



Employee Manual

2016 - 2017

Canyon Springs High School

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A MESSAGE FROM OUR CEO

Welcome aboard to Relâcher team! I want to thank you for selecting Relâcher and I hope you share our organization's vision for providing our customers with only the highest quality service as possible.

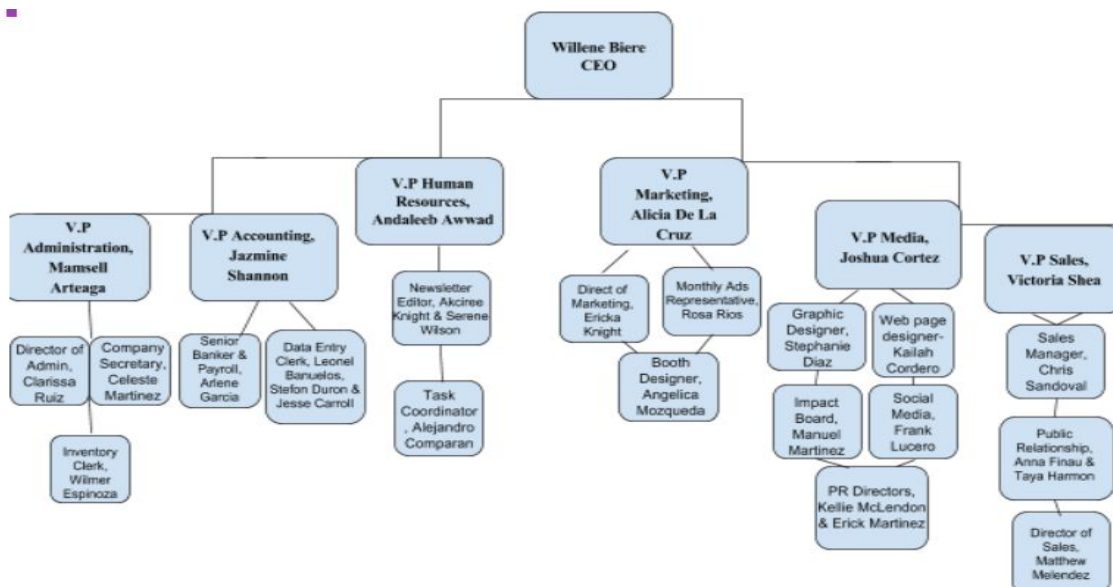
It is only natural for me to be excited about starting a new business. Throughout this time, we have maintained a simple philosophy- serve only the highest quality service. From the first day, we have been committed to providing the same, high quality service that we find at Relâcher.

As you begin your journey with us, I feel it is important you understand that throughout our history we have been blessed with great Associates. It has been our Associates who have made our success possible. I know that without their dedication and hard work, Relâcher would not be the strong company that it is today. As a new Associate, whether you serve our customer, answer our customer service line, work in the back office; you must realize that it takes the efforts of everyone working together as a team. Your contributions will become critical to our future success.

In closing, I hope that Relâcher provides a work environment that encourages the fulfillment of your career expectations and nurtures your personal and professional development. I look forward to meeting you and working together in the future.

Willene Biere
CEO

Rlâcher Day Spa Organization Char



What you can expect from our company

Guests are #1

At Relâcher Day Spa we treat our customers as guests. We want them to feel at home when they get a massage at our day spa. After all, that good feeling will keep them coming back again and again, which will lead to greater experience and a strong, successful company. Fast, Fun and Friendly service is our number one priority.

Four Promises to Our Guests

We want to make every visit to Relâcher Day Spa good one. To do that, we make a promise to every guest who walks through our doors that they can expect to find:

1. The most exclusive massage experience in the U.S.A.
2. Fun, and a friendly service with a positive attitude.
3. Good value.
4. A clean, attractive, safe, and unforgettable massage experience.

Great Service

One of the most important things we can do for our guests is to be fun, friendly, and show a positive attitude. This means:

- Be Friendly!
- Greet the Guest!
- Offer Assistance!
- Respond Quickly!

Great Team

Great guest service also means working together as a team. We help each other so our guests always get the best possible service, and treat each other with respect so that our guests always get a good feeling when they are at Relâcher Day Spa.

Relâcher Values Diversity

We're all different. We have different styles, cultures, and opinions and that's terrific. Regardless of our differences, we all deserve to be treated with courtesy, honesty and respect.

A Safe Place to Work and Shop

Our rooms need to be a safe place for guests to relax and a safe place for team members to work. Watch out for safety, know and understand the rules, use the right safety tools and learn the proper safety procedures. We want to be safe 24 hours a day.

Serving Guests with Disabilities

Everybody should be able to relax at **Relâcher**, but some of our guests may have special requirements and may need our help. Go out of your way to make their **Relâcher** experience an enjoyable one, and be sure to treat everyone with courtesy and respect.

