

Store Team Member Handbook

The name of your Employer is
RECS Clips, LLC. (or) Syma Ventures, Inc.

(Sport Clips is the brand you represent)



Store Team Member Handbook

Version 6.5
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Confidential

You are employed by **RECS Clips, LLC (or) Syma Ventures, Inc.** (ask your manager for correct entity). You are **NOT** employed by Sport Clips or Sport Clips Haircuts. That is the “brand” you represent only.

RECS Clips, LLC (or) Syma Ventures, Inc. does business under the trademark “Sport Clips” or “Sport Clips Haircuts” under a license or franchise agreement with Sport Clips, Inc. This means RECS Clips, LLC (or) Syma Ventures, Inc. has a contract with Sport Clips, Inc. that allows us to use its trademark and its business model. However, RECS Clips, LLC (or) Syma Ventures, Inc. is your employer and is the only party responsible for your experience at this independently owned and operated store.

If you have questions about tax documents, pay issues, operational questions, or any other work-related items please use your Leadership Ladder (Store Manager, Area Leader then Team Leader if the other two leaders cannot assist)

Important Note:

Nothing contained in this handbook or any practice is intended to be nor should be construed as a guarantee that employment or any benefit or compensation program will be continued for any period. Any salary figures stated to you, the employee, in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to create an employment contract for any specific period. Furthermore, the contents of this handbook or any other policy or practice in no way constitutes an employment contract. Final interpretation and application of all policies and practice are within the discretion of Cheston Syma. The terms of this handbook and any policy or practice may be unilaterally modified or discontinued at any time.

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Welcome to Sport Clips!

A Message from Cheston Syma, the owner of an independently owned and operated Sport Clips franchise:

Dear Team Member:

As a part of the Sport Clips franchise system, RECS Clips and Syma Ventures believes our Team's ultimate success is dependent upon our shared commitment to provide a Championship Haircut Experience to every Client.



As a Team Member of our store, you are the most important asset in meeting this commitment. RECS Clips and Syma Ventures is dedicated to providing you with the best information, training, culture, work environment and rewards possible so you can do your best for our clients.

It is due to this dedication that RECS Clips and Syma Ventures has provided you with this Store Team Member Handbook. Please take time to carefully read the handbook. It will answer many of your questions about our operations, responsibilities, and requirements.

Highlights

Although it is required for all employees to read the employee handbook in its entirety, here are the highlights of the book for quick reference:

- Sport Clips was founded by Gordon Logan in 1994. Current CEO is Edward Logan.
- Sport Clips is a franchise; therefore, you do not work for Sport Clips. You work Syma Ventures, Inc. or RECS Clips, LLC and the primary franchisee (TL) is Cheston Syma
- Payday is every other Friday. There is no guarantee that your check will hit Friday morning (could be Friday afternoon) so do not schedule bills to come out Friday and please budget for a Friday afternoon direct deposit if that happens.
- If you have questions, please follow the Leadership Ladder: Manager, Area Leader then Team Leader. If you need to jump up one level, please let your manager know first you would like to go to the next level for your question. The manager cannot decline this
- Your employment is “at will” meaning you can quit at any time, and you can be terminated or laid-off without cause unless it is for a protected reason like race, religion, sex, age, or sexual orientation.
- Syma Ventures and RECS Clips does not discriminate and does not tolerate discrimination of any kind. If you feel there might be discrimination, please report it up the Leadership Ladder or email HR@mvpway.com
- We expect everyone to live the values of Sport Clips: Do what’s right, do your best and treat others how you would like to be treated. Any deviation from these values could lead to termination.
- Opening times listed on the door does not necessarily mean we have to wait for that time to take clients. Our goal is to go above and beyond for our clientele and if you are ready early in the mornings then please take the client. Let clients wait inside the store while you are still setting up. We accept clients up to 5 minutes past closing; please do not turn away clients before closing time.
- We do issue mileage reimbursement at .55 cents per mile if you travel from one store to help another store. See details in the handbook.
- Lunch is required during weekdays and is 30 minutes. Please do not save your “lunch” till the end of your shift to leave 30 min early. Taking lunch breaks when it’s slow will help your Service Dollar Per Hour.
- Theft or diverting clients are terms for immediate termination. Checking out clients for services other than what they received can be considered theft. Giving out personal phone numbers or social media information can be considered “diverting clients”
- We are a large company with locations in Dallas, East Texas, Houston, Oklahoma, Chicago, and Utah so there are many opportunities for growth and advancement. If you are interested in advancement, please talk to your manager or Area Manager. Minimum expectations of \$1.50, 43% PBB and 23-minute average service time is expected plus recommendation from your immediate supervisor.
- We want you to make money and have fun. Please help us with that by having a positive attitude, great energy and contribute to the overall team!

Introduction

Sport Clips

- Founded in 1994 by Gordon Logan
- Current CEO is Edward Logan
- 1,850 locations across USA and Canada
- Dominant brand in the men & boys haircut industry
- Competitive Advantage: Stylists trained in men and boys hairstyles with emphasis on great haircut experiences, efficiency and no appointments



Key Elements of Sport Clips

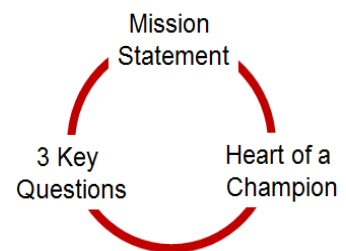
Sport Clips is a unique concept in the world of haircutting. There are barber shops, beauty salons, and everything in between. However, the Sport Clips concept stands apart: it has been carefully researched, designed, and tested to provide the absolute best in haircutting and styling in an Exciting Sports Environment. That is why we are proud to be a Sport Clips franchisee.

