the masses develop and/or maintain a higher level of healthiness and well-being.

## **A Sense of Shared Values within Universal Beauty Products Group:**

Universal Beauty Products, Inc., based upon a philosophy of quality, performance and integrity, is committed to providing the highest quality of products to our customers at competitive prices using the most efficient methods possible and with the highest level of ingredients. Universal Beauty Products, Inc., takes pride in being able to guarantee all its products on efficacy as well as safety. Finally, the entire Universal Beauty Products, Inc., Family is committed to producing performance proven products and providing superior customer service.

### **OUR VALUES**

Our values are what make Universal Beauty Products unique. They reflect our common fundamental principles. Living by these values distinguishes us from other companies or organizations and ensures our success.

Our values are not just words on paper. We rely on you to make them part of your daily working life. Use them as a compass to guide your strategies, your plans, and your actions.

### **RESPECT**

We treat our customers and clients, our partners, vendors and suppliers, and each other with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.

### **INTEGRITY**

We employ the highest ethical standards, demonstrating honesty and fairness in every action that we take.

### **TEAMWORK**

Our team is supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally.

### **CUSTOMER SERVICE EXCELLENCE**

We are dedicated to satisfying our customers' and clients' needs by exceeding their expectations and honoring commitments that we have made to them.

### **ACCOUNTABILITY**

We accept responsibility for our actions. We make and support business decisions through experience and good judgment.

### **OPEN COMMUNICATION**

We invite and encourage employees to respectfully share their ideas, opinions and concerns with the Company.

### **OUTSIDE-IN FOCUS**

We believe that growth comes from looking at opportunity through the eyes of our customers, clients, and all those we service. Taking an 'outside-in' view ensures that our efforts are always relevant and that our unique talents are applied to 'real world' opportunities.

### **EXCELLENCE IN OUR WORK**

We show pride, enthusiasm and dedication in everything that we do. We are committed to manufacturing, selling, and delivering high quality products and services. We are committed to an environment that attracts, motivates, and recognizes high performance.

### **QUALITY**

We take pride in everything we do. From our people to our products, and in our relationships with business partners and our community, quality is our signature.

### **ORIENTATION**

Once accepted for employment, each employee will be given an orientation.

#### **COMPANY ORIENTATION**

An orientation program is scheduled to acquaint you with important programs and policies of the Company. At this session you will be able to ask questions you may have concerning your employment, policies, procedures, and benefits.

#### **POSITION ORIENTATION**

When you start to work, you will want to know what your duties are. To help you perform your job in the correct manner and the easiest way, proper job instructions are provided. Your supervisor is an experienced person who will give you the opportunity to learn the best and most efficient way of doing your work.

## **Business Hours**

Universal Beauty Products is normally open for business from 6:00 am to 11:00 pm. You will be assigned a work schedule, and you will be expected to begin and end work according to the schedule. All employees are required to report to work no later than five (5) minutes after their starting time.

Various factors, such as workloads, customer needs, operational efficiency and staffing needs, may require variations in an employee's starting and quitting times and total hours worked each day or each week. Employees may be assigned jobs other than their usual assignments and may be required to work overtime or hours or days other than those normally scheduled whenever necessary.

When operating requirements or other needs cannot be met during regular working hours, you may be scheduled to work overtime. All overtime work must be authorized in advance by a



manager.

Exempt employees are expected to work as much of the workday as is necessary to complete their job responsibilities, however, a minimum of 40 hours constitute a normal work week. No overtime or additional compensation is provided to exempt employees for any additional hours worked.

## **Meal Break Periods**

Employees will receive rest breaks and meal periods in accordance with the applicable law. Non-exempt employees receive a one-half hour unpaid lunch break to be taken approximately in the middle of their work day. Non-exempt employees also receive one fifteen-minute paid rest period for each full work day, to be taken in the middle of the first half of the work day.

Lunch break for exempt employees is one hour and a minimum of 30 minutes is mandatory and is to be taken between 11:30 am – 1:00 pm. To maintain continuous service to our customers, some employees may be scheduled for lunch time earlier or later than others.

## **At-Will Employment Status**

Universal Beauty Products personnel are employed on an at-will basis. Employment at-will means that your employment can be terminated at any time for any reason, with or without cause, and with or without advance notice by you or the Company. The Company may also demote or discipline an employee or otherwise alter the terms of employment at any time in its sole discretion, with or without notice and with or without cause. Nothing in this handbook or in any document or statement shall limit the right to terminate the employment relationship at will. Only the President has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Nothing contained in this handbook creates an express or implied contract of employment.

Nothing in this at-will statement is intended to interfere with an employee's right to engage in concerted activity (such as organizing) to alter the conditions of his or her employment.

## **Right to Revise**

This handbook contains the employment policies and practices of Universal Beauty Products in effect at the time of publication. All additions or revisions to the policies set forth in this handbook, including but not limited to, any new or different employee benefits described herein, will take effect on the date this handbook is issued. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

Universal Beauty Products reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document. Provided, however, the policy of at-will employment cannot be changed. Any written changes to this handbook will be distributed to employees so that employees will be aware of the new policies or procedures.

## **Equal Employment Opportunity**

Universal Beauty Products is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. We enthusiastically accept our responsibility to make employment decisions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), citizenship, disability, veteran status, genetic information or any other basis protected by applicable federal, state, and local laws. Our management is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment, advertising, pay, and other forms of compensation, training, and general treatment during employment.

Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If you believe you have been subjected to any conduct that violates this policy, you may submit a complaint verbally or in writing to the HR department or the President. You need not complain directly to your supervisor. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the HR department or the President. The Company will promptly investigate the facts and circumstances of any claim that this policy has been violated and take appropriate corrective measures.

Anyone who receives a complaint of misconduct under this policy must report the complaint to the HR department or the President immediately so the company can investigate and try to resolve the claim internally. If the person you have contacted is not available, please contact one of the other listed contacts.

No employee will be subject to, and the Company prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims. Nothing in this policy prevents an employee from talking about or reporting your concerns to other individuals or outside groups.

## **Reasonable Accommodation of Individuals with Disabilities**

Universal Beauty Products is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job, unless doing so would impose an undue hardship on the Company. It is your responsibility to notify Human Resources of the need for accommodation. Upon doing so, Human Resources will engage you in the interactive process, during which you may be asked for information as to the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may request additional information from your physician or health care provider.

We encourage an applicant or employee who believes he or she needs a reasonable accommodation of a disability to discuss the need for a possible accommodation with Human Resources.

## **Reasonable Accommodation of Individuals' Religious Beliefs and Practices**

Universal Beauty Products recognizes and supports its obligation to reasonably accommodate job applicants and employees with religious beliefs or practices who are able to perform the essential functions of the position, with or without reasonable accommodation. The Company will provide reasonable accommodations to otherwise qualified job applicants and employees, unless doing so would impose an undue hardship on the Company.

We encourage an applicant or employee who believes he or she needs a reasonable accommodation for a religious belief or practice to discuss the need for a possible accommodation with Human Resources.

## **Genetic Information Nondiscrimination**

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of employees or their family members. In order to comply with this law, we ask that you refrain from requesting or providing any genetic information when responding to any Company request for medical information. "Genetic information," as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

## **Discrimination and Harassment Prevention**

Universal Beauty Products does not tolerate and prohibits discrimination or harassment of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or gender expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law, genetic information, or any other characteristic protected by applicable federal, state, or local laws and ordinances (referred to as "protected characteristics"). The Company also prohibits retaliation as defined below.

Universal Beauty Products is committed to a workplace free of discrimination, harassment and retaliation. These behaviors are unacceptable in the workplace and in any work-related settings such as business trips and Company sponsored social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party. In addition to being a violation of this policy, discrimination, harassment or retaliation based on any protected characteristic that meets legal definitions under applicable federal, state, or local laws and ordinances are unlawful.

**Discrimination Defined.** Discrimination under this policy means treating differently or denying to grant a benefit to an individual because of the individual's protected characteristic.

**Harassment Defined.** Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of a protected characteristic or which creates an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults,

epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it is not unlawful.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, and other verbal, visual or physical conduct of a sexual nature when:

- Submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- The conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Other examples of conduct that violates this policy include:

- Obscene or vulgar gestures, posters, or comments
- Sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- Propositions, or suggestive or insulting comments of a sexual nature
- Derogatory cartoons, posters, and drawings
- Sexually-explicit e-mails or voicemails
- Leering, whistling, uninvited touching of a sexual nature, assault, blocking normal movement
- Conversations about one's own or someone else's sex life.
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Teasing or other conduct directed toward a person because of the person's gender

**Retaliation Defined.** Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to: any action that would keep an employee from reporting discrimination, harassment or retaliation; shunning and avoiding an individual who reports discrimination, harassment or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting discrimination, harassment or retaliation; and denying employment benefits because an applicant or employee reported discrimination, harassment or retaliation or participated in the reporting and investigation process described below.

If you believe that you have been subject to conduct that violates this policy, you may submit your complaint verbally or in writing to the HR department or the President. You need not complain directly to your supervisor. In all instances, complaints should be brought as soon as possible after the incident. You will be asked to provide details of the incident(s), names of individuals involved and names of any witnesses. The Company will immediately undertake an effective, thorough, and objective investigation by qualified personnel. The Company will respond to and provide closure on complaints in a timely fashion. To the extent possible, complaints will be treated confidentially.

If an employee believes someone has violated this policy or our Equal Employment Opportunity Policy, the employee should promptly bring the matter to the attention of the HR department or

the President. Written complaints can be submitted using the form provided with this policy. (See Appendix A.) Anyone, including every supervisor, who receives any employee's concern about conduct in violation of this policy or our Equal Employment Opportunity Policy, whether in a formal complaint or informally, or who otherwise is aware of conduct in violation of this policy

must immediately report the issues raised to the HR department or the President immediately. If the person you have contacted is not available or is the person whom the complaint is directed toward, please contact one of the other listed contacts.

Upon receiving a complaint, the Company will promptly conduct a fair and thorough investigation of the facts and circumstances of any claim of a violation of this policy or our Equal Employment Opportunity policy to ensure due process for all parties. To the extent possible, the Company will endeavor to keep the reporting employee's concerns confidential. However, complete confidentiality may not be possible in all circumstances. Employees are required to cooperate in all investigations conducted pursuant to this policy.

During the investigation, the Company generally will interview the complainant and the accused, conduct further interviews as necessary, and review any relevant documents or other information. Upon completion of the investigation, the Company will determine whether this policy or our Equal Employment Opportunity policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

If the Company determines that a violation of this policy has occurred, corrective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to have violated this policy will be subject to appropriate disciplinary action, up to, and including termination. This includes individuals engaging in discrimination, harassment or retaliation, as well as supervisors who fail to report violations of this policy or who knowingly allow prohibited conduct to continue. The Company will not retaliate against you or any participant in the investigation for reporting a complaint, or against anyone for threatening to report a complaint, and will not knowingly tolerate or permit retaliation by management, employees or co-workers.

The Company encourages all employees to report any incidents of potential violations of this policy **immediately** so that complaints can be quickly and fairly resolved.

## **Retaliation is Prohibited**

Universal Beauty Products prohibits retaliation by any supervisor, manager, co-worker and/or any third party that comes into contact with an employee. Retaliation includes taking negative action against any employee for reporting a possible deviation from the policies in this Handbook, for cooperating in an investigation being conducted by the Company, or for raising any issue of concern. Retaliatory actions can include, but are not limited to, terminations, demotions, pay raise denials, and criticism for bringing complaints. Any employee who retaliates against another employee who made a good faith report of a possible deviation from the policies in this Handbook or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Violations of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If you believe that you have been subjected to retaliation in violation of

this policy, you may submit a complaint verbally or in writing to the HR department or the President. You need not complain directly to your supervisor. The Company will immediately undertake an effective, thorough, and objective investigation by qualified personnel. If you need

assistance with your complaint, or if you prefer to make a complaint in person, contact the HR department or the President. The Company will promptly investigate the facts and circumstances of any claim alleging a violation of this policy and take appropriate corrective measures.