Follow these steps when assisting a guest with a disability:

1. Offer help
2. Listen
3. If you need assistance, call another team member
4. Be sensitive and respectful

What the company expects from you (the employee) - The company is expecting effort. When working with Relâcher Day Spa, we are expecting the employee to be responsible, to provide great service, and be dedicated to our business; ethical business behavior should be followed.

A. Personnel Administration

1) **Your Personnel File** : The personnel files are located in a secure filing cabinet in the back room. Each file will contain the employee's application, resume, job description, code of conduct, and any other signed document by the employee. Only the CEO, the Vice President of Human Resources, and the Vice President of Administration may view those files. Those files will be kept confidential at all times. (See confidentiality information)

2) **Employment Classifications:** All Relâcher Day Spa employees work full time and are paid by salary.

B. Employment Policies

1. **Anniversary Date-** Employees of **Relâcher Day Spa** work from August to June. All employees are seniors, so there will be no employees that will have anniversaries.
2. **Aptitude and Ability Test- Relâcher Day Spa** employees must be current seniors at Canyon Springs High School who have taken Business Academy Tech 2 and the pre-assessment test.
3. **At Will Employment- Relâcher Day Spa** is an equal opportunity employer, but we expect a certain level of productivity from each of our employees. If anyone in a department feels that an employee is not meeting certain requirements then he/she can be terminated.
4. **Bonding Requirement-** Due to the nature of **Relâcher Day Spa** none of our employees are required to be bonded.
5. **Business Hours-** The hours of operation are every weekday from 09:10 a.m. to 10:10 a.m. We are closed on weekends and all company-recognized holidays. Due to flex day schedule, on the following days we are open between the hours of 9:31 a.m. –10:11 a.m.: August 25 and 26, September 29 and 30, October 27 and 28, November 17 and 18, December 8 and 9, February 23 and 24, April 13 and 14.
6. **Confidential Information-** All confidential information will be handled by the following individuals: CEO, Vice President of Administration and VP of Human Resources. The information will be discussed with the employee and one or more of the above listed positions. Further action will be taken depending on the situation. Anyone who violates this confidentiality will be subject to work probation and/or termination if found sharing or viewing confidential information.
7. **Credit Investigation-** Credit investigations are not required for employees of Relâcher.
8. **Customer Relations- Relâcher Day Spa** is serious about customer satisfaction. Our refund policy is in place to ensure the satisfaction of the customer. Relâcher Day Spa wishes to promote the best customer service possible. Therefore, our employees are

required to do anything within their power to help the customer fulfill their needs. If any customer relation problems occur please defer to the Sales Department (i.e. the VP of Sales or Director of Sales).

9. **Driver's license and driving records** - DMV records or licenses are not required from employees.

10. **Equal Employment Opportunity**- All Relâcher Day Spa applicants are considered and processed with the same guidelines in mind. We consider employment without regards to race, sex, age, religion, sexual orientation, or economic status. All employees are hired with the same opportunities as others.

11. **Former Employees**- There will be no hiring of former employees. Former employees can be hired as consultants for the company to train current employees on upcoming Trade Shows.

12. **Harassment**- Relâcher Day Spa strives for a safe working environment for all of our employees, regardless of race, sex, age, sexual orientation, economic status, religion, or appearance.

Punctuality policy

- 1) Will be given verbal warning on every occurrence of failure to be on time and it will be documented.
- 2) Failure to call in the event that an employee may be unable to attend work will result in a written warning, and any other failures to call in will result in employee dismissal
- 3) Being late 3 or more times in one week or late 10 or more times in one month, with or without failure to call in will result in a referral from the Vice President of Human Resource.
- 4) Vice President of Human Resource will set immediate conference with employee and remind him/her of the company's policies and procedures.
- 5) A second referral from Vice President of Human Resource will result in suspension without pay.
- 6) Anymore failures to be on time will result in termination.

What is Sexual Harassment?

Although many people think of sexual harassment as involving a male boss and a female worker, males do not perform all sexual harassment. Sexual harassment often involves coworkers, other employees of the company or other persons doing business with or for the company. It is against the law for females to sexually harass males or other females, and for males to harass other males or females.

Federal Law

Under federal law, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

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

State Law

California law defines sexual harassment as:

1. Verbal harassment- epithets, derogatory comments, or slurs.

Examples: Name calling, belittling, sexually explicit or degrading words to describe an individual, sexually explicit jokes, comments about an employee's anatomy, sexually oriented noises or remarks, questions about a person's sexual practices, use of patronizing terms or remarks, verbal abuse, graphic verbal commentaries about the body, and/or slurs regarding sexual orientation.

2. Physical harassment- assault, impeding or blocking movement, physical interference with normal work or movement, when directed at an individual.

Examples: Touching, pinching, patting, grabbing, brushing against or poking another employee's body, hazing or initiation that involves a sexual component, requiring an employee to wear sexually suggestive clothing.