Sport Clips Values

While many elements contribute to the success of RECS Clips and Syma Venture's Team, at RECS Clips and Syma Venture's core are SCI's

Values, which are also Sport Clips Values. They guide RECS Clips and Syma Ventures Team on its path to success. RECS Clips and Syma Venture's Values include the following:

- Sport Clips Mission Statement
- The Heart of a Champion
- Three Key Questions



Sport Clips Mission Statement

The Sport Clips Mission Statement forms the foundation upon which RECS Clips and Syma Ventures reputation and success are built. It reflects the core elements required for us, as licensed franchisees, to provide the unique Sport Clips experience. The Sport Clips Mission Statement tells everyone inside and outside of Sport Clips what is important and what they can expect from us and our store Team.

Sport Clips Mission Statement
To create a Championship Haircut Experience for men and boys in an Exciting Sports Environment.

A Championship Haircut Experience is the highest quality of service that enables our Team to meet and exceed our Clients' expectations. It is a true experience that makes the Client feel like a winner and want to return.

Three Key Questions

There are Three Key Questions that our Team Members expect to be able to ask of each other and answer in the affirmative:

Three Key Questions
Can I trust you? ♦ Are you committed to excellence? ♦ Do you care about me?

Heart of a Champion

To follow the Sport Clips Mission Statement, each member of RECS Clips and Syma Venture's Team must have the Heart of a Champion. The following three rules are the guide for all actions at our Sport Clips store:

Heart of a Champion
Do what's right.
Do your best.
Treat others the way they want to be treated.

- **Do what's right** means always do the right thing. Nothing is worth violating this rule.
- **Do your best.** People can never achieve their goals, objectives, and dreams without giving their absolute best effort every day.

- **Treat other people the way they want to be treated** means always think how your actions may affect others and whether that would make them feel good. Remember that others may want to be treated differently than you. Some people prefer direct communication; others need more empathy and support.

These Values create a system of checks and balances that help ensure that our Team Members are treating one another the way they need to in order to achieve our Mission. For instance, the principles of the Heart of a Champion align with the Three Key Questions.

Three Key Questions		Heart of a Champion
Can I trust you?	▶ To ▶	Do what’s right.
Are you committed to excellence?	▶ By ▶	Do(ing) your best.
Do you care about me?	▶ By ▶	Treat(ing) others the way they want to be treated.

The Eric Gozur-Wayne McGlone Memorial Relief Fund

“Do you care about me?” is one of the Three Key Questions at the core of Sport Clips Values. One of the ways that this value comes to life at Sport Clips is the Eric Gozur-Wayne McGlone Memorial Relief Fund. This program is an emergency assistance fund supported by, and available to all Sport Clips Team Members. If you experience an unexpected tragedy, the relief fund may be able to help you through that tough time.



Team Members who wish to apply for funds will need to complete an application and submit to approval board. The Eric Gozur-Wayne McGlone Memorial Relief Fund is just one way Sport Clips demonstrates Sport Clips Values through action.

Cut It Out

The franchisor, Sport Clips, Inc., is a platinum-level sponsor of the Cut It Out program, a charity managed by the Professional Beauty Association. SCI has partnered with Cut It Out to create and improve awareness of domestic abuse in two ways:



- We will ask you to complete eLearning in Sport Clips University (<http://sportclips.tortal.net/>) as part of your orientation.
- We may offer in-person training by licensed social workers or advocates who are trained on domestic abuse.

Sport Clips Vision

Vision is the concrete definition of where one hopes to be, both personally and professionally, at a certain point in time. Vision helps people step outside of day-to-day activities and focus their plans and energy on their dreams—their view of a perfect future.

Sport Clips Vision

To be the dominant male hair care chain in the United States

Our Team achieves the Sport Clips Vision for ourselves and for the Sport Clips system by:

- Sharing a commitment to Values, Standards, and Goals.
- Demonstrating commitment by living up to responsibilities to one another.

Sport Clips Goal

A goal is a specific target one sets to help achieve a Vision. Success can be determined only with measurable targets, against which progress is monitored.

Sport Clips Goal

To achieve a disproportionate market share in the local market and to consistently grow this share. Sport Clips refers to this as: **Get, Keep, and Grow.**

A market share refers to the percentage of the total available target market. In our case, the total available market is the number of people who are or could potentially be Clients at our Sport Clips store. Our goal is to have a much larger market share than our competition and to consistently increase that share.

We reach this Goal by striving to **Get** and **Keep** more and more Clients who purchase more and more of our services and products so our Team Grows year after year.

Our Overall Strategy

- Consistently execute the Sport Clips 5 Point Play.
- Achieve market dominance in our local market.
- Strive to be convenient to where our Clients live and work.
- Seek and accept support and training made available by SCI through Technical Coaches, Operations Coaches, and Area Coaches.
- Consistently execute the unique training and development systems provided by Area Developers, SCI, and/or Regional Directors.
- Be Client-driven in everything.

Our Culture

Just as Sport Clips’ concept is unique, our store’s culture is unique. Ours is a culture focused on:

- Values
- Consistent, high-quality service that creates a Championship Experience for Clients
- Results
- Growth

Our Structure

Our Sport Clips store is structured to support your efforts in providing a Championship Haircut Experience to our Clients. Everyone in our organization is here to help get and keep Clients and grow the business by enhancing the value of the brand name, increasing our Client base, increasing revenue, and dominating every market Sport Clips enters. The pyramid diagram below shows how RECS Clips and Syma Venture’s Team Members are supported.

Sport Clips stores are independently owned and operated franchises. You are employed by your Team Leader (Cheston Syma), a franchisee. You are not employed by Sport Clips, Inc., the franchisor. However, there may be times that you will be able to take advantage of special training and other support services offered by our franchisor.