Anyone who receives a complaint of misconduct under this policy must report the complaint to the HR department or the President immediately so the Company can investigate and try to resolve the claim internally. If the person you have contacted is not available, please contact one of the other listed contacts.

## **VIOLENCE IN THE WORKPLACE**

The Company is committed to providing its employees and visitors a safe environment. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

### **WORKPLACE VIOLENCE**

Any act in which a person is abused, threatened, intimidated, or assaulted undermines the integrity of the employment relationship.

### **WORKPLACE ENVIRONMENT**

All company property, including company sponsored events and activities, and anywhere the employee engages in company business or related activities.

## **Prohibited Conduct**

The Company does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors, while not all inclusive, provides examples of conduct that is prohibited:

- Physically assaulting (e.g., hitting, shoving, pushing, kicking) and/or causing physical injury to another person;
- Making verbal or written threats expressing intent to inflict harm;
- Bringing weapons into the workplace;
- Exhibiting threatening behavior such as shaking fists or throwing objects;
- Engaging in verbal abuse such as swearing, insults or combative language;
- Aggressive hostile behavior that creates a reasonable fear of injury to another person or disrupts the conduct of company business;
- Intentionally damaging or threatening to damage company property or property of another employee;
- Acts of intimidation, bullying, or other inappropriate activities includes, but is not limited to, stalking or engaging in actions intended to frighten, coerce, or induce duress;

## **Inspections**

For safety, security, or other legitimate business reasons, the Company reserves the right, with or without notice, to conduct inspections of company owned property, including but not limited to

lockers, desks, offices and toolboxes. Certain items such as purses, back packs, lunch boxes, briefcases and packages of any kind taken into or out of the building may be inspected upon request by the Company for safety or other legitimate business reasons.

## **Reporting**

Any violation of this policy must be reported immediately to a supervisor and the Human Resources Department. Local law enforcement will be contacted as appropriate.

Non-employees who violate this policy while on company property will be reported to the local law enforcement and fully prosecuted to the maximum extent of the law.

## **Enforcement**

Any violation of the Workplace Violence Policy on the part of any employee will be subject to disciplinary actions, up to and including termination of employment. Violations of this policy may be reported to local law enforcement as appropriate.

## **Company Property**

Our employees take pride in being able to use some of the most up-to-date equipment available in our industry. The Company has a large investment in equipment and each employee is asked to help protect the equipment as though it were their own. Employees are responsible for company equipment assigned to them.

Business equipment is provided for company business only. Employees should not take any equipment, supplies, or other company property from the premises without express written or electronic mail permission. This permission will be only granted for business related needs. For example: customer visits, off-site training, trade shows, or conferences. Only the President of Universal Beauty can grant this permission.

## **Intellectual Property**

Intellectual Property is considered the sole property of the Company. It includes all documents, forms, software, etc. developed by the Company or employees of the Company, regardless of whether developed during regular working hours or on Universal Beauty Products, INC.

During the course of your employment with the Company, you may have access to information of a highly sensitive and confidential nature. This information will be contained in company records, correspondence with customers and other similar documents. As an employee of the Company you are in a position of trust and you have an obligation to this company and to its customers to see that the confidentiality of this information is strictly maintained and protected. Unauthorized use or disclosure, even if inadvertent, compromises both you and the Company and seriously erodes client confidence. Information regarding the Company or its customers including the names of these customers or descriptions of their business with us is considered confidential and proprietary information. You may not disclose, duplicate or use this information except as required in the performance of your duties with the Company.

The Company has developed certain proprietary products and processes that are unique to the organization. Keeping such information from competitors plays an important part in our success.

Employees often have access to confidential, secret, and proprietary information and must use and/or disclose information learned or acquired through their association with the Company only for the performance of their jobs. The organization protects proprietary information by restricting employees and visitors to certain designated areas and access to documents to only those who have business reasons to view them.

Removal or unauthorized use of official documents including Company letterhead is prohibited. Failure to comply with this policy may result in discipline, up to and including discharge.

## **Employment Classifications**

All employees fall into one of the following classifications:

### **REGULAR FULL-TIME EMPLOYEE**

An employee who is paid a salary or an hourly wage rate and is regularly scheduled to work 40 hours (excluding meal time) or more per week and who has passed the new hire period.

### **REGULAR PART-TIME EMPLOYEE**

An employee paid a salary or an hourly wage rate that is hired to work on a regular basis less than 30 hours (excluding meal, time) per week. These employees are not entitled to any company-sponsored benefits.

### **TEMPORARY EMPLOYEE**

An employee who is hired on a daily, temporary, or seasonal basis, because of abnormal or seasonal workloads or emergencies. Temporary employees are not eligible for any company-sponsored benefits.

In addition, employees will either be classified as exempt or non-exempt.

### **NON-EXEMPT EMPLOYEE**

Non-exempt employees are all those who are eligible to be paid for overtime work in accordance with the provisions of applicable wage and hour laws.

### **EXEMPT EMPLOYEE**

Exempt employees are all those who are not eligible for overtime pay in accordance with the provisions of applicable wage and hour laws.

Since all employees are hired for an unspecified duration, these classifications do not guarantee employment for any specific period of time.

*Safe Harbor:* An exempt employee who believes he or she has been incorrectly classified should submit a question to HR department, who will investigate the question. Should the Company discover an error has occurred, the employee's classification will be changed and an investigation will be launched to determine any back wages due the employee. Future compensation and benefits will be calculated for the employee in his/her new classification.



## **Hiring**

## **New Hires**

The first 90 days of continuous employment at Universal Beauty Products is considered an introductory period. During this time, you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your supervisor will closely monitor your performance during this time.

Upon completion of the introductory period, Universal Beauty Products will review your performance. If the Company finds your performance satisfactory and decides to continue your employment, it will advise you of any improvements expected from you. At that time, you may express suggestions to improve the Company's efficiency and operations. Completion of the introductory period does not entitle you to remain employed by Universal Beauty Products for any definite period of time, but rather allows both you and the Company to evaluate whether or not you are right for the position. Employment remains at-will both during and after the introductory period and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

## **Inactive Status**

Employees who are on any type of leave of absence, work-related or non-work-related, that exceeds any protected state or federal leave of absence will be placed on inactive status.

### Health Benefits During Inactive Status

Unless continuation of health benefits is required by applicable state or federal law or unless provided by any other policy in this handbook, benefits will terminate according to our insurance carrier's policy when an employee is on inactive status. At such time, the employee may be eligible to continue such benefits, at his or her own expense, under COBRA in accordance with applicable law. Contact the HR Department for additional information.

## **Job Duties**

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or Universal Beauty Products. Your cooperation and assistance in performing such additional work is expected.

Universal Beauty Products reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

## **Regular Employees**

Regular employees are those who are hired to work on a regular schedule. Regular employees may be classified as full-time or part-time.

### Full-Time Employees

Regular full-time employees are those who are regularly scheduled for and work at least 40 hours per week. Following the completion of the introductory period, regular full-time employees are eligible for most employee benefits described in this handbook.

The Company will provide health insurance for regular full-time employees and for employees who are scheduled for and work at least 30 hours per week.

### Part-Time Employees

Part-time employees are regularly scheduled for and work less than 30 hours per week. Part-time employees are not eligible for employee benefits except as set forth in this handbook or as mandated by applicable law. The Company does not allow full-time employees to convert to part-time status. The only exception is where an employee is determined to require a part-time schedule for a limited time period as a reasonable accommodation for a disability or serious health condition or where such temporary accommodation is otherwise required by applicable law. In all other circumstances, only employees who were originally hired to work part-time, temporary employees, and temporary staffing from staffing agencies are permitted to work part-time.

## **Temporary Employees**

Temporary employees are those employed for short-term or up to twelve months for special assignments or projects. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended. Temporary employees are not eligible for employee benefits except those mandated by applicable law.

## **Rehiring Former Employees**

Former employees who leave Universal Beauty Products, Inc. due to resignation or layoff, and who had a satisfactory performance record while employed, are considered eligible for rehire after a review of the employee's previous employment records and advance approval from management. If you are rehired following termination, you are considered a new employee.

## **Benefits Qualification Period**

An employee's eligibility for vacation and other Company-designated benefits depends upon his/her length of continuous service and their employment classification. Temporary and Part Time employees are not eligible for some benefits. Except as otherwise required by applicable law, continuous service will be calculated from the hire date. An employee will not be eligible to take paid leave or use other Company-designated benefits until the introductory period has been satisfactorily completed, unless otherwise indicated in the relevant policy.

## **Leaves of Absence**

The Company will grant leaves of absence required by all Federal, State, and local laws. If you need to request a leave of absence, please contact the HR Department.

## **Health Insurance Premiums While on Leave**

Universal Beauty Products does not continue to pay premiums for health insurance coverage for employees on leaves of absence, except as required by applicable law or as specified in this handbook. However, employees may self-pay the premiums under the provisions of COBRA. The HR department can give you additional information.

## **Bereavement Leave**

Universal Beauty Products bereavement policy allows all regular full-time employees 3 days of paid leave for immediate family members. Any bereavement over 3 days will need to be offset with PTO. Immediate family will include a person's spouse, children, parents, grandparents, brothers, or sisters.

For non-immediate family bereavement: Employees may take 3 scheduled workdays off without pay or can utilize available PTO. The President of UBP may approve the use of accrued PTO to extend the leave.

## **Disability and Paid Family Leave Benefits**

Eligible employees who are absent because of their own disability or other qualifying reason may be eligible for wage replacement benefits under the terms of any applicable short-term disability or paid family leave insurance plan. Employees should refer to the applicable state supplement for additional information on available benefits.

## **Family Medical Leave Act**

### Basic Leave Entitlements

The Family Medical Leave Act ("FMLA") requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees during a 12-month period for the following reasons to eligible employees:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition; or
- For the employee's own serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember

with a serious injury or illness.

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

#### Eligibility Requirements

Employees are eligible for FMLA leave if they have worked for a covered employer for at least one year and for at least 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles of the employee's worksite.

#### Using and Requesting Leave

An eligible employee does not need to use leave in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees may choose, or an employer may require, the use of accrued paid leave while taking FMLA leave. If an employee substitute accrued paid leave for FMLA leave, the employee must comply with the Company's normal paid leave policies.

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When a 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees do not have to share a medical diagnosis but must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees may be required to provide a certification and periodic recertification supporting the need for leave.

#### Employer's Responsibilities

Once a covered employer becomes aware that an employee's need for leave may qualify under the FMLA, the covered employer must inform the employee requesting leave whether they are eligible under FMLA. If they are eligible, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

#### Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. The FMLA does not affect any Federal or State law prohibiting

discrimination, nor supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

## **Jury Duty and Witness Leave**

Universal Beauty Products encourages employees to serve jury duty when called. Accordingly, if you are summoned as a witness or for jury duty, notify your manager immediately. Universal Beauty Products will grant you the necessary time off without pay. Exempt employees will not incur any reduction in pay for a partial week of absence due to witness or jury duty. You will be required to provide proof of jury/witness service.

## **Military Leave**

Employees who serve in the military or a state National Guard, are entitled to unpaid leave in order to fulfill certain service obligations. Employees who wish to take military leave should contact the HR Department for information about their rights before and after such leave. You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law. An employee's eligibility for any benefits during a military leave will be handled in accordance with the law.

## **Leaves for Work Related Illnesses or Injuries**

The Company will grant a leave for a work-related illness or injury in accordance with state law. As an alternative, the Company may offer you modified work.

### Notice and Certification Requirements

You must report immediately (if possible, within 24 hours) all workplace accidents, injuries and illnesses no matter how minor to HR Department. Failure to report an accident is a serious matter as it may preclude an employee's coverage under Workers' Compensation Insurance. In addition, you must provide the Company with a certification from a health-care provider of your workplace injury or illness, your inability to work, and/or your work restrictions, and the expected duration of your restrictions and/or inability to work.