3. Visual harassment-derogatory posters, cartoons, or drawings.

Examples: Displaying sexual pictures, writings or objects, obscene letters or invitations, staring at an employee's anatomy, leering sexually oriented gestures, mooning, unwanted love letters or notes.

4. Sexual favors- unwanted sexual advances, which condition an employment benefit upon an exchange of sexual favors.

Examples: Continued requests for dates, any threat of demotion, termination, etc., if requested sexual favors are not given, making or threatening reprisals after a negative response to sexual advances, propositioning an individual.

It is impossible to define every action or all words that could be interpreted as sexual harassment. The examples listed above with the state definition of sexual harassment are not meant to be a complete list of objectionable behavior.

If Sexual Harassment Occurs

1. Confront the harasser and persuade him/her to stop. The harasser may not realize the advances or behaviors are offensive. Sometimes a simple confrontation will end the situation.

2. If confronting the harasser does not cause the behavior to stop or if the employee is not comfortable confronting the harasser, the employee must immediately report the sexual harassment by contacting their supervisor. If the employee reports the harassment to the supervisor and is not comfortable with the response, or if the employee is not comfortable with reporting the conduct to their supervisor, the employee should immediately report it to the Human Resources department.

Sexual harassment or retaliation should be reported in writing or verbally. An employee may report such activities even if they were not the targets of the harassment.

3. An investigation will be conducted and appropriate action will be taken.

4. We follow the guidelines in Canyon Springs High School's Student Handbook. The company will investigate, in confidence, all reported incidents of sexual harassment and retaliation.

Sexual Harassment Can Be Costly

If an employee is found guilty of sexual harassment, they may be personally liable for monetary damages. Relâcher Day Spa will not pay damages assessed personally against an individual.

In addition Relâcher Day Spa will take disciplinary action. Termination is a possibility, against any employee who engages in sexual harassment.

Protection Against Retaliation

Company policy and California state law forbid retaliation against any employee who opposes sexual harassment, files a complaint, testifies, assists or participates in any manner in an investigation, and/or proceeds in a hearing conducted by the Department of Fair

Employment and Housing or the Fair Employment and Housing Commission.

Prohibited retaliation includes but is not limited to:

- Demotion
- Suspension
- Failure to hire or consider for hire
- Failure to give equal consideration in making employment decisions
- Failure to make impartial employment recommendations
- Adversely affecting working conditions or otherwise denying any employment benefit to an individual.

Additional Information

The Department of Fair Employment and Housing is the state agency that resolves complaints of unlawful discrimination, including sexual harassment. After a complaint is filed, the DFEH has one year to investigate the complaint. The Fair Employment and Housing Commission (FEHC), headquartered in San Francisco, decides cases prosecuted by the DFEH at the state level.

To contact the DFEH, consult the local telephone directory under State Government Offices or ask directory assistance for the number of the Department of Fair Employment and Housing headquarters in Sacramento. The Equal Employment Opportunity Commission (EEOC) is the federal agency that resolves sexual harassment claims. To contact the commission, consult directory assistance for Washington, D.C.

If they find a complaint is justified, state and federal agencies have the power to order, among other actions, the wronged party be hired.. given back pay, promoted, reinstated or granted damages for emotional distress. The agencies also may issue a “cease and desist” order to prevent further unlawful activity and order the violator to pay large fines.

To guarantee that all personnel will cooperate in implementing that policy, the following specific elements of the policy shall be strictly adhered to:

1. The use of derogatory sexual epithets is prohibited.
2. Sexual harassment by any person will not be tolerated. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of sexual nature constitutes sexual harassment.
3. Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual’s employment. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual.
4. Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.
5. We encourage employees who believe this policy is being violated to report any questionable situations directly to the CEO. The employees shall note Relâcher Day Spa open door policy and that Relâcher Day Spa encourages responses from its employees and wishes to assist in alleviating misunderstandings or uncomfortable situations in the workplace.
6. Relâcher Day Spa will fully and effectively investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated this prohibition against harassment. The complaining employee will be informed of the action taken. Relâcher Day Spa will also take action to protect the complaining employee and to prevent further harassment or retaliation. Finally, the complaint will be made whole, to the extent possible, for his or her losses.
7. Relâcher Day Spa does not tolerate harassment on the basis of any of the categories discussed in this policy and will take appropriate disciplinary action whenever such harassment is demonstrated. Any individuals engaging in such conduct contrary to company policy may be personally liable in any legal action brought against them. If there are any questions concerning this policy, an employee should contact the CEO.

8. Health Examinations- Health Examinations are not required for our employees; it is up to the person if they want to notify the employer.

9. How Employees Were Selected- Hiring criteria had to do with their performance in their interview, and in Business Academy for at least one year.