Sport Clips’ Structure

Sport Clips Terminology

Sport Clips has its own unique terminology that is designed to foster our understanding of the Sport Clips system and the support services offered by our franchisor. Using these terms is a small but important part of maintaining the Sport Clips culture. You'll need to review some of these terms here to understand certain references in this handbook.

- **Area Coach** – is certified by our franchisor as qualified to train Stylists and Managers in the operations and technical portions of the business. They report to the Area Developer or Regional Director.
- **Operations Coaches** are responsible for operational and management development training.
- **Technical Coaches** are responsible for conducting Core Camp and any additional areas that are technical in nature. A Technical Coach is always a licensed Stylist.
- **Area Developer** – Through a contract with our franchisor, an Area Developer provides support to all franchised stores in a specified area. They are responsible for recruiting and training new Team Leaders and employing their own Coaches to support the franchised stores in their areas.
- **Area Leader** – An upper-level leader who serves as an intermediary between a Team Leader and that Team Leader's multiple store Managers.
- **Regional Leader** – Upper-level Manager who supervises multiple Area Leaders
- **Coordinator** – Team Member responsible for receiving and managing Client flow inside the store and supporting the Team.
- **Regional Director** – SCI Support Team Member, employed by our franchisor, who provides support to Team Leaders and their franchised stores in markets supported directly by SCI. They consult with and provide leadership to Team Leaders and work with Coaches to support the stores in their areas.
- **SCI** – Sport Clips, Inc., our franchisor.
- **Manager** – Primary person responsible for ensuring the Sport Clips Mission Statement and the Sport Clips 5 Point Play are implemented in their store every day for every Client. Store Managers are employed by and report to their Team Leader. Although there may be exceptions, Managers are typically licensed cosmetologists or barbers.
- **Support Center** – The “Support Center” refers to our franchisor's offices in Georgetown, Texas.
- **SCI Support Team** – Employees of our franchisor, SCI, who provide support to the Sport Clips system.
- **Team Leaders** – Sport Clips franchisees.
- **Team Members** – Everyone who works for Sport Clips, Inc., and Sport Clips franchisees.

Company Leadership Ladder

Team Leader: Franchise / Business Owner. Responsible for the overall profitability, morale, and vision of the companies

Regional Leader: Responsible for over-seeing operations of a large territory including multiple Area Leaders

Area Leader: The managing leader for a geographic territory. Responsible for 6 to 10 store managers, their morale, profitability, and efficiency of their assigned territory.

Store Manager: The managing leader for a single store. \$1.60, 46% PBB and 1.8x Varsity for the previous 90 days to qualify for this position.

Assistant Manager 1: The assistant to the store manager. Assists with duties assigned by the store manager.

Assistant Manager 2: The primary assistant to the store manager. Assists with more complex duties assigned by store manager.

Policy Statements

Confidentiality

All Team Development and Training documents that you receive are for your exclusive use and the exclusive use of Sport Clips Team Leaders, Managers, Team Members, and Coaches. They should never be read by or be in the possession of anyone who is not affiliated with the Sport Clips system. Unauthorized copying or reproduction of Sport Clips Team Development and Training material is prohibited.

Before engaging in any Sport Clips work or training, you must sign a Confidentiality Agreement. By signing the agreement, you are agreeing not to disclose any information about our Sports Clips store, the Sports Clips system, and/or Clients that you may learn during your employment at our Sport Clips store.

You are given access to confidential information—trade secrets that set a Sport Clips store apart from the competition. These have been developed over many years at great expense and must not be divulged to anyone who is not part of the Sport Clips Team, either while on or after leaving the Team.

Disclosure of confidential information to anyone not on the Sport Clips Team (meaning anyone who is not a Team Member of a Sport Clips franchisee or employee) is grounds for disciplinary action up to and including termination. Client information must be guarded very carefully. No one may disclose any information about a client to anyone not on our Sport Clips store Team.

Client information that may not be disclosed to anyone not on the Sport Clips Team includes credit card information, names, mailing addresses, telephone numbers, email addresses, and other personal information.

If anyone calls you for a job referral or other information about a current or former Team Member, you should refer the person to the store's Manager. The only information that will be given out or confirmed by the Store Manager is dates of employment.

Immigration Control Act Requirements

Under the provisions of the Immigration Reform and Control Act of 1986 (IRCA), it is required that all Team Members hired after November 6, 1986, provide proof of their identity and authorization to work in the United States. This procedure has been established by law and requires every individual to provide satisfactory evidence of their identity and legal authorization to work in the U.S. no later than three (3) business days after beginning work with us. The I-9 form must also be completed and signed at the time of hire by every new Team Member for our verification of the Team Member's identity and work authorization under IRCA.

Employment at Will Statement

We reserve the right to terminate, modify, interpret, change, suspend, cancel, or dispute, with or without notice, all or any part of the policy, procedures, benefits, or provisions of this handbook, as well as any of its other personnel policies and procedures at any time it deems appropriate in its sole and absolute discretion. Also, the statements and language in this handbook are not intended to create or constitute a contract between us and any Team Member.

Employment at RECS Clips / Syma Venture's Sport Clips store is at the mutual consent of you and RECS Clips and / Ventures and is for no definite period. Subject to the laws of our state or local community, employment may, regardless of the date of payment of wages and/or salary, be terminated at will, any time, with or without cause or any previous notice.

Although adherence to this policy is considered a condition of your continued employment, nothing in this policy alters your status and shall not constitute nor be deemed a contract or promise of employment. You are free to resign your employment at any time for any or no reason, without notice.

The provisions of the policy shall apply in addition to, and shall be subordinated to, any requirements imposed by applicable federal, state, or local laws, regulations, or judicial decisions. Unenforceable provisions of this policy shall be deemed to be, and are hereby, deleted.