### Compensation During Leave

As with leaves for non-work related injuries, a leave granted to an employee for a work-related injury is also unpaid. However, you may use your accrued sick leave or vacation time during the leave. All such payments will be integrated with any state disability, workers' compensation, or other wage reimbursement benefits for which you may be eligible. At no time will you receive a greater total payment than your regular compensation.

### Benefits During Leave

Unless otherwise prohibited by law, while you are on a leave due to a work-related injury or

illness, the Company will maintain your group health insurance coverage for up to a maximum of four months on the same terms as if you had continued to work. During this period, the Company will continue to make the same premium contributions as if you had continued working. The

continued participation in health benefits begins on the date the disability first begins. Employees should contact the HR Department for further information.

### Reinstatement

Upon the submission of a medical certification that you are able to return to work to perform the essential functions of the job, with or without a reasonable accommodation, you will be considered for reinstatement in accordance with applicable law. If you are disabled due to an occupational illness or injury, the Company will attempt to provide you with reasonable accommodations. In all circumstances, you must submit an acceptable health care provider statement certifying your release to work to perform the essential functions of the job, with or without a reasonable accommodation. You should also provide as much notice as possible regarding the date of your return to work.

If your leave expires and you fail to return to work without contacting your supervisor or the HR department to obtain an approved extension of your leave, the Company will assume that you do not plan to return to work and that you have voluntarily terminated your employment.



## **Benefits**

## External Employee Education

Some employees may need to attend training programs, seminars, conferences, lectures, meetings, or other outside activities for the benefit of Universal Beauty Products. Attendance at such activities, whether required by the Company or requested by individual employees, requires the written approval of your supervisor and the top management at each office location. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance. Attendance at any such event is subject to the policies on reimbursement and compensation. *See Appendix B for the External Education form and required information*

For attendance at events required or authorized by the Company, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, transportation, lodging (for out-of-town events), and parking. Reimbursement policies regarding these expenses should be discussed with your supervisor in advance.

This policy does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While Universal Beauty Products generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless approved in writing in advance in accordance with this policy.

## Holidays and Floating Holidays

Universal Beauty Products generally observes the following paid holidays:

- January 1 (New Year's Day)
- Martin Luther King Day
- Memorial Day
- July 4th (Independence Day)
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving Day
- Christmas Eve/Christmas Day

UBP also gives 2 floating holidays to use, 1 to use during the 3<sup>rd</sup> quarter and another during the 4<sup>th</sup> quarter

When a holiday falls on a Saturday or Sunday, the holiday will usually be observed on the preceding Friday or the following Monday. However, Universal Beauty Products may grant another day off in lieu of closing. Holiday observance and number of Floating Holidays if applicable will be announced in advance.

For non-exempt employees to be eligible for holiday pay, you must be regularly scheduled to work on the day on which the holiday is observed and must work your regularly scheduled working days immediately preceding and immediately following the holiday, unless an absence on either day is

approved in advance by your supervisor.

Non-exempt employees who are required to work on a Company designated holiday will be granted pay for a full day's work of eight (8) hours in addition to being paid for the actual hours worked on the day of the holiday.

In any given year, in the Company's sole discretion, Universal Beauty Products may have additional paid Floating Holidays. A Floating Holiday may be used for any reason including, but not limited to, personal appointments, moving, family emergencies, and religious holidays which are not Company designated holidays. It is necessary to obtain prior approval for use of a Floating Holiday at least one (1) full working day before the intended holiday. In the case of unforeseen emergencies, you must contact your supervisor as soon as possible on the day of your absence. If you do not provide notification, the absence will be considered unexcused, and you may be subject to disciplinary action. If a Floating Holiday is granted, it must be used in the year in which it is granted and before any vacation time is taken. Unused Floating Holiday hours will not be cashed out at the end of the calendar year in which they are granted or upon separation from employment.

## **Medical Insurance**

Universal Beauty Products provides a comprehensive medical insurance plan for eligible employees and their dependents. Regular full-time employees and employees who regularly work at least 30 hours per week are eligible to participate in the Universal Beauty Products medical, dental, and vision insurance plan after one full calendar month of employment (1<sup>st</sup> of the month to the last day of the month). The amount an employee is required to contribute towards payment of premiums is subject to change, such as in the event of an increase in premium rates or a change in plan. The Summary Plan Description (SPD) and official plan documents (such as insurance master contracts) contain information regarding eligibility requirements, coverage limits, deductibles, premiums and fees. Please read the official plan documents or SPDs carefully to understand your rights and responsibilities or ask the HR department for more information. Should a conflict exist between the official benefit plan and this handbook or the SPDs, the official plan documents will control in all cases.

The Company has the right, in its sole discretion, to change the current level of medical insurance benefits offered to employees subject to federal and state law. In the event of any change in benefit levels or of the plan, the Company will provide any required notice in accordance with applicable law.

## **Retirement Plan**

Universal Beauty Products provides a 401(k) plan for eligible employees in order to assist in planning for their retirement. For information regarding eligibility, contributions, benefits, and tax status, contact the HR Department. All eligible participants will receive a summary plan description. The Company has the right, in its sole discretion, to change the current level of retirement plan benefits offered to employees subject to federal and state law. In the event of any change in benefit levels or a change to the plan, the Company will provide any required notice in accordance with applicable law.

## **Disability Insurance**

Universal Beauty Products provides disability insurance coverage as required by law and/or through their contracted provider, which provides partial wage replacement for wages when you cannot work because of illness or injury not caused by employment at the Company. Specific rules, regulations and forms concerning disability are available from the HR Department.

## **COBRA Benefits**

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Company's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation; termination of employment; death of an employee; a reduction in an employee's hours; leave of absence; divorce or legal separation; and a dependent child no longer meeting eligibility requirements. Under COBRA, the employee or beneficiary pays the full cost of coverage after a qualifying event at the Company's group rates plus an administration fee for continuation coverage. The Company provides each eligible employee with a written notice describing rights granted under COBRA when a qualifying event occurs. The notice contains important information about the rights and obligations of the employee and/or beneficiary(ies). Failure to timely comply with the notice may result in a loss of insurance coverage. It is imperative that each employee keep the Company apprised of the status of his/her family life and age of dependents.

## **Unemployment Compensation**

Universal Beauty Products contributes to Unemployment Insurance Funds in applicable states on behalf of its employees. These benefits are provided by the state, and eligibility for and the amount of benefits are determined by the state. As soon as you become unemployed or have your hours reduced involuntarily, obtain a claim form and call your local Unemployment Office to determine your eligibility.

## **Paid Time-Off (PTO) policy**

Universal Beauty Products' Paid Time-Off (PTO) policy is a part of the benefits package extended to full-time, year-round staff members (Regular Full-time Employees), and is designed to provide employees with the opportunity to balance their work and home lives. The purpose of offering PTO is to provide eligible employees with flexibility from work that can be used for such needs as vacation, personal or family reasons, appointments, volunteerism, and other activities of the employee's choice.

The Company's goal is to provide time for personal rejuvenation and to reduce unscheduled absences while providing reasonable accommodation to full-time staff members without impacting the employee's compensation. Eligible employees begin to accrue vacation time from the first day of regular employment and may begin to use accrued time as soon as it is available.

Paid Time-Off (PTO) is accrued during periods of active employment and may not be used before it is earned. PTO time does not accrue during an employee's personal leave of absence, unpaid time off, or periods of administrative leave. Employees needing to take time off prior to earning PTO may submit a request for unpaid time off. If the unpaid time off is declined, employee must report to work as scheduled, unless another type of unpaid legally required leave applies. Once earned, PTO days shall be paid as used, at the employee's then-current rate of pay and based on employee's regular work schedule.

Temporary and Part Time employees do not accrue paid vacation time.

Employees eligible for this benefit are Regular Full-time Non-exempt staff regularly scheduled and working 35 hours or more per week and Regular Full-time Exempt staff regularly scheduled and working 40 hours or more per week, working 250 days or more per year.

Employees accrue vacation based on their classification and years of employment with the Company. Vacation hours and days shall be earned on an accrual basis during active employment at the following rates:

**Regular Full-Time Non-Exempt employees regularly scheduled and working 35 hours or more per week and 250 days or more per year:**

| <u>Years of Service</u> | <u>Rate of Accrual</u>                                       |
|-------------------------|--|
| 0 months to 4 years     | 12 days per year (accrual rate of 3.69 hours per pay period) |
| 4–9 years               | 18 days per year (accrual rate of 5.53 hours per pay period) |
| 10 plus years           | 24 days per year (accrual rate of 7.38 hours per pay period) |

A day is considered eight (8) hours for a full-time non-exempt employee who is scheduled and working 35 hours or more per week and 250 days or more per year.

**Regular Full-Time Exempt employees regularly scheduled and working 40 hours or more per week and 250 days or more per year:**

| <u>Years of Service</u> | <u>Rate of Accrual</u>                                       |
|-------------------------|--|
| 0 months to 4 years     | 12 days per year (accrual rate of 3.69 hours per pay period) |
| 4–9 years               | 18 days per year (accrual rate of 5.53 hours per pay period) |
| 10 plus years           | 24 days per year (accrual rate of 7.38 hours per pay period) |

A day is considered eight (8) hours for a full-time exempt employee who is scheduled and working 40 hours or more per week and 250 days or more per year.

**Accrual Carry-over**

The Company recognizes the importance of paid time off as a period of rest and rejuvenation away from the job and encourages staff to use their vacation time as fully as possible during the year in which it is earned. Employees will be permitted to carryover a maximum of five (5) days of accrued PTO. The remaining time must be used before the end of a calendar year.

**Requesting Time Off**

Employees shall submit a request for time off on iSolved as early as possible, but not later than two weeks prior to the requested time off dates. Their supervisor will then review the request and approve the PTO. If it is declined, the supervisor will inform the employee as to why it was not approved.

In the event that two weeks' prior notice is not feasible, requests for time off will be reviewed at the discretion of their direct supervisor and/or top management in charge of the department.

PTO days may be requested in half (4 hours) or full day (8 hours) increments for exempt staff, up to a maximum of ten (10) consecutive days off at one time, unless otherwise approved in writing by the President of Universal Beauty Products.

PTO days may be requested in hourly increments for non-exempt staff, up to a maximum of five consecutive days off at one time, unless otherwise approved in writing by the President of Universal Beauty Products.

Employees are responsible for working with their direct supervisor to develop a plan for coverage of their duties during their time off, including scheduling a sub as appropriate to the employee's position.

Requests for time off will be reviewed with due consideration for peak work periods during the year. Time off requests must be coordinated and approved by the employee's direct supervisor, subject to scheduling, team or department needs and available coverage. Time off for all managerial staff shall be coordinated and approved by the President of Universal Beauty Products, subject to the same considerations.

If the time off request is approved, employee should immediately communicate vacation dates to applicable co-workers using standard site protocol to ensure organizational needs are met and coverage is coordinated during the employee's absence.

### Blackout Periods

The Company reserves the right to identify "blackout periods" where vacation requests shall require the written approval of the top management in charge of the department (Director level or above). Standard blackout periods include: Mandatory staff trainings, mandatory meetings, during staffing shortages; and for certain positions during financial or regulatory audits, and monthly closing. This list is not meant to be all inclusive and the top management in charge of the department (Director level or above), may impose blackout periods as required for operational or business reasons.

Such blackout periods shall be communicated to staff and HR Department in writing by the top management in charge of the department. In the event, that a "black out period" must be added to the calendar, at least 30 calendar days written notice shall be given prior to the implementation of said blackout period.

### Vested Benefit

Upon separation of employment, employees will be paid for any unused vacation days that have accrued through the last day worked, based on employee's regular rate of pay at the time of separation. Any accrued, unused vacation time will be paid out at employee's then-current rate of pay upon termination of employee's regular full-time employment status.