10. Introductory Period –The first couple of weeks will be the introductory period. During this time employees will receive training on the correct way to work successfully in our company.

Job Descriptions:

C.E.O

Responsible for establishing and executing major goals and objectives for the company. Interprets and implements policies established by Virtual Enterprises. Provides leadership, direction, and guidance of company activities. Analyzes and evaluates the effectiveness of all operations. Develops and maintains organizational structure and effective personnel. Represents the company to regulatory agencies, trade associations, community and civic organizations, members, and other financial institutions.

Accounting Department

Responsible for providing accounting support to personnel. Maintains accounting document files, including daily work and accounts payable. Keys daily worksheets to the general ledger system. Process accounts payable into appropriate envelopes for mailing and keep up on accounts receivable. Assists personnel as requested. Assumes responsibility for performing assigned accounting support functions. Responsible for effectively researching, tracking, and resolving (or properly referring) or documentation problems and discrepancies. Establishes and maintains effective communication and coordination with company personnel and with management.

Administration Department

Responsible for providing administrative and clerical support to management. Types and assembles letters, memos, and reports. Answers questions and directs telephone calls and visitors. Prepares documents, assembles, and maintains statistical data. Performs and oversees specific projects and programs as assigned.

Human Resource Department

Responsible for administering all aspects of Company Human Resource policies and functions. Assumes responsibility for the effective performance of various Human

Resource functions, including recruiting, interviewing, hiring, payroll, and insuring corporation-wide compliance with CEO and other governmental regulations. Provides recommendations to Senior Management in establishing overall Human Resource objectives, policies and plans. Ensures that Human Resources activities are conducted in accordance with established Company policies and procedures. Assigns, directs, and appraises Human Resources personnel. Responsible for performing a variety of Human Resource support duties. Assists in maintaining the Human Resource database and all employee records and files. Handles payroll processing and tracks and reports payroll information. Completes assigned reporting functions involving attendance statistics, termination, hire and transfer data, and other information assigned. Provides recommendations regarding the development and administration of human resource policies and programs. Assists in informing new employees of human resource policies and programs as needed. Performs general office support functions and assists area personnel as necessary.

Marketing Department

Responsible for developing, recommending, and implementing the Company's marketing program. Formulates and supervises product marketing, advertising, and promotional programs. Performs marketing research as needed. Develops and delivers sales and marketing training programs to area staff. Oversees customer relations and ensures that the Company's professional reputation is projected and maintained. Responsible for providing excellent marketing support through promoting Company products and services to customers, reps, dealers and investors. This department also assists in the execution of well-planned marketing events, promotions, advertising, and distribution of literature. Performs Marketing Support I functions as necessary. Marketing ensures that the Company's professional reputation is maintained and projected.

Sales Department

Responsible for all sales operations, related administrative services, and support functions within an assigned sales area. The Sales Department is responsible for the planning, organization, and implementation of Sales and Business Development activities at the company. Formulates and executes sales plans and budgets that are consistent with and supportive of the company's annual business plan. Ensures that revenue goals are met or exceeded and works to develop markets in new industries and geographies. Develops and executes sales plans and programs designed to increase sales, profits, and market share and to minimize expenses. Lastly they are responsible for the growth and development of sales and market share within an assigned Sales Area.

11) **Knowledge of Relâcher Day Spa** - All employees must be aware of current sales of the company and company policies.

12) **Non-compete agreement** – At this time we do not have employment with any other competitors.

13) **Outside Employment**- Other job obligations can in no way interfere with your Relâcher Day Spa responsibilities in Co-ordinance with your work permit.

14) **Probationary Period**- Relâcher Day Spa probation lasts the first six weeks of employment. If attitude or performance is unsatisfactory, the employer will immediately respond in this order: verbal warning, written warning, then termination of employment.

15) **Proof of U.S. Citizenship and/or Right to Work**- For employment at Relâcher Day Spa the following documentation is required for proof of citizenship and/or right to work; U.S. birth certificate, social security card, immigration card and work permit if needed.

16) **Relatives**- When a relative of any current employee is being considered for hire, the following restrictions apply: the employee may not be involved in the hiring process and, if hired, the employee and relative cannot work in the same department.

17) **Salesperson agreement**- Our business works as a whole and we sell our product and services as one.

24) **Security Checks**-The Relâcher Day Spa Security maintains the right to conduct random baggage checks and other checks deemed necessary to rule out employee theft. Possession of any company property will be grounds for dismissal from the company.

25) **We Need Your Ideas**- At Relâcher Day Spa we value our employees' opinions. We have set up a suggestion box at the front of the office. We encourage all employees to submit any comments and/or suggestions at any time.