Equal Opportunity Employment

It is our policy to seek and employ qualified personnel, to provide equal opportunities for the advancement of Team Members, and to administer all policies and procedures in a manner that will not discriminate against any person because of race, color, ancestry, religious creed, national origin, gender, sexual orientation, marital status, physical handicap, medical condition, or age.

Any Team Member who has a complaint of discrimination at work by anyone, including Clients, should promptly notify the Manager. Complaints about Managers should be made directly to us, RECS Clips (or) Syma Ventures.

Any member of the Management Team who becomes aware of any discrimination of any type must promptly report the matter to us. If a Store Manager observes such behavior, the Manager will take immediate steps to stop it and report it.

Harassment

Harassment is defined as unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term or condition of employment, is used as the basis for employment decisions, or creates an intimidating, hostile, or offensive working environment.

It is our strict policy to provide a workplace free of unlawful and improper harassment. Harassment is considered an act of misconduct and may result in disciplinary action up to and including dismissal. Team Leaders, Managers, and Assistant Managers are responsible for implementing and monitoring compliance with this policy. Refer to the Anti-Harassment policy in the Addendum; sign and return the acknowledgement to your Team Leader upon hire.

Conflict of Interest Statement

Potential conflicts of interest include working at or having a financial interest in a company that provides similar services to the same target audience as our Sport Clips store. If you have a potential conflict of interest, or if you develop such a conflict of interest, notify the Store Manager or us immediately.

Accommodating Qualified Individuals with Disabilities

RECS Clips and Syma Ventures is committed to complying with the provisions of federal, state, and local laws applicable to Team Members with disabilities, including pregnancy. It is our policy not to discriminate against any qualified Team Member or applicant with regard to any terms or conditions of employment because of such individual's disability or any perceived disability so long as the Team Member is

otherwise qualified for the position and can perform the essential functions and/or requisites of the job. Consistent with this policy of non-discrimination, RECS Clips and Syma Ventures will provide reasonable accommodations to a qualified individual with a disability, as defined by applicable law, who has made RECS Clips or Syma Ventures aware of his or her disability, as long as such accommodation does not constitute an undue hardship on RECS Clips or Syma Ventures. In general, an undue hardship is an action that would require unreasonable difficulty or expense or would unreasonably disrupt our operations. Reasonable accommodations are also available for Team Members to address the needs of their pregnancy.

To be eligible for an accommodation, including a modification of a policy in the RECS Clips or Syma Ventures] handbook, a Team Member must notify human resources or their Team Leader of the disability and explain the way(s) in which the disability affects his or her ability to do the job. RECS Clips and Syma Ventures also asks that a Team Member affirmatively suggest to RECS Clips or Syma Ventures specific accommodations that might be made by RECS Clips or Syma Ventures which would allow the Team Member to better perform the job. Once a Team Member has identified him/herself as a person with a disability who needs a reasonable accommodation, RECS Clips or Syma Ventures will engage in a dialogue with the Team Member to determine what is needed and what can be provided. When appropriate, the Team Member may be asked to provide medical documentation of the disability or to submit to a medical examination. While RECS Clips or Syma Ventures will consider each specific accommodation suggested by the Team Member, it is ultimately RECS Clips or Syma Ventures that will determine, on a case-by-case basis, which accommodation, if any, will be provided. All medical and disability-related information will be treated as confidential and will be shared with management and relevant staff only to the extent necessary.

Drugs and Alcohol

The objective of the Drug and Alcohol Policy is to develop a drug-free and alcohol-free workplace and to provide education and treatment to our Team Members. To further this objective, the following rules regarding alcohol and illegal drugs in the workplace have been established. These rules apply to all Team Members.

Violation of the following may result in disciplinary action, including termination:

- Team Members may not be involved in the manufacture, distribution, dispensing, possession, sale, purchase, or use of a controlled substance on company property.
- Team Members may not be under the influence of alcohol, illegal, or mind-altering drugs on company property.
- Team Members may not have unauthorized prescription drugs or over-the-counter drugs on company property.
- Team Members must fully cooperate if requested to be tested for drugs.

This policy applies to all Team Members at our store, regardless of rank or position, and includes temporary and part-time Team Members.

Definitions for this policy include the following:

- **Company Premises** – All property used for our Sport Clips store, including leased spaces and parking lots.
- **Company Property** – All property owned or leased by us and used by Team Members, such as vehicles, desks, lockers, etc.
- **Controlled Substance** – An inhalant or substance designated as a controlled substance in federal or your state’s Controlled Substances Act.
- **Drug** – A drug is any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
- **Drug Paraphernalia** – Equipment, product, or material that is used or intended for use in concealing an illegal drug or for use in injecting, ingesting, inhaling, or otherwise introducing into the human body an illegal drug or controlled substance.
- **Fitness for Duty** – To work in a manner suitable for the job. To determine “fitness,” a medical evaluation may include drug and/or alcohol testing.
- **Illegal Drug** – An illegal drug is any drug or derivative thereof which the use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation and any other drug, including, but not limited to, a prescription drug used for any reason other than a legitimate medical reason and inhalants used illegally. Marijuana, in all forms, is included.
- **Reasonable Cause/Suspicion** – Supported by evidence strong enough to establish that a policy violation has occurred.
- **Under the Influence** – The state of not having the normal use of mental or physical faculties resulting from the voluntary introduction of an alcoholic beverage or a controlled substance into the body.

Any of the following actions constitutes a violation of the policy and may subject a Team Member to disciplinary action:

- Using, selling, purchasing, transferring, possessing, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting or assisting another to do so, while in the course of employment or engaged in a company-sponsored activity on premises; in owned, leased, or rented vehicles; or on business.
- Working or reporting to work, conducting company business, or being on premises or in a company-owned, leased, or rented vehicle while under the influence of an illegal drug or alcohol or in an impaired condition.