## **Workers' Compensation**

Universal Beauty Products, in accordance with applicable state laws, provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care;
- Cash benefits to replace lost wages; and
- Assistance to help qualified injured employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to your supervisor and the HR Department;
- Seek medical treatment and follow-up care if required;
- Complete a written form which will be given to you and return it to the HR Department; and
- Provide the Company with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work from the leave.

The law requires Universal Beauty Products to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

# **Management**



## **Employee Property**

An employee's personal property, including but not limited to lockers, packages, purses, and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Universal Beauty Products property or possession of unauthorized materials, including, but not limited to, illegal drugs, controlled substances, firearms, explosives, or other weapons.

## **Employment of Relatives**

Universal Beauty Products may refuse to hire relatives of present employees if doing so could result in actual or potential problems in supervision, or if doing so could create actual or potential conflicts of interest. The Company defines "relatives" as spouses, registered domestic partners, children, siblings, parents, in-laws, and step-relatives.

If two employees marry, become registered domestic partners, or become related, causing actual or potential issues with supervision or actual or potential conflicts of interest, such as those described above, only one of the employees will be retained with the Company, unless arrangements can be made to eliminate the actual or potential issues. The employees will have 30 days to decide which relative will stay with the Company. If this decision is not made within the time allowed, the President of Universal Beauty Products will make the decision, taking the employment history and job performance of both employees into account.

## **Names and Addresses**

Employees are required to notify the Company within two weeks of the change in the event of a name or address change, changes to the employee's family, marital status or any other changes that may affect the employee's Company benefits.

## **HIPAA Compliance**

Universal Beauty Products handles all information protected by the Health Insurance Portability and Accountability Act ("**HIPAA**") as amended by the Health Information Technology for Economic and Clinical Health Act ("**HITECH**") in compliance with the laws to the extent applicable to the Company. Please contact the HR Department for more information.

## **Protecting Personal Identifying Information of Employees**

The Company takes strict measures to ensure that employee personal identifying information is treated in a confidential manner to protect employees from identity theft, in compliance with applicable law. The Company prohibits any employee from using and/or disclosing employee personal identifying information. To ensure the protection of employees' personal identifying information, the Company does not print Social Security numbers on employee identification materials, including time cards, or place them in files with unrestricted access. In addition, the Company does not allow: (i) publicly posting or displaying an employee's social security number; and (ii) using a social security number as an identification number. The Company will not communicate to the general public an employee's personal identifying information including social security number, home address, telephone number, personal email address, internet identification

name or password, parent's surname prior to marriage, or driver's license number unless otherwise required by law.

The Company also keeps all hard copy employee personnel files and any other records that may contain employee personal identifying information locked in a drawer in a secure location. Only the CFO and the HR Department have access to these files and only they can authorize access by any other employees. All employees must exercise care in and around the office to make sure that no personal identifying information of any employee is left out on desks, in unlocked offices or in other locations where they may be easily accessed or taken.

## **Social Security Number Privacy**

The Company maintains social security numbers ("SSN") of employees and other individuals as confidential information. Employees may not knowingly obtain, use or disclose the SSN of any other employee or individual unless in accordance with this policy.

Records containing SSNs must be kept in a secure environment, such as a locked desk or file cabinet, or a password-protected computer. Only authorized personnel may access records containing SSNs for legitimate business purposes. SSNs shall not be unlawfully disclosed.

All documents and records containing SSNs will be destroyed through shredding or other appropriate means before disposal.

Any employee who obtains, uses or discloses a SSN for unauthorized purposes or contrary to this policy will be subject to discipline, up to and including termination. In addition, the Company will cooperate with government investigations of any person alleged to have obtained, used or disclosed a SSN for unlawful purposes.

## **Open-Door**

Suggestions for improving Universal Beauty Products are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good faith complaints, questions, and suggestions are of concern to the Company also. We ask you to first discuss your concerns with your supervisor, following these steps:

- As soon as possible, at least within a week of the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.
- If your immediate supervisor is unable to provide a solution or explanation, you may bring the situation up to the director of your department.
- If the problem persists, or if your immediate supervisor or the director of your department is the subject of your complaint, you may present your concern to the HR department, who will investigate and provide a proposed solution or explanation. We encourage you to bring the matter to the HR department as soon as possible after you believe that your immediate supervisor and/or the HR department has failed to, or cannot, resolve the issue.

- If the problem is not resolved, you may present the problem in writing to the President of Universal Beauty Products, who will attempt to reach a final resolution.
- If you need assistance with the written complaint, please contact the HR department.

This procedure, which we believe is important for both you and the Company, cannot guarantee that every problem will be resolved to your satisfaction. However, Universal Beauty Products values your observations, and you should feel free to raise issues of concern, in good faith, without the fear of retaliation. You may also raise issues or concerns with outside individuals, groups or agencies.

## **Performance Evaluations**

Each employee will receive periodic performance reviews conducted by his or her supervisor. Your first performance evaluation will usually take place after completion of your introductory period. Subsequent performance evaluations will generally be conducted annually or semi-annually each year. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of Universal Beauty Products and depend upon many factors in addition to performance.

After the review, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

## **Personnel Records**

In accordance with any applicable laws, you may inspect your personnel file at Universal Beauty Products. The personnel records may be made available to you either at the place where you work or at a mutually agreeable location (with no loss of compensation for going to that location to inspect or copy the records). Any pre-employment references and reference checks are not kept by the Company in your personnel records and are therefore excluded from the documents that employees may inspect.

Disclosure of personnel information to outside sources will be limited consistent with state and federal law. However, Universal Beauty Products will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and with any other legally required disclosures.

## **Company Property**

## Bulletin Boards

Universal Beauty Products maintains bulletin boards located in public locations at each office. Bulletin boards are used to provide information to employees concerning safety, benefits, holidays, pay dates and other Company related information. Employees may not post items on Company bulletin boards. Only authorized members of management may post items on Company Bulletin Boards regarding Company business.

## Company Property

Lockers, desks, electronic equipment, vehicles, and other company-owned items are Universal Beauty Products property and must be maintained according to Company rules and regulations. Electronic equipment is defined to include desktop computers, laptops, handheld devices including but not limited to iPhone, iPad, Blackberry, cell phones and any other Company owned devices, hardware and software. These items and all data transmitted through Universal Beauty Products servers are Company property and must be maintained according to Company rules and regulations. Prior authorization must be obtained before any Company property may be removed from the premises.

Only Company-owned devices (computers, cell phones, email, or other handheld devices) may be used to conduct Company business. It is strictly prohibited to forward any company emails, documents or any other company proprietary information to a personal email address.

All Company property must be kept clean and used only for work-related purposes. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, at any time, without notice to the employee, and not necessarily in the employee's presence. Accordingly, employees should have no expectation of privacy in any messages sent, received, or stored using the Company's e-mail, voice mail, computer systems, or other equipment. Employees should expect that messages sent, received, or stored in the system will be available for review by any authorized representative of the Company for the purpose of ensuring compliance with the Company's rules and regulations, at any time. The Company also has the right, in its sole discretion, to monitor an employee's computer, Internet, and e-mail usage at any time to ensure compliance with the policies set forth herein.

The Company may periodically need to assign and/or change "passwords" and personal codes for all Company-owned electronic media. Electronic equipment and related storage media and databases are to be used primarily for Company business and they remain the property of the Company. The Company reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

An employee's own electronic equipment may be used during authorized non-working time or during working times for emergency purposes only. All other Company policies, including the Company's prohibitions against discrimination, harassment or retaliation based on protected categories in the workplace apply. This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

No personal locks may be used on Company-provided lockers unless the employee furnishes a copy of the key or the combination to the lock. Unauthorized use of a personal lock by an

employee may result in losing the right to use a Company locker.

For security reasons, employees should not leave personal belongings of value in the workplace. Personal items brought onto Company premises, including, but not limited to, purses, backpacks, and packages, are subject to inspection and search, with or without notice, and with or without the employee's prior consent.

Terminated employees should remove any personal items at the time they leave Universal Beauty Products. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

## **Guests and Visitors**

For reasons such as the safety and security of our facilities, our employees, and the technical and confidential aspects of our business, visitors are not permitted to enter certain areas of Company facilities without authorization. If you see a person who may not have proper authorization to enter the restricted areas of the building, please notify your supervisor. Should friends or members of your family want to pay you a visit for some essential reason, they must wait in the public areas of our facilities.

## **Housekeeping**

All employees are expected to keep their work areas clean and organized. Employees using common areas such as lunchrooms, locker rooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly. If you prepare food in the lunchroom or use the microwave, please thoroughly clean up any spills and try your best to eliminate any residual odors. Be mindful of your co-workers who may be sensitive or allergic to certain food odors.

## **Off-Duty Use of Facilities**

Employees are generally prohibited from remaining on the interior of Universal Beauty Products premises or external work areas, while not on duty. Employees are prohibited from using Company property or Company equipment for personal use during working time. This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

## **Parking**

Employees may park their vehicles in designated areas, if space permits. If space is unavailable, employees should park in permissible public areas in the vicinity of Universal Beauty Products property. Universal Beauty Products is not responsible for any loss or damage to employee vehicles or contents while parked on Company property.

### Surveillance Monitoring

Parking areas may be monitored with video or other surveillance for purposes of protecting Company property only. This surveillance system is in no way intended to provide employees with personal security.

Please be advised that in order to comply with customers' requirements, to ensure that confidentiality policies are being followed, and to monitor restricted access areas, there are clearly marked video surveillance cameras at various locations in Universal Beauty Products' offices.

## **Protection of Trade Secrets and Confidential Information**

During your employment with Universal Beauty Products, you may have access to and become familiar with information of a confidential, proprietary, or secret nature, which is or may be either applicable or related to the present or future business of the Company, its research and development, or the business of its customers, suppliers, or manufacturers. For example, trade secret information includes, but is not limited to, inventions, improvements, designs, original works of authorship, formulas, processes, know-how, computer software programs, databases, mask works, technical or engineering information, source code, marketing plans, product plans, research, development, business strategies, financial information, forecasts, customer lists, customer specifications and requirements, sales data, pricing information, domain names, and any other confidential or proprietary information of the Company, its suppliers, its manufacturers, and its customers.

Employees are prohibited from using or disclosing any confidential, proprietary, or trade secret information that they obtain during their employment with the Company, except to the extent that they are entitled to whistleblower protections under the federal Defend Trade Secrets Act, and except as required in order to perform their job duties for the Company. This obligation remains even after an employee's employment relationship with the Company has ended. Employees are entitled to whistleblower protections under the federal Defend Trade Secrets Act, as follows:

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

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

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

containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.” 18 U.S.C. Section 1833(b).

The Company may require an employee to account for and/or return all documents and other materials and Company property entrusted to him/her that contain confidential, proprietary, or trade secret information of the Company, its customers, suppliers, or manufacturers. The proper handling and use of all such documents and confidential business information is of great importance to the Company. Upon termination of employment, whether voluntary or involuntary, all Company documents, computer records, electronic data, email messages, and other Company property or equipment in the employee's possession, custody or control must be returned to the Company.

Any breach of this policy will not be tolerated and appropriate legal action may be taken by the Company.

## **Smoking**

It is the Company's intent to provide a safe and healthy work environment and to comply with state and local anti-smoking laws which govern the health, comfort, and safety of our employees.

To satisfy both goals, Universal Beauty Products prohibits smoking at any time except in designated areas. Smoking is not allowed in any enclosed area of the facility, nor in covered parking lots. Smoking includes the use of e-cigarettes, vaping devices, any electronic smoking device that creates an aerosol or vapor, and any electronic device that delivers nicotine or other vaporized liquids to the person inhaling from the device.

Additionally, tobacco products may not be left in plain sight anywhere in our facilities. Tobacco products include but are not limited to cigarettes, cigars, pipes, ashtrays, and other smoking paraphernalia.

All employees are expected to respect the rights of fellow employees and to act accordingly. Cigarette butts and other tobacco products must be discarded in approved containers in the designated smoking areas.