C. Standards of Conduct

The standard rules and standards of conduct for Relâcher Day Spa are important, and the company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the company's business. Please note that any employee that deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

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

1. Unacceptable Activities

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale transfer, or use of alcohol or illegal drugs in the workplace.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of company-owned or customer-owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health codes.
- Smoking in the workplace.
- Sexual or other unlawful or unwelcome harassment (See Harassment, including sexual harassment).
- Excessive absence or any absence without notice.
- Unauthorized use of telephones, or other company-owned equipment.
- Using company equipment for purpose other than business (i.e. playing games on computers or personal Internet usage).
- Unauthorized disclosure of business “secrets” or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

Consistent problems in these areas constitute grounds for dismissal.

2. Disciplinary Action

Violation of any of the Relâcher Day Spa unacceptable activities will result in the following actions:

- Verbal warning
- Conference or counseling with supervisor
- Deduction in payment
- Demotion in position

If problem seem to be consistent after this point the employee will be terminated from his/her position at Relâcher Day Spa .

3. Dismissal –Illegal behavior and fraud can call for dismissal.

D. Compensation and Performance work

1. Wages and Salary Policies

1. **Computing Pay**- At Relâcher Day Spa our wages and salaries are based on employee's incomes. An annual salary is not dependent on the hours worked. The employee and manager agree upon salaries.

1.1 Mandatory Deductions from Paycheck

Relâcher Day Spa is required by law to make certain deductions from your paycheck each time payroll is prepared. Among these does law require your federal, state and local income taxes and your contribution to Social Security. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form from your Office Manager immediately. Only you may modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings. The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes. Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever Relâcher Day Spa is ordered to make such decisions.

1.2 Deducting from Paycheck-

A deduction from an employee's paycheck is taken when one of the following incidents occur:

- Failing to call in and clear any absences
- Excessive tardiness

2. Docking From Wages

An employee may converse with his/her employer concerning any wages docked recently. After a few months, if the employee has not talked to his/her employer, his wages may not be restored.

2.1 Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your Senior Banker immediately. He/she will take the necessary steps to research the problem and to assure that any necessary correction is made properly.

3. Overtime Pay-

At Relâcher Day Spa all employees are paid on salaries so overtime is not applicable.

4. Pay Period & Hours- All employees are paid once per month which will be on the 1st of every month. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next day of operation.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his/her return from vacation.

4.1 Reporting Time Pay

Relâcher Day Spa uses a direct deposit system in which all employees' paychecks will be directly deposited into their bank account on the day of pay. Payments should arrive in employees account between 9:00 pm and 6:00 am on the scheduled payday.

5. Time Cards and Records

Employees working records will be recorded on the employee time sheet. Employees must sign in every day in order to receive compensation for that days work. The work logs are reviewed once a week by the work and task coordinator; proper payment will then be determined.

5.1 Termination & Severance Pay

If an employee is terminated from Relâcher Day Spa the payment procedure will go as follows: The employee will only be compensated for time that has been worked, but unpaid. Payment will be received 72 hours after the employee has been terminated.

5.2 Wage Assignments (garnishments) - Paychecks are distributed directly into account.

2. Performance and compensation reviews-

2.1 Performance Reviews

At Relâcher Day Spa our V.P.'s conduct evaluations of all employees at the end of each working month. After the reviews are written they are discussed privately with each employee, and then given to the C.E.O. to discuss any consequences needed.

2.2 Compensation Review- Making quarterly reviews on the employees to see if a raise is called for.

2.3 Employee of the Month

Every month a new employee is chosen to be honored with the title of employee of the month. The criteria for being chosen are as follows;

- Hard working
- Always on task
- Courteous at all times
- No excessive tardies or absences

E. Work Schedule

1. **Absence or Tardiness** – If any employee knows ahead of time that he/she will be absent the next day they must call in an hour in advance. A leave of absence form is also available for employees who know they will be out.
2. **Attendance**- The employee's' normal workweek is five days, each consisting of one hour. Twelve days will be allowed paid leave.
3. **Breaks/rest period**- Employees attending the trade show will be allowed one half hour lunch break and two ten minute personal breaks.
4. **Excessive absenteeism or tardiness**- Employees who exercise excessive absences and/or tardiness will receive a warning for the first two times. A third warning will result in a pay deduction. Any other absences and/or tardies reaching up to four will result in being laid off.
5. **Lunch period**- Lunch period only takes effect during trade shows, in which there will be, a thirty-minute lunch break.

F. Benefits

1. **Benefits Package**- Employees will receive a ten percent raise added to their paycheck. Vacations are also available.
2. **Eligibility for benefits**- Employees will receive special benefits for being awarded the employee of the month. Being recognized for going above and beyond the call of duty will also call for special benefits.
3. **Paid leave of absence**- Employees under paid leave must be seriously injured or sick. Employees on a vacation benefits package will also receive paid leave.

4. **Holidays-** All employees will observe of the following days off with pay according to the approved school-board calendar as listed below. On minimum days, employees are required to attend class on the next holiday or you will be off without pay.