Any Team Member involved in a work-related accident where alcohol or drugs are believed to be a contributing factor will be subject to an immediate fitness for duty examination such as a medical examination, which may include drug and/or alcohol testing in addition to any other accident investigation activities. Refusal to submit to a

fitness for duty examination subsequent to a work-related accident may be grounds for disciplinary action.

The sale, use, purchase, transfer, or possession of an illegal drug or drug paraphernalia is a violation of the law. We will report information concerning possession, distribution, or use of any illegal drugs to law enforcement officials and will turn over to the custody of law enforcement officials any such substances found during a search of an individual or property.

Searches will only be conducted of individuals based on reasonable cause and the consent of the individual in question. If you refuse to consent to a search, disciplinary action may result.

Sport Clips Standards and Expectations

We have clearly identified the expectations of our clients and developed Standards to ensure that these expectations are consistently met. Sport Clips Standards provide a clear picture of the level of Championship Client Service, friendliness, promptness, convenience, enthusiasm, cleanliness, image, and behavior our Team must deliver to meet and exceed the expectations of our clients.



As a Sport Clips franchised store, we provide a unique experience to our clients that they cannot receive at other brands. A critical part of this experience is our client service.

Client Service

Sport Clips serves everyone. Sport Clips focuses on a target audience of men & boys, but we welcome all clients, regardless of sex, sexual identity or sexual orientation.

Service Policy

Sport Clips welcomes all clients regardless of gender, race, or disability. Pricing does not vary based on gender, race, or disability. Sport Clips targets men and boys as our primary clientele, but we welcome all clients.

Serving female or non-conforming gender clients

We welcome all genders. If the client has long hair, please explain that we do not have round brushes and cannot style. If they wish to continue, then please treat them as you would any other client.

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It is important to set expectations properly with ladies so they can have a positive experience and make an informed decision about whether to stay for a service or send their friends and relatives to us.

Styling Tools: It is important to let clients know that we do not have the styling tools that they may need or like to style their hair, such as curling irons, round brushes, and other styling tools found in most full-service salons. We can still cut their hair, but they may need to go home to style their hair.

Pricing: We do not have different pricing for ladies. We charge them the same as we would male Clients UNLESS the service will take longer than the typical 17 minutes. If that is the case, please explain that there will be an up-charge due to complexity before the service begins.

Serving Differently-Abled Clients

Under the Americans with Disabilities Act, or ADA, any business that serves the public is prohibited from discriminating against individuals with disabilities. Also under this provision, all Team Members are prohibited from discriminating against individuals (Clients and other Team Members) with disabilities. We gladly serve people who are differently abled. If at any time a client asks for help or seems to need help checking in or out at the kiosk, assist them in completing their task.

Clients using wheelchairs receive their haircuts in their chair, with the cape draped over the Client and the chair so hair clippings fall outside of their chair. Your Stylist's chair would likely need to be moved out of the way during the cut. If your client has a service animal, it is important for you to know that the ADA requires businesses to allow people with disabilities to bring their service animals into any areas where customers are generally allowed. They can go anywhere other Clients go, even if there is a 'no pets' policy. Does this mean anyone can bring in their pet? No, this only applies to service animals. If the landlord tells you pets aren't allowed in your strip center, you honor that policy but make an exception to this rule for service animals.

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to aid an individual with a disability. They don't need to have paperwork, but it is important to remember that a service animal is not a pet, and the Client is responsible for the service animal in the very rare case that the service animal becomes disruptive. If there is ever a situation where the service animal poses a direct threat to the safety of your Team or Clients, then you can ask that the service animal be removed from the store. The Client can still enjoy Sport Clips services with assistance from your store Team.

As you do with all of our clients, serve Clients who are blind or visually impaired by offering assistance as needed to ensure that all Clients enjoy a Championship Experience throughout the 5 Point Play. For example, you may read and explain the menu board of services and prices, as well as check the Client in and out on the kiosk if they so desire.

A Client with impaired vision may telephone your Sport Clips store to check in instead of using the online check-in service. Or, if that Client chooses to check in at the store, you can personally check them in at the point of sale. In these cases, the Client should have the same scheduling in the Sport Clips store as that Client would if he or she had used the online check-in service.

A Client who is hearing or speech impaired should receive the same service as all other Clients. Communication through the use of writing on a paper or electronic tablet should be offered by each serving Team Member.

We want everyone to have a Championship Haircut Experience and to rave about it to others. Remember, everyone you serve or even interact with at Sport Clips can become or refer you to a potential long-term Client.