This policy applies equally to all employees, customers and visitors. Failure to comply with this policy may result in disciplinary action, up to and including discharge. In addition to violating this policy, employees who smoke on company property may be in violation of state law and may be subject to state-imposed penalties.

Please see the Marijuana and Drug and Alcohol Abuse sections of the policy regarding the use of marijuana.

Please see the HR Department if you need additional information regarding this policy or if you need to make a complaint regarding the violation of this policy. Universal Beauty Products will not retaliate against employees who exercise their right to a smoke-free workplace under this policy and/or state law.

## **Electronic and Social Media**



At Universal Beauty Products, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of electronic and social media.

The Company uses various forms of electronic communication including, but not limited to computers, laptops, handheld devices (including, but not limited to, iPhones, Blackberries, smart phones, iPads, and other electronic tablets and cell phones), computer software/hardware and servers. All electronic communications, including e-mail, text messages, telephones, cell phones and other handheld devices, faxes, and online services including the Internet remain the sole property of the Company and are to be used only for Company business and not for any personal use.

The Company provides computers, electronic communications, electronic information and information technology resources, including the Internet, to its employees to help them do their job. Generally, these Company resources and property should be used only for business related purposes; however, there are a few exceptions during non-work time:

- To send and receive necessary emergency personal communications on limited occasions;
- To use the telephone system, cell phones or smart phones for brief and necessary emergency personal calls or messages on limited occasions; and
- To access the Internet for brief personal searches and inquiries during mealtimes or other breaks, provided that employees adhere to all other usage policies.

Any personal usage of the Company's property must not interfere with the employee's work performance, take away from work time, consume supplies, slow other users, slow the server or computer systems, tie up printers or other shared resources, or violate any Company policy. All policies relating to monitoring usage of the Company's property apply.

Electronic communications and social media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, is discourteous or disrespectful to a customer, or is threatening, intimidating or otherwise interfering with the job performance of fellow employees.

Employees who misuse electronic communications and engage in copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to discipline and/or immediate termination.

The display of any kind of sexually explicit, racially offensive or other type of offensive multimedia content, message, or document on any Company computer or other Company-owned property is a violation of the Company's Equal Employment Opportunity and Unlawful and Abusive Conduct policies, which prohibit sexual and other forms of harassment and discrimination based on protected categories. This description of prohibited usage is not exhaustive and it is within the discretion of the Company to determine if there has been a violation of this policy. Employees that engage in prohibited use will be subject to discipline and/or immediate termination.

Employees may not install personal software on Company computer systems.

All electronic information created by any employee using any means of electronic communication is the property of the Company and remains the property of the Company. Personal passwords may

be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information. Personal passwords and changes to those passwords must be provided to the Company IT Specialist. The Company reserves the right to override all personal passwords if necessary for any reason.

The Company reserves the right to access and review electronic files, messages, information, text messages, e-mail, Internet history, browser-based webmail systems, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Company policy or any law occurs. E-mail may be monitored by the Company and there is no expectation of privacy in communications sent using a Company email address or using Company equipment. Assume that e-mail may be accessed, forwarded, read, or heard by someone other than the intended recipient, even if marked as "private."

Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by Company management.

No employee may install or use anonymous e-mail transmission programs or encryption of e-mail communications, except as specifically authorized by the CFO or CEO of the Company.

Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by the Company.

Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business only. Any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company must be approved by Company management (CFO or CEO) before the information is placed on an electronic information resource that is accessible to others. Company-owned equipment may not be used for blogging during or after work hours. Questions about access to electronic communications or issues relating to security should be addressed to top management (CEO, CFO, or HR department).

### Using Social Media At Work

In the rapidly expanding world of electronic communication, social media can mean many things. For purposes of this policy, social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Universal Beauty Products, as well as any other form of electronic communication.

Employees are to refrain from using social media while on work time or on Company-owned or Company-provided equipment, unless it is work-related as authorized by your supervisor. Do not use your Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

### Social Media Guidelines

Nothing in the Company's social media policy is designed to deter, interfere with, or restrain the employees' rights to discuss wages, hours or other terms and conditions of

employment, or to engage in any activity protected by state or federal law.

You are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved.

- Know and Follow the Rules

Carefully read these guidelines, along with the policies set forth in this Handbook regarding Equal Employment Opportunity, Harassment Prevention, Company Property, Protecting Personal Identifying Information of Employees, Protection of Trade Secrets, Prohibited Conduct, and Workplace Violence, and ensure your postings are consistent with these policies. Inappropriate postings, which may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct, will not be tolerated and may subject you to disciplinary action up to and including termination.

- Work in a Cooperative Manner

Each employee is expected to work in a cooperative manner with management/supervisors, co-workers, customers, suppliers, vendors and service providers. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open-Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio which are a violation of Equal Employment Opportunity, Harassment Prevention and/or Retaliation policies.

- Be Honest and Accurate

Do not post any information or conduct any online activity that may violate applicable local, state or federal laws or regulations. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through social media.

- Protect the Trade Secrets, Intellectual Property Rights and Privacy of Universal Beauty Products, Its Employees, and Its Customers

Maintain the confidentiality of Universal Beauty Products trade secrets and confidential strategic business initiatives so that you do not compromise the Company's intellectual property. Trade secrets and confidential information is defined by the Company's policy and agreements.

In accordance with state and federal law, employees are prohibited from posting confidential personal information about customers or employees. Confidential personal information includes, but is not limited to, social security numbers, protected health information, credit card numbers, drivers' license numbers, mother's maiden name, personal email address, Internet identification name, complete date of birth, and minor children's names.

Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.

When publishing any online material through social media on behalf of the Company that includes another's direct or paraphrased quotes, thoughts, ideas, photos, or videos, always use citations and link to the original material where applicable. Employees also may not use the Company's or

any client or vendor trademarks or logos for commercial use without the Company, client, or vendor's express permission. Universal Beauty Products expects all employees to abide by all Copyright laws.

Never represent yourself as a spokesperson for Universal Beauty Products if you are not authorized. When promoting any Company product or service on behalf of the Company on any form of social media, you must clearly and conspicuously disclose your relationship with the Company to the members and readers of that social media. The Company will designate individuals authorized to make postings on behalf of the Company. These individuals are the only ones who are authorized to make official Company postings on behalf of the Company

#### Employee-owned Devices

Employees can use their own personal devices to engage in social media during non-working times, such as breaks and meal periods; however, all other company policies, including the Company's Harassment Prevention and Protection of Confidential or Trade Secret Information policies apply. The Company reserves the right to adjust this policy on a case-by-case basis as it deems appropriate.

#### Report Violations of the Policy

If an Employee becomes aware of a violation of this policy, please report it to an appropriate supervisor or to the HR Department. If an Employee feels he or she is being harassed, discriminated against or retaliated against for reporting a violation of this policy, he or she should immediately report this to his or her supervisor or to a member of Human Resources.

#### Non-Interference with Applicable Laws

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law, including the Defend Trade Secrets Act and state law. The Company prohibits retaliation against employees for any protected whistleblowing activity, or perceived whistleblowing activity, by an employee or family member of the employee.

Please contact the HR Department if you have any questions about this Policy.

## **Solicitation and Distribution of Literature**

In order to ensure efficient operation of the Company's business and to prevent disruption to other employees, Universal Beauty Products has enacted rules applicable to all employees governing solicitation, distribution of written material, and entry onto the premises and work areas. All employees are expected to comply strictly with these rules. Any employee who is in doubt concerning the application of these rules should consult with his or her supervisor.

No employee shall solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed.

Distribution of advertising material, handbills, or printed or written literature of any kind in working areas of the Company is prohibited at all times. Distribution of literature by non-employees on

Company premises is prohibited at all times.

Working time includes the time during which any of the employees involved are actually scheduled to work, but does not include rest periods, meal breaks and other specified times when employees are not expected to be working or when employees are free from all work duty. Work areas do not include such areas as the break or lunchroom and employee parking lots.

## **Employee Conduct**

## **Business Conduct and Ethics**

No employee may accept a gift or gratuity from any customer, vendor, supplier, or other person doing business with Universal Beauty Products because doing so may give the appearance of influencing business decisions, transactions or service. Please discuss expenses paid by such persons for business meals or trips with the Company in advance.

## **Conducting Personal Business**

Employees are to conduct only Universal Beauty Products business while on working time. Employees may not conduct personal business or business for another employer, person, entity, or organization during their scheduled working time or using the Company's equipment. Employees may use Company email for limited personal business during non-working time as long as such use is in compliance with the Company's rules and regulations.

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

## **Personal Conflicts of Interest**

All employees must avoid situations involving actual or potential personal conflict of interest. Personal or romantic involvement with a competitor, supplier, or subordinate employee of Universal Beauty Products, which impairs an employee's ability to exercise good judgment on behalf of the Company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships may also lead to supervisory problems, possible claims of sexual harassment, and morale problems.

### Notice

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or any other appropriate supervisor or the HR department, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined to exist, Universal Beauty Products Corporation may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose such facts shall constitute grounds for disciplinary action, up to and including termination of employment.

## **Customer Relations**

Employees are expected to be polite, courteous, prompt, and attentive to every customer. When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the employee should notify their supervisor or other management immediately.

We are a service business and all of us must remember that the customer always comes first. Our customers ultimately pay all of our wages. Remember, while the customer is not always right, the customer is never wrong.

Customers are to be treated courteously and given proper attention at all times. Never regard a customer's question or concern as an interruption or an annoyance. You must respond to inquiries from customers, whether in person or by telephone, promptly and professionally.

Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received.

Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a customer, find someone who can.

All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

Never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor or other management to intervene.

## **Dress Code and Other Personal Standards**

As an employee you are a representative of Universal Beauty Products in the eyes of the public, so each employee must report to work properly groomed and wearing appropriate clothing. Employees are expected to dress neatly and, in a manner, consistent with the nature of the work performed. Employees who report to work inappropriately dressed may be asked to clockout and return in acceptable attire.

Acceptable clothing for management, sales, and/or office employees includes collared button or pullover shirts, "docker" styled pants, jeans (Friday or certain days per job requirements). Dresses, skirts (up to knee), leggings (with shirts covering up to the knee) and sandals (only allowed for office personnel). Unacceptable clothing includes T-shirts with slogans, tank or halter tops, miniskirts, shorts athletic track suits including sweat pants, slippers, flip-flops, and transparent or revealing clothing are not permitted for any employees. All clothing should be clean and without rips or holes. This dress code shall be applied in a non-discriminatory manner.

Supervisors will inform you of additional requirements regarding acceptable attire. Certain employees may be required to wear safety equipment or clothing. Any deviations from these guidelines must be approved by your supervisor.

Employees who need a reasonable accommodation to the dress code because of a disability, medical condition, or religious belief, observance or practice should contact the HR Department and discuss the need for accommodation.

Employees required to wear safety equipment or clothing still must do so at all times. Department managers may issue more specific guidelines concerning any exceptions to this policy.

## **Work Area Appearance**

Most work areas are in view when customers, vendors and other visit our offices. Clean, neat and uncluttered work areas represent the kind of services we wish to provide to our customers. You are asked to ensure that your work area in addition common areas are well maintained.



## Drug and Alcohol Abuse

Universal Beauty Products is concerned about the use of alcohol, marijuana, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee's work performance, efficiency, safety, and health, and therefore, seriously impair the employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons. The use of prescription drugs and/or over-the-counter drugs also may affect an employee's job performance and may seriously impair the employee's value to the Company.

The following rules and standards of conduct apply to all employees either on Company property or during work hours (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of alcohol, marijuana, or an illegal or controlled substance while on the job;
- Driving a Company vehicle while under the influence of alcohol, marijuana, or an illegal or controlled substance; and
- Distribution, sale, or purchase of an illegal or controlled substance while on the job.