5. Recognized Holidays

Dates for 2016-17:	Event:
August 10	STUDENTS RETURN
September 5	Labor Day (legal Holiday)
October 7	END OF FIRST QUARTER
November 11	Veterans Day (legal holiday)
November 21-22	Thanksgiving Recess (local-legal holiday)
November 23	Admission Day (in lieu of legal holiday)
November 24-25	Thanksgiving Holiday (legal/local)
December 15	END OF FIRST SEMESTER (Non- Student Day)
December 19	Winter Recess Begins
December 23	Christmas Eve (Local Holiday)
December 26	Christmas Day (Legal Holiday)
December 30	New Year's Eve (Local Holiday)
January 2	New Year's Day (Local Holiday)
January 9	STUDENTS RETURN
January 16	Martin Luther King Day (legal holiday)
February 17	Lincoln's Day (local holiday)
February 20	President's Day (legal holiday)
March 17	END OF THIRD QUARTER/Minimum Day
March 20	Spring Recess
May 27	Memorial Day (legal holiday)

April 3

STUDENTS RETURN

May 29

Memorial Day (Legal Holiday)

June 8

Graduation-CSHS

6. **Leave policies:**

6.1 **Vacations**- Three weeks off for winter break and two weeks off for spring break.

6.2 **Amount of vacation**- Only allowed four weeks paid vacation; any other amount is unpaid.

6a. **Vacation Policy**- In order to be eligible for the vacation policy you must first be working for a minimum of one month (the probation period). Then two weeks before your planned vacation, you must request the time off; this time is not guaranteed off, it is merely a request.

6b. **Accumulation Rights** - You cannot work a certain amount of hours to gain more vacation time with pay.

6c. **Payment in lieu of vacation**- The business cannot pay for vacation that wasn't taken because the business is not open during vacation time.

6.3 **Other Paid Leaves**

6a. **Funeral (bereavement)** - Funeral leave will pay up to five (5) days if it is within the immediate family, and up to three (3) days with pay outside of the immediate family. Definition of immediate family is mother; father, brother, sister, or one's child or grandparents.

6b. **Jury Duty** – We do not give special pay for employees that go to jury duty.

6.4 **Personal Leave**- There are two different types of personal leave: personal leave with pay and personal leave without pay.

For employees of Relâcher Day Spa to receive personal leave with pay they must complete a leave of absence form stating the amount of days they will be absent and employees must call in if they will be late arriving to Relâcher Day Spa .For employees of Relâcher Day Spa to receive personal leave without pay, they must not have called in saying they will be late coming in. Also, not completing a leave of absence form for the amount of days they will not be working with the Business.

6.5 **Sick Leave**-

If you are going to be gone from work on one or more days without prior notice for an illness you are required to call in to work and report your absence.

6a. **Unpaid leave of absence-** When an employee is on disability we can only have an employee that is already working for the business run the department until the disabled employee returns.

7 **Attendance/Punctuality**

Relâcher Day Spa expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on Relâcher Day Spa

If you are unable to report to work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voicemail message, a follow-up call must be made later that day. The telephone number for Relâcher Day Spa is (951) 571-4779.

Should undue tardiness become apparent, disciplinary action may be required. If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least seven working days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of Relâcher Day Spa. Such requests may or may not be granted.

7.1 **Disability (including pregnancy) leave of absence-** When an employee is on disability or pregnant, only the employee that is already working for the business can run the department until the employee returns.

7.2 **Educational leave of absence** –If the employee leaves on an educational field trip we will pay them for that day.

7.3 **Election day-** Employees will have to vote on their own time.

G. Government Required Coverage

1. Workers Compensation- The benefit amount is generally 50% of the amount earned while employed. Benefits can be paid for a maximum of 26 weeks. To get unemployment compensation, you must be able to work enough time in the year before you apply.

2. Unemployment compensation- Because of the term of the school year we do not have benefits that extend outside school regulations.

3. Social Security- Social welfare programs in the U.S. include old age and survivors insurance. It also provides some unemployment insurance and old age assistance.

H. Profit Sharing and Retirement

1. Profit Sharing Plan- As opposed to a bonus plan, which makes direct payments to Profit Sharing Plan employees, a profit sharing plan makes payments to a trust for employees' retirement benefits. A fixed amount is allocated to each employee's account. When an employee leaves the company, they receive the entire vested balance of their account. The percentage vested depends upon years of service. Profit sharing is a plan wherein the employees get a share of the company's profits. Each employee then receives into an account, a percentage of those profits based on their earnings. There are typically restrictions as to when and how you can withdraw these funds without penalties.

2. Retirement Plan- Since our employees are only employed for a year they do not qualify for retirement.

I. Other Benefits

1. Annual party or outing- The business hosts a picnic every year.

2. Apprenticeship Program- As long as we are in good standing with the company we can apply for a mentorship.

3. Blood bank program- Workers have the choice to give blood in the community.

4. Credit Union Membership- All employees bank through the Virtual Bank of California. Every employee has their own savings and checking account accessible to them. If employees have questions they should direct them to the Branch Banker, Tiffany Hill, of the accounting department.