Client Service Objectives

**Meet and exceed the expectations of all Clients.
Keep them as repeat Clients.
Attract new Clients through referrals.**

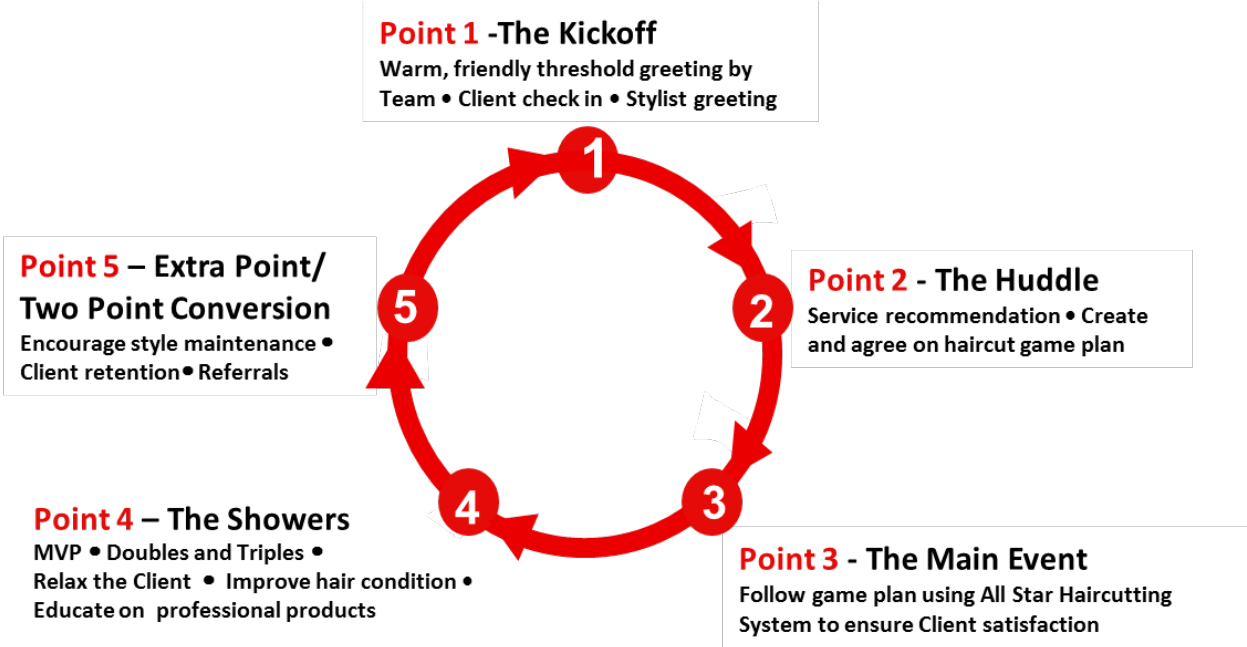
Our Team accomplishes its objectives through the consistent implementation of Sport Clips Standards. We believe in the quality of our Team's service and the skills of our Team Members so strongly that we guarantee our clients' satisfaction through Sport Clips Client Satisfaction Policy, which is also RECS Clips and Syma Venture's policy.

Client Satisfaction Policy

Meet or exceed every Client's expectations and guarantee satisfaction with our Team's services.

The Sport Clips 5 Point Play

The 5 Point Play is the Sport Clips process, developed by our franchisor, for delivering the unique experience our clients want and expect. It is a key part of Sport Clips Client Service Standards. Each point ensures that our clients receive the finest haircuts and have the most enjoyable experience possible at our Sport Clips store.



As our Team Member, we expect you to:

- Fully satisfy the hairstyling needs of all Clients.
- Keep them as active, repeat Clients who would never think of going anywhere else.
- Attract new Clients through referrals.
- Serve Clients courteously and quickly, as time is important to our Clients.
- Be friendly, professional, helpful, and considerate with your Clients at all times.
- Follow all Client Service Standards and procedures.
- Follow every point of the Sport Clips 5 Point Play for every Client, every time—no exceptions!

Cleaning, Maintenance, and Sanitation

Our Sport Clips store must be always spotless to convey our image of professionalism and attention to detail. This image lets our clients know they are in good hands. Having a clean and well-maintained store is so essential to the Client Experience that Cleaning, Maintenance, and Sanitation (CMS) make up important parts of our Standards.

RECS Clips and Syma Venture's Team Members are expected to:

- Understand the importance of and accept responsibility for maintaining Sport Clips CMS Standards.
- Maintain assigned tasks throughout the day and complete them by the end of the shift.
- Take responsibility for correcting any area that does not meet our Standards.
- Correct or report any situation that may affect our Clients' Experience.

RECS Clips and Syma Venture's Store Managers are expected to:

- Review the CMS Standards with you at least once during your initial week with Sport Clips.
- Have the CMS Standards located or posted in an easily accessible area, such as the Equipment Room or Training Room.

Performance Expectations

Schedules

Work hours are scheduled in accordance with anticipated Client needs. Client visit patterns are studied by Team Leaders and the Manager, and weekly schedules are set accordingly. Special circumstances may be taken into consideration.

Opening times posted on the door are NOT the earliest times clients are accepted. You are expected accept and service clients prior to the scheduled opening time if they are present to show we value their time and their business. Likewise, closing times posted on the door are NOT the latest times clients are accepted if you determine to stay and service a client, with your manager's approval. Because clients are welcomed up to five minutes AFTER the posted closing times, occasionally you will work past the end of your shift and be paid for all time worked.

Store Team Member Handbook

Your manager expects you to:

- Check your schedule and know when you are to be at work.
- Discuss with the Manager and obtain authorization for any requests to change your schedule
- Find your own substitute if you cannot make it to your assigned shift

Your manager will try to be as flexible as possible with your schedule, should you need an occasional change in your scheduled work hours. Your manager always posts your Team's schedules two weeks in advance. If your store does not have two schedules always posted, please feel free to report up your leadership ladder.

Beginning and Ending Your Shift Expectations:

- Check your schedule regularly and know when you are to be at work
- BE ON TIME. You may clock in no earlier than 10 minutes before shift starts
- Discuss with and obtain the Manager's authorization to change your schedule
- Find a replacement yourself if you must call in sick or unable to fulfill your shift
- Clock out 30 minutes for lunch break for any shifts over 5 hours unless client flow does not allow for breaks which must be authorized by someone on Management team
- Please ask permission from someone on management team prior to leaving for breaks
- Do not leave the store to run personal errands while still clocked in (buying lunch or drink or running to the store "real-quick")
- **Breaks are not allowed during peak times: 11:30 to 1:00 on weekdays, between 4:00 and 6:30 on weekdays.** Please take your breaks before or after this peak period. Even if the store is busy, please take your break before or after because during this peak it will be even busier.