Violation of these rules and standards of conduct will not be tolerated and will result in disciplinary action, up to and including immediate termination of employment. Universal Beauty Products also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Universal Beauty Products reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An employee's conviction on a charge of illegal sale or possession of any controlled substance while employed at Universal Beauty Products, even if conducted off Company property and off duty, if it reflects adversely on Universal Beauty Products and interferes with the Company's legitimate interests, may result in termination of employment. It is Company policy to maintain a drug-free environment.

Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

Universal Beauty Products will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Company's treatment of employees who

violate the regulations described above. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency prior to engaging in conduct that could be a violation of this policy.

## **Marijuana Policy**

The Company prohibits employees from using, possessing or being under the influence of marijuana while on Company property and/or during work hours (including meals and rest periods), regardless of the legal status of marijuana under any state or local law.

## **Employee Alcohol Policy**

Excessive alcohol consumption may endanger the health and safety of Universal Beauty Products employees and others around them and tarnish the Company's reputation. If an employee drinks irresponsibly or commits offenses related to the misuse of alcohol, such conduct has the potential to negatively impact the Company.

Accordingly, it is Universal Beauty Products' policy to take steps to limit the consumption of alcohol at company functions, which may include, but are not limited to: entertaining business guests (business guests include current, past, and potential customers; suppliers; vendors; consultants; service providers; representatives from Universal Beauty Products company, affiliates, and related companies; and other business contacts ("Business Guests")); attending, on behalf of the Company, functions hosted by civic or business organizations; as well as non-business functions such as barbeques, picnics, retirement parties, anniversary parties, holiday parties, year-end recognition events, and parties held at private residences (collectively, "Company Functions"). The possession, consumption or use of alcoholic beverages at Company Functions may occur only with prior approval from an Executive or Director in charge of the host group. After granting approval, that executive or director has ultimate responsibility for ensuring that employees adhere to the guidelines presented below.

### Applying the Policy

- Employees who choose to drink alcoholic beverages at Company Functions are expected to behave in accordance with usual business standards and all company policies.
- Employees who choose to drink alcoholic beverages at Company Functions must consume in moderation, exercise good judgment, and act in a lawful, safe, professional and responsible manner at all times.
- The Executive or Director with ultimate authority over the group holding the Company Function where alcohol is served is responsible for ensuring adherence to these guidelines. Except when entertaining Business Guests, or attending, on behalf of the Company, functions hosted by civic or business organizations, the responsible executive or director must be present at the Company Function for the duration of the event.
- Alcohol may be consumed when entertaining Business Guests if alcohol is requested by a Business Guest and prior approval to consume alcohol during the course of the entertainment has been obtained from your team's executive or director. The responsible executive or director is not required to be present when entertaining Business Guests. All other sections of this policy apply to the entertainment of Business Guests.

- Alcohol may be consumed when attending, on behalf of the Company, functions hosted by civic or business organizations if the host serves alcohol and prior approval to consume alcohol during the course of the function has been obtained from your team's Executive or Director. The responsible Executive or Director is not required to be present at the function. To the extent possible, all other sections of this policy apply when attending, on behalf of the Company, functions hosted by civic or business organizations.
- Alcoholic beverages may not be served in offices or work areas.
- Alcoholic beverages are served, rather than simply made available, to those who wish to partake. Self-serving of alcoholic beverages at Company Functions is strictly prohibited.
- Food must be available at Company Functions when alcoholic beverages are served.
- Alcoholic beverages will be served for a restricted amount of time; generally, no more than two hours. Possible exception: If the Company Function is planned for a long period of time, e.g., a full or half day, alcohol may be served for a longer period with prior executive or director approval. However, alcohol service must cease no less than one hour prior to the end of the function.
- Alcohol is not to be served to minors or anyone who appears to be impaired.
- Employees are not permitted to drink alcoholic beverages and then drive while under the influence or intoxicated. Employees must find alternative transportation if they have consumed alcoholic beverages and are impaired.
- Universal Beauty Products' interests must be safeguarded through certificates of insurance, indemnification agreements, etc. during Company Functions.

Managers and employees are responsible for adherence to company policy. Failure to comply may result in disciplinary action up to and including termination. Company policies including but not limited to harassment and substance abuse extend to these Company Functions. The Company prohibits harassment and will not tolerate any harassment or inappropriate behavior of any kind by employees or their guests during such events whether or not related to or caused by intoxication.

No adverse action will be taken against any employee who raises concerns or reports an incident of sexual or other protected category-based harassment to management or to the HR department. The Company considers harassment in violation of its policies a serious offense that may result in disciplinary action, up to and including termination of employment.

Although the consumption of alcohol at a Company Function may be permitted with the prior approval from an executive or director in charge of the host group, if employees violate this policy and become intoxicated or begin to act inappropriately, management may take steps to limit an employee's consumption of alcohol. Notwithstanding, the employee is ultimately responsible for his or her actions if he or she consumes alcohol in a manner that violates this policy.

Employees assume complete responsibility for any risk of injury or damage that may arise from the presence of the employee or their guests, or participation in any activities at the Company Function, or use of the venue where the Company Function is held. Examples include but are not limited to the following: an employee sustaining an injury while at or after a Company Function, getting rowdy and injuring another person, destroying public or private property, or acting in a manner that can be construed as harassment or inappropriate. Furthermore, employees are fully responsible for the care and safety of children accompanying them at the Company Function.

## Attendance at Non-Business Functions

Employees should **never** feel they must attend holiday parties or other non-business functions sponsored by the Company. All non-business functions are **OPTIONAL** and **STRICTLY VOLUNTARY**. It is up to each employee to decide whether or not to attend and/or participate in such non-business functions. The Company **NEVER** requires the employee's presence at any such event impliedly or expressly.

## External Speaking Engagements

All employees must obtain written permission from the President of the Company before accepting an external speaking engagement on behalf of the Company.

If the Company, in its sole discretion, determines that the speaking engagement provides a benefit to the Company, the travel expenses incurred by the employee in connection with the external speaking engagement shall be eligible for reimbursement under the terms of the Company's Business Trip Policy.

All presentation materials and handouts for any approved external speaking engagement must be approved by the President of the Company at least ten (10) business days prior to the event.

The employee must ensure that adequate measures are taken to protect the confidential, proprietary, and trade secret information of the Company and any parties with which the Company does business. Any unauthorized use or disclosure of the Company's confidential, proprietary, or trade secret information, or failure to abide by this policy, will result in disciplinary action up to and including immediate termination.

This policy does not and is not intended to prohibit any speaking engagements concerning an employee's wages, hours or terms and conditions of employment that are protected by the National Labor Relations Act, or any other State or applicable laws.

## News Media Contacts

Employees may be approached for interviews or comments by the news media. Only contact people designated by the CEO of the Company are authorized to comment to news reporters on behalf of Universal Beauty Products. Any other employee contacted by the media and asked to speak on behalf of the Company should direct the person to the appropriate contact person within the Company. If you do not know the appropriate contact person, ask your supervisor.

This policy is intended to ensure that only authorized personnel are speaking on behalf of the Company regarding Company business. This policy does not and is not intended to prohibit any communications to the media concerning an employee's wages, hours or terms and conditions of employment that are protected by the National Labor Relations Act.

## Odor and Fragrance-Free Policy

The Company strives to ensure the comfort and safety of our employees and visitors by encouraging an environment free from fragrances, odors, smoke and other unpleasant smells. These odors are distracting and may trigger allergic reactions or create health problems for some individuals (e.g., asthmatic reactions, allergic reactions, sinus problems, skin rashes or headaches). This policy is meant to cover noticeable odors from any source, including foods, personal items, perfumes, and grooming.

The Company requires that the premises remain free of scented products and other odors which may trigger allergic reactions, including shellfish and peanuts. Please be aware that some employees or visitors to our premises may have severe sensitivities to certain products and/or foods. These individuals can have a severe allergic reaction to such items, even if the employee does not come into direct contact with the item or directly consume the item. The handling of these products, or the smell from such products or foods, can trigger a serious allergic reaction.

Employees are requested to refrain from wearing personal products that have strong scents to work. Whenever possible, employees are requested to choose fragrance-free products. If you have made a request to a co-worker that he or she refrain from wearing certain perfume or other strong fragrance but the co-worker is not cooperative, or if you are not comfortable approaching the co-worker directly, please contact your supervisor or the HR Department immediately.

In addition, if there are any employees with specific food or perfume allergies in the office, the Company may require that the premises remain free of such food or products. If you accidentally bring a restricted food or product into the work environment, you must immediately notify the HR Department so that any employee with an allergy can be notified immediately not to enter that area.

Company staff should inform visitors of this policy. Violations of this Odor and Fragrance-Free Policy will be handled through standard disciplinary procedures.

If you have any type of allergy that you that may require accommodations, please contact the HR Department.

## Other Employment

While employed by Universal Beauty Products, employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited unless otherwise permitted by State law:

- Additional employment that conflicts with an employee's work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the employee's position with the Company;
- Additional employment that impairs or has a detrimental effect on the employee's work performance with the Company;
- Additional employment that requires the employee to conduct work or related activities on Company property during the employer's working hours or using Company facilities, information, and/or equipment; and

- Additional employment that directly or indirectly competes with the business or the interests of the Company.

Employees who wish to engage in additional employment must submit a written request to Universal Beauty Products explaining the details of the additional employment. If the additional employment is authorized, Universal Beauty Products assumes no responsibility for it. Universal Beauty Products shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of any additional employment. Authorization to engage in additional employment can be revoked at anytime. Any additional employment, even if approved, which results in a violation of this policy, the Company's conflict of interest or prohibited conduct policy, or the employee's obligations to protect the Company's trade secrets, confidential and proprietary information, will constitute grounds for discipline, up to and including immediate termination of employment.

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

## **Prohibited Conduct**

The following conduct is prohibited and will not be tolerated by Universal Beauty Products. Individuals engaged in any of the conduct referenced below will be subject to disciplinary action, up to and including termination. This list of prohibited conduct is illustrative only. This policy is not intended to conflict in any way with Universal Beauty Products' at-will employment policy or intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

- Excessive unexcused tardiness or absenteeism not related to protected concerted activities;
- Violating Universal Beauty Products' equal employment opportunity and unlawful harassment and abusive conduct policies;
- Violating UBP's departmental work procedures;
- Insubordination, when employees unreasonably refuses to follow the orders/instructions of their supervisors/manager. When employees through their actions or words show disrespect towards their supervisor/manager.
- Violation of the Company's Equal Employment Opportunity Policy, Retaliation, or Harassment Prevention policy;
- Falsification of documents, including your employment application, employment information, employment records, or any other Company records or documents (note that employment information includes Social Security Numbers and any other documents used to verify identity and ability to work in the United States);
- Recording the work time of another employee, allowing any other employee to record your work time, or falsifying any timecard or time worked, either your own or another employee's;
- Rudeness or unprofessional behavior toward a customer, being discourteous or disrespectful to a customer or any member of the public while in the course and scope of Company business;

- Any outside employment activities that present a material conflict of interest related to the Company's trade secrets, proprietary information or other proprietary or business interest;
- The offering to or accepting of gifts (including money) from anyone in connection with Universal Beauty Products for an improper or prohibited purpose, except for customary minor business gifts or gifts given for a legitimate business purpose;
- Any act or threat of violence at work or on Company premises not otherwise protected by law;
- Misuse or unauthorized disclosure of Universal Beauty Products' confidential information not otherwise available to persons of companies outside of Universal Beauty Products such as confidential financial data, non-public proprietary company information, such as confidential information regarding business partners, vendors, or customers;
- Illegal activity, including, but not limited to, gambling on Company property, the possession, use or sale of illegal drugs, and/or theft of property from Universal Beauty Products, clients, or co-workers;
- Sleeping on the job;
- Failing to observe rest and lunch breaks while working;
- Provoking a physical fight or physically fighting during working hours or on Company property;
- Making or accepting personal telephone calls (on the Company phone or personal phone), or texting during work hours, unless on an authorized break, or in cases of emergencies;
- Leading or participating in pranks or practical jokes
- Negligent or deliberate destruction or misuse of Company property or property belonging to a customer;
- Removing or borrowing Company property without prior authorization;
- Forwarding company information, documents, emails or any other proprietary information to a personal email address.
- Working overtime without prior authorization or refusing to work assigned overtime;
- Bringing any weapon, firearm, explosive, or other dangerous item or material onto Company premises at any time, even if the individual is licensed to possess the weapon, firearm, or other item;
- Violating any safety, health, or security or Company policy, rule, regulation, practice, or procedure;
- Failing to promptly report any work-related injury or illnesses;
- Being intoxicated or under the influence of illegal drugs in the workplace;
- Engaging in criminal conduct during working time or on Company premises;
- During working time or at work, committing a fraudulent act;
- Any violation of regulations concerning the federal, state, or local government, or any other applicable legislative functions.
- Retaliation for reporting or raising any concern, including reporting or threatening to report or file a claim for harassment or discrimination.