5. Education Assistance- Annually two representatives from each department will meet with other employees from all over the Southern California area to have a training session. They will split into their respective departments, take notes, then return to their business and relay the information they learned from the training.

6. Employee Assistance Program- All employees with personal problems are welcome to see any member of peer mediation. For information see Ms. Hoover or the Human Resources department.

7. Employee gift fund- All employees are asked to voluntarily give a small percentage or amount for the other employees gifts.

8. Employee Purchases- As an employee of Relâcher Day Spa you will get a 10% discount on any game play and a 5% discount on any snacks

9. Employee Policy- Employees are allowed to receive flowers and balloons. However, they shall be kept in the designated area (lobby) to keep other employees and yourself from being distracted.

J. Safety Rules

1. Safety rules when operating machines- While working with the computers, fax, or copier, no employee should have any beverages or foods.

2. Security- For protection of both our company and employees Relâcher Day Spa must take some security precautions. There are locked gates outside the classroom, a camera inside, and mirrors and cabinets are kept locked at all times.

3. Seniority- There is no employees that can be in the business for more than a year other than our CEO.

4. Service Awards- Every month there will be an Employee and V.P. of the Month. Employee of the Month will receive a \$100 award as well as a certificate and their school's recognition. V.P.'s will receive a \$150 award certificate, school recognition, and a day added to their vacation.

5. Smoking- Not permitted anywhere near or on the premises while on the job. Relâcher Day Spa "premises" include buildings, grounds and parking areas where Relâcher Day Spa conducts its business.

6. Substance Abuse- Relâcher Day Spa is proud to provide a drug free workplace for its employees. If caught in possession, use or sale of a controlled substance, intoxicant or caustic of any kind the following actions will occur suspension for 5 days, guardians, police and district notified, recommended for expulsion and grounds for termination.

7. Theft- Stealing or attempting to steal school property or private property will have the following consequences;

- 1st intervention- OCS for 1-3 days, suspension 1-3 days. Notify parent, reimbursement of stolen item.
- 2nd intervention- Suspension 3-5 days. Notify parent, police and district, may be recommended for expulsion.
- 3rd intervention-Suspended 5 days. Notify parent, recommended for expulsion.

8. Traffic Violations- There is no driving involved in our business.

9. Transfers- If an employee wishes to transfer between departments, it is completely allowed only if both VPs approve of it and there is an opening. Submit all requests to the Human Resources Department.

10. Transportation- All company functions held away from the workplace will be driven by a charter bus. No employees will be allowed to drive themselves to an away function.

11. Uniforms- Company shirts are to stay at work. There will be designated days and places to wear them. Always wear black slacks and dress shoes. No tennis shoes!

K. Other Company Policies

- 1) **Bonuses-** All Relâcher Day Spa employees will receive a bonus of \$100 for obtaining Employee of the Month.
- 2) **Borrowing Tools & Equipment-** Employees may borrow company equipment. It must be returned in mint condition.
- 3) **Bulletin Boards-** Employees may post information on board that co-workers benefit from. Examples are a new employee, upcoming events, missing possessions, birthdays, etc.
- 4) **Clean Desk Policy-** Employees must maintain a clean desk and other work areas. Organized filing cabinets are necessary.
- 5) **Communications-** Company communication systems such as computers, telephone, fax machine, copy machine, and Internet are allowed to be used for company benefit only.
- 6) **Community Activities-** Relay For Life, ushering for The Nutcracker at the Mission Inn, Business Academy Picnic, and any other activities involving the community.
- 7) **Company Meetings-** Employees are expected to obey their surroundings and have proper etiquette during meeting discussion.
- 8) **Computer Software-** (unauthorized copying) The illegal nature of copying software and downloading software to company computers is not permitted.
- 9) **Contributions-** Employee contributions are allowed including, employee's voluntary contributions to charities, payroll deductions, termination of payroll deduction, etc.
- 10) **Department Meetings-** As with company meetings respect your co-workers.
- 11) **Discounting-**All Relâcher Day Spa employees will receive a 10% discount on game play and 5% discount on any snacks.
- 12) **Dress Code/Personal Appearance-** Employees must dress appropriately everyday and must respect the school dress code.
 - (a) Trade Fair- formal dress or official company attire.
 - (b) Formal Presentations-
 - (1) Men- clean-shaven or well groomed beard/mustache, neat hair, collared shirt, tie, slacks, and dress shoes with dress socks. NO jeans, baggy pants, sandals, T-shirts, shorts, sneakers, hats, chains, sport socks, face jewelry or exposed tattoos.