Off-floor Hours

Off-floor hours are hours that Team Members are working but are not providing service to Clients. Off-floor hours for non-management Team Members only include time spent as follows:

- Pep rallies (if they are mandatory and we are paying for meetings)
- Training classes (monitor closely against stated class times)
- Stylists working an entire shift as a Coordinator (not servicing Clients)
- Marketing outside the store

Managers must specifically authorize any time logged as off-floor hours by any of their Stylists or Assistant Managers.

Clocking In and Out

You can help ensure that your paycheck reflects accurate pay for hours worked by:

- Clocking in upon arrival and clocking out upon departure using the POS system. Ensure that you are clocked in for all hours worked. If you forget to clock in or clock out, you will have to fill out an Incident Report to get it fixed.
- Getting approval from your manager before clocking out.
- **Clock out at the end of your shift. If you forget to clock out, the computer will not count any of those hours for that day. An incident report will need to be filed up the chain to add those hours back.**
- Contact your manager immediately if there is an error on your pay stub. Show your manager the math behind the discrepancy so that he/she may understand. If there is still a disagreement about your time sheet after speaking to your manager, contact us to resolve the disagreement. It is important that you are paid correctly.

This applies to ending shifts, taking breaks or lunches, and any other reason you may have for clocking out.

Lunch and Other Breaks

Taking time for yourself every day is important. Your manager will permit breaks for the appropriate amount of time required by your state and local laws. No time is deducted from your hours of work if you are busy and grab a bite between clients.

Your manager expects you to:

- Take one 30 min break for shifts >5 hours or one 15 min break if <5 hours. For shifts >8 hours you may take two separate 30-minute breaks. Do not run errands on breaks because there is a high chance you will not make it back on time.
- You may not save your break for the end of your shift to leave early.
- Take lunch breaks when there are no clients waiting. Clients often come in on their lunch hour, so this is usually a busy time at our store.
- **No breaks between 11:30 AM to 1:00 PM and between 4:00 PM to 6:30 PM. These are our peak hours of business even if it has been slow all day**
- Do not eat on the cutting floor or in view of clients at any time. Dispose of food, containers, sacks, etc., immediately after eating. Leaving food and used containers around is unsightly and unsanitary. It could be a health hazard and attract pests.

Remember: Clock out for lunch.

Smoking / Vaping

Smoking and/or vaping is not permitted in Sport Clips stores or in front of Clients. Take care to not smell of smoke when you return to serve Clients. Do not smoke/vape in front of store

Tardiness

If you realize that you will be late for your assigned arrival time to work, remember to:

- Call your manager as early as possible and explain the situation if you are going to be late. If you are a manager, call your Assistant Manager.
- Speak directly with your manager. Do not leave a message with any other Team Member. Having a friend or family member call is not acceptable unless you are disabled or incapacitated.

Absences

Sometimes you may be too ill to come to work or may have an emergency beyond your control. Managers are required to give their mobile phone numbers to you for such emergencies. Consideration may be given for unforeseen emergencies at your manager's discretion.

It is important to abide by the following guidelines once you realize you will be absent for your scheduled shift:

- Notify your manager as early as possible, but no later than two hours prior to the scheduled time you are supposed to start work. When the Store Manager cannot come to work, s/he should immediately notify the Team Leader and obtain coverage for their shift.
- Speak directly with your manager. Leaving a message with any other Team Member is not acceptable. Not speaking directly with your manager when late or absent from work is grounds for disciplinary action unless you are disabled or incapacitated.
- It is your responsibility to find coverage for a shift you will miss. You may not make up hours loss due to absences unless authorized by Management

Time Off

We want you to have time off to recharge. We expect full-time stylists to work minimum 30 hours per week up to 40. Part-time is any amount of time less than 29 hours and 59 minutes per week

Client Check-out

- Carry the Client ticket **and remain with the Client until checkout is complete.** This also eliminates the risk of a client walking out without paying. If this should happen, the Stylist will not receive commission or credit for the service.
- We should never call a client to come back if we did not check the client out properly or mis-charged the client. It is our fault and we need to learn from it.
- When you are not serving Clients, stay busy by taking care of routine cleaning and sanitation duties or other duties assigned by your manager.

Store Telephone

- You may not use your cell phone or watch for communication while with a client. Your cell phone should be stored in your locker with its ringer/vibration setting turned off unless you are on a break.
- Promptly answer incoming calls in a friendly and courteous manner: **“Sport Clips, this is (your name) how may I help you?”** Your name is important to say because it allows the caller to identify and connect with you.

Cutting Floor

Your Manager expects you to:

- Talk with Clients during their service. Stay away from sensitive subjects (religion, politics, sex, drinking, drugs, partying, etc)
- Enthusiastically greet all Clients with whom you come in contact.
- Clean stations, the Equipment Room, and waiting area when not with a Client.
- Cell phones and drinks should never be out in public view of the client.

Transfers

We will attempt to facilitate your request for a transfer to another Sport Clips store within the Sport Clips system whenever possible and upon your request. Transfers should be requested with your store Manager.

Service and Wait Times

Clients demand our Championship Haircut Experience in the least amount of time possible; meeting that demand is consistent with delivering the Championship Client Experience our clients expect. **Clients who must wait an excessive amount of time are less likely to return.** Longer service times for some Clients result in longer wait times

for others. **Our goals are to keep wait times under 20 minutes and service times between 13 and 22 minutes.**

Your Team Leader expects you to provide our Championship Haircut Experience within certain timeframes:

- Varsity Cut = 13-17 minutes
- MVP = 18-22 minutes

Goal Setting, Tracking, and Action Plans

Goal setting, tracking, and action plans are important parts of operating our store and of the Sport Clips system. These activities are vital to your continued development and growth. We expect you to consistently set and track your goals and to create and follow action plans to achieve them.