It is your responsibility to consistently maintain and improve your job performance, work habits, overall attitude, and demeanor. Should you violate the Company's policies and procedures, you may be subject to disciplinary action, up to and including immediate termination.

The fact that the Company indicates that there are penalties for the prohibited conduct described above does not in any way change the "at-will" employment relationship between you and the Company. Both the Company and you retain the right to terminate the employment relationship at any time, with or without cause, for any reason or for no reason at all. The Company also retains the right to discipline or demote you at any time, with or without cause, and with or without notice.

## **Personal Calls and Other Personal Communication**

Employees are expected to keep personal calls, text, chats, and other forms of electronic communications that are personal in nature during work to a minimum. Excessive personal calls, texts, chats, or other forms of personal communication during the workday, regardless of the phone or device used, are disruptive and reduce employee productivity. Such personal communication unrelated to work during workday should be conducted primarily during scheduled breaks or scheduled lunch periods and in non-working areas. Employees should make sure that friends and family members are aware of the Company's policy. Flexibility will be provided in circumstances demanding immediate attention. The Company will not be liable for the loss of personal cell phones or other devices brought into the workplace.

This policy applies to the use of Company phone, Company provided cellular phone, computers, and other electronic devices; as well as personal cellular phone, computers and other electronic devices.

Employees are expected to inform friends and family members of this policy and will be held accountable for their actions under the company's disciplinary procedure.

Employees contacted by creditors or collection agencies should immediately inform the caller of this policy and end the call. They should then follow up with the agency in writing advising them not to call them at work. Creditors failing to honor such a request can be reported to the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov).

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.

## **Personal Use of Company Cell Phone**

Employees who are provided a Company cell phone should primarily use the phone for Company business use and restrict use for personal reasons to only in the case of an emergency or when the employee is on an authorized Company business trip.

This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act.



## **Prohibited Use of Company Cell Phone While Driving**

In the interest of the safety of our employees and other drivers, Universal Beauty Products employees are prohibited from using cell phones, including but not limited to making and receiving calls, writing, sending, or reading text-based communications, while driving on Company business, to conduct Company business, during company business hours or when conducting company business on off hours or while driving in a Company vehicle, and must comply with applicable State and municipal laws concerning cell phone use while driving. You must always safely pull off the road before conducting Company business using a cell phone.

## **Punctuality and Attendance**

As an employee of Universal Beauty Products, you are expected to be punctual and regular in your attendance. Any tardiness or absence causes problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for meal or rest periods or when required to leave on authorized Company business. Late arrival, early departure, excessive breaks, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report for work on any particular day, you must under all but the most extenuating circumstances call your supervisor at least fifteen minutes before the time you are scheduled to begin working for that day. If you call less than fifteen minutes before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness will not be tolerated.

If you fail to report for work without any notification to your supervisor and your absence continues for a period of three days, Universal Beauty Products will consider that you have voluntarily abandoned and/or resigned your employment unless the absenteeism is related to protected concerted activities.

## **Use of Headphones and Listening to Music at Work**

Universal Beauty Products does not permit employees to listen to music or use headphones in work areas during the employee's work hours or after work if there are still other employees working. Listening to music may affect the employee's accuracy, efficiency, or other aspects of job performance and may prevent the employee from being able to readily hear surrounding sounds, including ringing telephones, the voices of their co-workers, or announcements, which may interfere with the employee's ability to perform his or her job safely and effectively. Furthermore,

sounds escaping from headphones may be disruptive to other employees who need to perform their work. The use of headphones is generally not allowed because it makes it difficult for other employees to approach and ask questions and for safety reasons. However, the use thereof is permitted under limited circumstances such as to participate in online seminars and meetings.

## **Wages**

## **Deductions for Exempt Employees**

Employees paid on a “salary basis” regularly receive a predetermined amount of compensation each pay period. Subject to the exceptions listed below, exempt employees will receive full salary for any work week in which they perform any work, regardless of the number of days or hours worked. Exempt employees may not be paid for any workweek in which they perform no work, subject to Universal Beauty Products benefits programs and policies.

No deductions from salary may be made for time when work is not available, provided the exempt employee is ready, willing, and able to work. Deductions from pay are permissible when an exempt employee:

- Is absent from work for one or more full days for personal reasons other than sickness or disability;
- Is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness;
- Is absent for one or more full days due to vacation if the deduction is made from the employee’s accrued vacation time in accordance with the Company’s vacation policy;
- Is absent for jury duty or military duty for a full week and performs no work during the week;
- Full day disciplinary suspensions for infractions of our written policies and procedures; or
- Works less than a full week during the initial or final week of employment.

It is Company policy to comply with these salary basis requirements. Therefore, Universal Beauty Products prohibits all Company managers from making any improper deductions from the salaries of exempt employees. The Company wants employees to be aware of this policy and know that the Company does not allow deductions that violate federal or state law.

If you believe that an improper deduction from your salary has been made, you should immediately report this information to the Payroll department or the HR department. Reports of improper deductions will be investigated promptly. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

## **Expense Accounts**

Employees who have incurred business expenses must submit required receipts to the Accounting department as soon as possible. If you have any questions about the Company’s expense reimbursement policy, please refer to the Universal Beauty Products Business Trip Policy.

## **Lactation Policy**

Universal Beauty Products accommodates lactating employees by providing a reasonable amount of break time, in accordance with applicable law, to any employee who desires to express breast milk for an infant child and continuing for up to three years after childbirth. If the employee elects, the

break time will run concurrently with any break time already provided to the employee. Any break time provided to express breast milk that does not run concurrently with break time already provided to the employee will be unpaid. The employee will be permitted to work before or after the scheduled shift to make up for the amount of unpaid time taken to express milk so long as the additional time is within the Company's regular work hours. The Company shall not discriminate against any employee who chooses to express breast milk in the workplace.

The Company will make reasonable efforts to provide employees who need a lactation accommodation with the use of a private room or other private location other than a toilet stall that is located close to the employee's work area. Employees with private offices will be required to use their offices to express breast milk.

Employees who desire lactation accommodations should contact their supervisor or HR Department to request accommodations. As noted in the Equal Employment Opportunity and Unlawful Harassment sections, discrimination on the basis of sex includes discrimination based on breastfeeding and related medical conditions and is unlawful.

## **Overtime for Non-Exempt Employees**

Employees may be required to work overtime as necessary. Only actual hours worked in a given workday or workweek will apply in calculating overtime. Universal Beauty Products will attempt to distribute overtime evenly and accommodate individual schedules. Universal Beauty Products provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law.

All overtime work must be previously authorized by a supervisor and promptly recorded on the employee's timesheet.

Non-exempt employees may not perform any work from home unless approved in advance by the employee's supervisor. This includes, but is not limited to, accessing Company email, Company files, and/or Company accounting software from home using Company-owned equipment or a personal computer or other electronic devices such as a cell phone, tablet, or other device without prior approval. Generally, work from home will only be permitted in emergency situations when the employee's supervisor needs to contact the employee.

Non-exempt employees are also prohibited from working at the office after regular business hours, on weekends, or on holidays unless approved in advance by their supervisor.

Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

### Pay for Mandatory Meetings/Training

Universal Beauty Products will pay non-exempt employees at the legally required rate of pay and in accordance with any applicable overtime laws for attendance at meetings, lectures,

and training programs that have been preapproved in advance by the employee's supervisor and the top management at each office location.

## **Payment of Wages**

Paychecks are normally direct deposited to employees' specified bank account(s) or if by check available by 3:00 p.m. on each payday or at the HR Department office. If you observe an error in your pay, please report it immediately to your supervisor.

### Bi-Weekly Payments

Exempt & Non-exempt employees will be paid on a bi-weekly pay cycle consisting of 14 days, beginning on Sunday and ending on the second Saturday of the pay period. Employees will be paid every two weeks, for a total 26 bi-weekly pay periods in a calendar year. Paychecks will be issued on the Friday after the close each pay period.

### Monthly Payments

Monthly pay periods are scheduled for the 15<sup>th</sup> or the last workday before the 15<sup>th</sup> of each month. If a regular pay day falls on a weekend or holiday, employees will be paid on the last workday before the pay date.

### Automatic Deposit

Universal Beauty Products offers automatic payroll deposit for employees at all locations. You may begin and stop automatic payroll deposit at any time. To begin automatic payroll deposit, you must complete a form (available from the payroll department) and return it to payroll at least 10 days before the pay period for which you would like the service to begin. You should carefully monitor your payroll deposit statements for the first two pay periods after the service begins.

To stop automatic payroll deposit, complete the form available from the payroll department and return it to payroll at least 15 days before the pay period for which you would like the service to end. You will receive a regular payroll check on the first pay period after the receipt of the form, provided it is received no later than 15 days before the end of the pay period.

### No Advances

Universal Beauty Products does not permit advances against paychecks or against unearned vacation.

## **Timekeeping Requirements**

All non-exempt employees are required to use the digital timekeeping system to record time worked for payroll purposes. All time worked must be accurately reported on the system. Employees must record their own time at the start and at the end of each work period, including before and after the meal period. Employees must also verify that they took their rest breaks. Employees also must record their time whenever they leave the building for any reason other than Universal Beauty Products business.

Employees are not allowed to work “off the clock.” Working “off the clock” violates Company policy.

Employees will be required to certify that their time record is accurate. Any handwritten marks or changes on the timecard must be initialed by a supervisor. Completing another employee’s timesheet, allowing another employee to prepare your timesheet, altering or falsifying a timesheet is not permissible and is subject to disciplinary action.

Any errors on your timesheet should be reported immediately to your supervisor.

## **Work Schedules**

Universal Beauty Products is normally open for business between the hours of 6:00 a.m. and 11:00 p.m. Monday through Friday excluding any Company observed holidays.

Your supervisor will assign your individual work schedule. All employees are expected to be at their desks or workstations no later than their scheduled starting time. For Non-Exempt employees, please confirm your work schedules with your direct supervisor.

Unless you are scheduled to work an earlier or later shift at the request of your supervisor; are on an authorized break or meal period; are out of the office for authorized business reasons; or are otherwise excused from work with authorization from your supervisor; you are expected to be in the office during your normal scheduled working hours as agreed upon with your direct supervisor.

For payroll purposes, the work week begins at 12:01 a.m. Sunday and ends at midnight on Saturday.

## **Safety and Health**



## **Employees Who Are Requested to Drive**

Employees who are required to drive a Company vehicle or their own vehicles on Company business will be required to show proof of current valid driving licenses and current effective insurance coverage before the first day of employment.

Universal Beauty Products participates in a system that regularly checks state Department of Motor Vehicles (DMV) records of all employees who drive as part of their job. Universal Beauty Products retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under the Company's policy.

Employees who drive their own vehicles on Company business will be reimbursed for mileage at the current applicable rate. Please see the Expense Accounts policy for information on how to submit for reimbursement. If you have any questions, please see your supervisor or the HR Department.

## **Ergonomics**

Universal Beauty Products is subject to applicable state and federal OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The Company will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. The Company encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

Universal Beauty Products believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being and is essential to our business. We intend to provide appropriate resources to create a risk-free environment.