(2) Women- nice pantsuit, knee length or longer dress with sleeves, hosiery, closed toe dress shoes, daytime make-up, and neatly groomed hair. No denim, Capri's, low cut dresses or blouses showing cleavage, hemlines shorter than knee length. No sleeveless dresses or blouses, lace or sheer clothing, bra straps showing, exposed tattoos, facial jewelry, excessive earrings, body glitter, mid-drift clothing, stiletto heeled shoes, clogs, platform shoes, or excessive nail art.

13) **Entering & Leaving The Premises**- Cannot leave without permission and good reason for leaving.

14) **Exit Interviews**- When an employee resigns from the company he/she will give a two-week notice and write a letter of resignation. He/she must have a final interview with the CEO and head of Human Resources.

15) **Expense Reimbursement**- If an employee pays out of his/her own pocket, the receipt must come from the CEO; CEO provides for expenditures and reimbursements.

16) **Fire Drills**- Procedures have been established to evacuate the buildings in case of fire or other emergencies. A chart of procedures is posted in each classroom and teachers will inform students of the paper procedures for every emergency procedure. Treating these drills seriously could save lives.

17) **First Aid**- First Aid is only to be administered by the school nurse. In case of an emergency, students are trained to respond and evacuate appropriately as done in practiced drills. Teachers are trained in emergency procedures and emergency supplies are located in the classroom.

18) **Food in Office**- Food items are allowed at workstations. No items may be brought near the computers. Please refer to the clean desk policy for reference to trash or mess left at the desks.

19) **Gifts**- No gifts may be received from business partners or employees. Exceptions include birthdays, anniversaries, or farewells.

20) **Grievances and suggestions**- Grievance policy includes filling out a grievance form and discussing it with the V.P. of Human Resources. Suggestions can be handled privately by the suggestion box or directly by talking with the V.P. of human resources.

21) **Housekeeping**- All employees are to keep their work area, filing cabinets, and printing areas clean at all times.

22) **Inspection of Packages**- All packages entering or exiting are to go through the secretary of the company first. Then the packages are to be distributed from there to receiver(s).

23) **Off Premises Activities**- Field trips will be coordinated with academic learning. EMPLOYEES MAY NOT GO on a field trip without a permission slip signed by a parent. Employees may not be released to their parents for transport after the event unless authorized by the principle.

24) **Office Equipment**- Mainly includes the usage of the Internet. The use of the Internet is a privilege, not a right, and inappropriate use will result in cancellation of these privileges. Students will be required to read and sign an Acceptable Use contract

prior to use of the Internet and/or electronic mail. This document will be kept on file for the current school year and must be renewed annually.

- 25) **Open Door Policy & Counseling**- The office doors are to remain unlocked during normal business hours.
- 26) **Outside Activities**- Employees are to be on their best behavior. School dress code will still be enforced; business attire when applicable.
- 27) **Parking Lot**- The parking lot is off limits during work hours. Only before or after work are you allowed when visiting other companies. Otherwise, continue with “outside activities”.
- 28) **Payroll Advances**- Pay advances are not allowed unless under special circumstances; see V.P. or V.E. coordinator for details.
- 29) **Personal Phone Calls and Mail**- Cell phones and pagers must be put on silent, vibrate or off during working hours. Before making a personal call, e-mail, faxes etc. get clearance from a supervisor. Any violation will result in dock of pay.
- 30) **Personal Property**- All personal property needs to be put in a safe place that will not cause any distraction to yourself or others. Any item brought into the workplace must be non-offensive to everyone.
- 31) **Personal Use of Company Property**- The use of the phone, computer, fax, etc. must be cleared by the C.E.O of the company (Willene Hoover) before the act takes place.
- 32) **Promotion Policy**- The employee must show good work habits, responsibility, and must work well with others. The final decision will be made by the C.E.O. of the company.
- 33) **Property and Equipment Care**- Use caution when handling any work equipment. All violations will be handled by the President.
- 34) **Recycling, Waste Prevention, and Conservation**- There are trash bins placed throughout the work area for waste disposal and clean up. All employees are required to clean up messes they have made. Any trash left will not be tolerated.
- 35) **Reinstatement**- When an employee has been suspended or removed from their previous position it is up to the CEO to reinstate that individual.
- 36) **Resignation**- In order to resign, an employee must have a written resignation form filled out and all paperwork must be filled out two weeks prior to his/her leaving.
- 37) **Restricted Areas**- Places that you cannot be during work hours: computer repair room, and the filing cabinet.
- 38) **Visitors**- All employees need to be on their best behavior. Be sure that all visitors feel comfortable and welcome.
- 39) **Violation of Company Policies**-Any violation of any of the above stated policies will have the following consequences; verbal warning, written warning, and then the employee will be dismissed.

Acknowledgement of receiving

Employee Name _____

Time _____

Date _____

Employee signature _____ Date _____

Supervisor signature _____

Date _____