If you have any questions about ergonomics, please contact the HR Department.

## **Health and Safety**

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Employees must report all work-related injuries or illnesses immediately to their supervisor or to a member of the HR Department. In compliance with applicable state laws, and to promote the concept of a safe workplace, Universal Beauty Products maintains a safety and emergency program at each office location. Information regarding the safety and emergency program is available for review by employees and/or employee representatives in the administration office.

## What To Do in an Emergency

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, ***IMMEDIATELY DIAL 9-1-1*** to alert police and rescue workers of the situation.

If you hear a fire alarm or in-case of an emergency that requires evacuation, please proceed quickly and calmly to the emergency exits. Remember that every second may count – don't return to the workplace to retrieve personal belongings or work-related items.

## Heat Illness

The Company is concerned with employee health and safety. Employees who work outside may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. Employees who work outside will be provided adequate water, shade, and rest periods. All supervisors are trained in the prevention of heat illness. Please refer to the Company's Injury Illness and Prevention Program or talk to your supervisor for details on how to ensure you are protected from heat illness dangers.

## Inclement Weather/Natural Disasters

In the event of severe weather or a natural disaster that prevents employees from safely traveling to and from work, the following leave policies will apply:

### Inclement Weather

Conditions that excuse absence from work include: snow, road closure, announced avalanche danger, whiteout, heavy rain, hurricanes, tornadoes, or severe flooding. If weather conditions prevent you from safely traveling to work, you must notify your immediate supervisor or the HR department by phone, if telephone service is functional, or by any other available means.

Employees may receive office closure pay for up to five day(s) per year with the President's approval only when the offices are closed or close early due to inclement weather. Employees who are not scheduled to work on the date(s) of the office closure, including, but not limited to employees on a paid or unpaid leave of absence at that time, will not be eligible for office closure pay. Unless office closure pay has been approved by the President, employees are required to use accrued vacation time to receive pay for full day office closures.

Non-exempt employees will be paid in accordance with applicable law in cases where the office closes early for inclement weather. When weather conditions prevent employees from reaching the worksite but the office remains open, absences will be unpaid or will be deducted from accrued vacation time. Exempt employees who do not have accrued vacation available will receive full salary unless they are absent for a full week and perform no work.

### Natural Disasters

In the event of a natural disaster such as earthquake, fire, or explosion the office will be closed if

the building is damaged or highways leading to the office are damaged. For instructions on reporting to another location, contact the office, your immediate supervisor, or the HR department immediately, if possible.

## **Recreational Activities and Programs**

Universal Beauty Products or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

## **Security**

Universal Beauty Products has developed guidelines to help maintain a secure workplace. Read and familiarize yourself with the Company ACCESS AND SECURITY PROTOCOLS given to all employees. All employees are expected to follow building and office access and security rules set forth by the Company.

Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Employees must report any suspicious persons or activities to security personnel and their supervisor. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

## **Workplace Violence**

Universal Beauty Products has adopted the following workplace violence policy to ensure a safe working environment for all employees, customers, visitors, and vendors.

The Company has a zero-tolerance policy for acts of violence, threats of violence, bullying and any other behavior that is known to have a high correlation to violent behavior. Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including immediate termination. A threat of violence will be considered the same as, and dealt with in the same manner as, an act of violence.

All employees, customers, visitors and vendors should be treated with courtesy and respect at all times. Employees must refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Weapons, firearms and other dangerous devices or substances are prohibited on Company premises, at Company-sponsored events, and while conducting any company business, and possession of such weapons, firearms or other dangerous devices or substances shall constitute a threat of violence, and is immediate cause for termination.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected and encouraged to report, as soon as possible, any event that you reasonably believe constitutes a threat of (or actual) violence, whether it is direct or indirect. You may report an incident to any supervisor or manager. This includes threats by employees, as well as threats by customers, vendors, visitors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. Supervisors and managers are required to document and report acts/threats of violence to human resources.

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Company encourages employees to bring their disputes or differences with other employees to the attention of any supervisor or manager before the situation escalates into potential violence. The Company is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

A threat includes, but is not limited to, any indication of intent to harm a person or damage Company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. Examples of threatening behavior include, but are not limited to:

- Direct or indirect threats of harm or injury
- Words or gestures which create a reasonable fear of harm or injury
- Prolonged or frequent shouting which creates a reasonable fear of harm or injury
- Stalking an individual

Violent behavior is defined as the use of physical force or violence to inflict harm to others, to endanger the health or safety of another person or Company property or property on Company premises belonging to others or restrict the freedom of action or movement of another person. Examples of violent behavior include, but are not limited to:

- Unwelcome physical contact
- Slapping, punching, striking, pushing, or otherwise physically attacking a person
- Throwing, punching, or otherwise handling objects in an aggressive manner

Nothing in this policy should be interpreted to restrict an employee's right to engage in lawful protected concerted activity like a lawful strike or picketing.

## **Termination**

## **Termination**

Universal Beauty Products is an at-will employer. Employment may be terminated with or without cause and with or without notice at any time by the employee or the Company. All necessary forms will be completed by a member of the HR Department and given to the employees required by law. Final paychecks will be given to the employee at termination as referenced below.

Unless otherwise provided by law, when employment ends, the Company will pay the wages by the regular payday for the pay period during which the termination occurred. Final paychecks may be "live" or direct deposit checks. If requested by the employee, the Company will mail the final paycheck to the employee.

## **Employee References**

All requests for references on behalf of the Company must be directed to the HR Department. No other manager, supervisor, or employee is authorized to release references for current or former employees.

By policy, Universal Beauty Products discloses only the dates of employment and the title of the last position held of former employees.

## **Involuntary Termination and Progressive Discipline**

Violation of Universal Beauty Products policies and rules may warrant disciplinary action. The Company has established a system of progressive discipline that includes verbal warnings, written warnings, and suspension. The system is not formal and Universal Beauty Products may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, immediate termination of employment. The Company's policy of progressive discipline in no way limits or alters the at-will employment relationship and either the Company or the employee may terminate the employment relationship at any time, with or without notice, and with or without cause.

## **Reductions in Force**

Under some circumstances, Universal Beauty Products may need to restructure or reduce its workforce. If restructuring our operations or reducing the number of employees becomes necessary, the Company will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, Universal Beauty Products will take into account, in its sole discretion, among other things, operation and requirements, the

skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

## **Voluntary Resignation**

Voluntary resignation results when an employee voluntarily quits his or her employment at Universal Beauty Products, fails to return from an approved leave of absence on his or her scheduled return date without an approved extension of such leave, and/or fails to report to work for three consecutively scheduled workdays without notice to, or approval by, his or her supervisor. All Company-owned property, including vehicles, keys, uniforms, identification badges, credit cards, laptop computers, cell phones, iPads, Blackberries, or any other electronic devices, and all Company confidential information, whether in physical or electronic form or media, must be returned immediately upon termination of employment.

## **Exit Interview**

Any employee leaving Universal Beauty Products, Inc. is encouraged to participate in an exit interview when contacted by Human Resources. The purpose of the interview is to resolve any questions of compensation, insurance continuation, return of Universal Beauty Products, Inc. property or other matters that would assist the company in making improvements.

# **Appendix A Complaint Form**



## **DISCRIMINATION, HARASSMENT & RETALIATION COMPLAINT FORM**

If you believe that you have been subjected to conduct in violation of the Company's Harassment Prevention Policy, including any applicable state supplement, you are encouraged to complete this form and submit it to HR department or the President. If you are more comfortable reporting verbally or in another manner, you may do so and can follow the guidelines set forth in the Company policy. You will not be retaliated against for filing a complaint. Once a complaint is received, the Company will follow the investigation process described in our policy.

### **General Information**

Your Name / Job Title:

Your Department / Supervisor:

Preferred Communication Method (if via e-mail or phone, please provide contact info):

### **Complaint Information**

Please tell us who you believe has violated our Discrimination, Harassment & Retaliation Prevention Policy. What is their relationship to you (e.g., Supervisor, Subordinate, Co-Worker, Other):

Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence.

Please provide specific date(s) the alleged misconduct occurred. Additionally, please advise if the alleged misconduct is continuing.

Please list the name and contact information of any witnesses or individuals who may have information related to your complaint.

*This last question is optional, but may help the investigation*

Have you previously complained or provided information (verbal or written) about related incidents? If yes, when and to whom did you complain or provide information. If you have retained legal counsel and would like us to work with them, please provide their contact information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Appendix B**

### **External Employee Education**



## **Confirmation of Receipt**

## Confirmation of Receipt of Employee Alcohol Policy

By signing below:

- a. The Employee understands and agrees to all the conditions in the Universal Beauty Products Employee Alcohol Policy in this handbook;
- b. The Employee understands and agrees that the possession, consumption or use of alcoholic beverages at Company Functions may occur only with prior approval from an executive or director in charge of the host group;
- c. The Employee represents and warrants that he or she is competent to covenant and agree as herein provided;
- d. The Employee has read the Alcohol Policy;
- e. The Employee understands the terms and consequences of the Alcohol Policy;
- f. The Employee is fully aware of the legal and binding effect of signing this document and of the releases it contains;
- g. The Employee on behalf of himself or herself, his or her heirs, assigns and next of kin, hereby waives and releases Universal Beauty Products and its members, officers, directors, shareholders, agents, employees, affiliates, attorneys, insurers, successors and assigns (the "Released Parties") from all claims, rights, demands, actions, obligations, liabilities, and causes of action of every kind, known or unknown, including claims for attorney's fees, which he or she may now or ever have against the Released Parties arising from or in any way connected with the Employee's consumption of alcoholic beverages of any kind during or in connection with any Company Function. By signing below the Employee expressly and willingly agrees to assume complete responsibility for any damage, liability, or risk of injury that may arise from or relate to Employee's consumption of any alcoholic beverage during or in connection with any Company Function, and waives any and all claims of personal or third party injury, bodily injury and damage to personal property or third party property relating to any and all activities associated with Employee's use of, or consumption of alcoholic beverages of any kind during or in connection with any Company Function.

Employee's Signature \_\_\_\_\_

Employee's Printed Name \_\_\_\_\_

Date \_\_\_\_\_

## Confidentiality Policy and Pledge

Any information that an employee learns about Universal Beauty Products, INC., or its members, as a result of working for Universal Beauty Products, INC. that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by Universal Beauty Products, INC. or to their persons employed by Universal Beauty Products, INC. who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of Universal Beauty Products, INC.'s Confidential information is prohibited. Any employee who discloses confidential Universal Beauty Products, INC. information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information. I understand the above policy and pledge not to disclose confidential information.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

**Please sign and return to the Human Resources Department.**

## Confirmation of Receipt

I have received my copy of the Company's Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the Handbook, including the Company's policy on Harassment Prevention and Retaliation.

I understand that the policies in this Handbook are intended to be guidelines only and that nothing in this Handbook is to be construed as an express or implied contract of employment between the Company and me. I understand that any and all policies or practices can be changed at any time by the Company. Universal Beauty Products reserves the right to change my hours, wages, and working conditions at any time.

I understand that nothing in this Employee Handbook creates or is intended to create a promise or representation of continued employment and that employment at Universal Beauty Products is employment at-will. This means that employment may be terminated at the will of either the Company or me at any time, with or without cause, and with or without advance notice. No manager, supervisor, or representative of the Company has any authority to enter an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. I also understand that the Company may demote or discipline me or otherwise alter the terms of my employment at any time in its sole discretion, with or without notice and with or without cause.

I understand that the foregoing agreement concerning my employment at-will status and the Company's right to modify the terms and conditions of my employment is the sole and entire agreement between Universal Beauty Products and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. I further understand that this agreement supersedes all prior inconsistent handbooks, policies, agreements, understandings, and representations concerning my employment with Universal Beauty Products.

Employee's Signature \_\_\_\_\_

Employee's Printed Name \_\_\_\_\_

Date \_\_\_\_\_