Performance Stat Sheets

We use the Performance Stat Sheets to set goals, establish game plans, and track and analyze performance. These are working documents used on a continuous basis. Stat Sheets are used to plan, assess, and verify your performance and enable us to ensure that a consistent Championship Haircut Experience is being delivered. These Stat Sheets provide the foundation for meaningful coaching, counseling, and performance reviews.

Performance Scoreboards

We encourage our Team Members to be active drivers in their own success, and Team and Stylist Performance Scoreboards are great tools to help you work smarter, not harder. Team and Stylist Performance Scoreboards help all Team Members become more successful and improve the Client Experience by showing how each Team Member is doing compared to their goals for a given time period. This helps each Team Member determine what actions to take to improve their results and their corresponding pay during the current pay period.

Team Performance Scoreboard

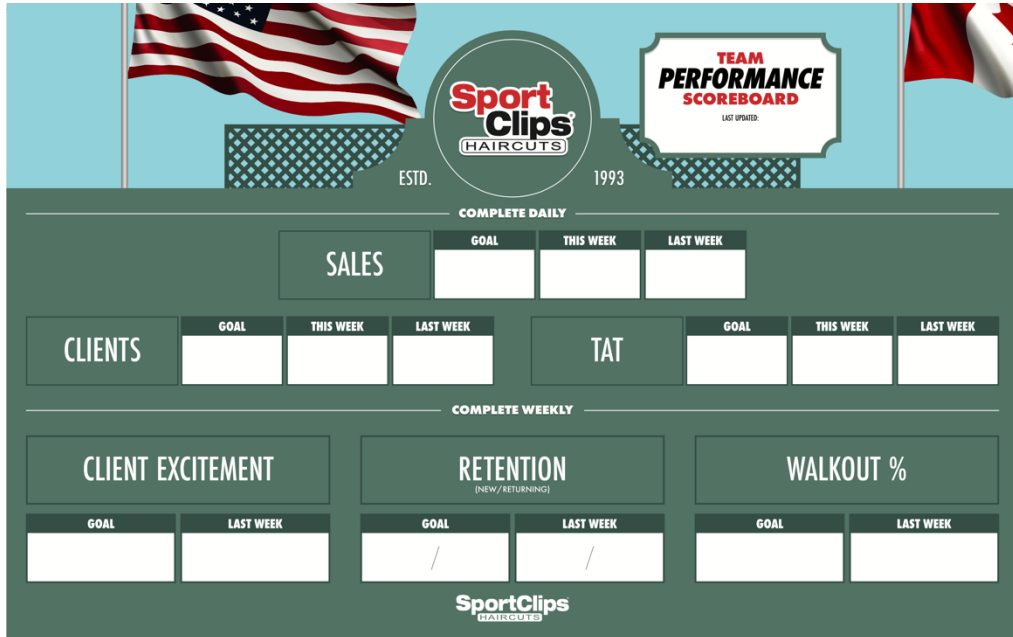
Managers make sure the Team Performance Scoreboard is updated daily. “Last week’s” information is updated either Saturday at closing or Sunday before opening. “This Week’s” information is updated daily.

- Goals: written in black.
- Numbers at or above goal: written in green.
- Numbers below goal: written in red.

Our manager or Managers review the Team Performance Scoreboard with our Team Members daily to identify how the Team is doing currently, compared to the store’s

goals. This information helps the Team Leader and Manager decide where to focus our efforts to reach our store’s goals by the next pay period. For example:

- If Total Average Ticket is below goal (red), the Team can focus on increasing take home sales and upselling.
- If our Client Count number is below goal (red), the Team can spend any available time holding signs, marketing, and encouraging Clients to visit the store.



Usually, when a store is meeting its goals consistently, it is growing, Clients are satisfied, purchasing more products and services, tipping well, coming back, and telling their friends. As a store Team, Team Members work together to achieve goals so everyone can benefit from store growth.

Stylist Performance Scoreboard

The goal of the Stylist Performance Scoreboard is to ensure that Team Members track and know how they are doing compared to their goals daily. The Stylist Performance

Scoreboard should be updated daily, either as part of station setup activities that are done before accepting Clients or at the end of the day.

STYLIST	SALE PERCENT	CLIENTS		SERVICE TIMES (WASH/BLW/TRANSITION)		% TIME SERVING CLIENTS		CPFH		TAT		\$/HOUR		PAID BB%		THPC	
		GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL	GOAL	ACTUAL
Team Average				//	//												
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Your Manager ensures that this board is updated and will review your status with you daily. This will help you determine what you are doing well or what you can do differently to provide a better Client Experience and earn/increase your commissions. By using green for your results that are at or above goal and red for your results below goal, you can see what your status is quickly and easily. By reviewing this daily, you can make adjustments that affect your next paycheck. By focusing individual efforts, Team Members can take steps to increase their client’s satisfaction and increase their own success, too!

Pep Rallies

Pep rallies are fun events held usually once a quarter for no more than 90 minutes (unless Team Leader permission is given to go over), enabling Team Members to come together as a Team. Pep rallies are positive and fun: No boring meetings here! 😊

Pep rallies celebrate, motivate, and educate to help the Team Leader’s business and its Team Members achieve success. Pep rallies usually include fun team building, games, awards, and food, yet they can also include training, contest kickoffs, or other activities. Because we want every Team Member to benefit from these events, your attendance is required. You are credited for time worked. To get the most benefit, you are encouraged to be an active and positive participant. At pep rallies, all our Team Members join, play together, learn, and laugh together, and lay their foundation for success!

Marketing

With the help of our franchisor, RECS Clips and Syma Ventures creates and launches critical marketing programs for our store. Help us with marketing by periodically participating in the programs. These marketing programs may include the following:

- Neighborhood marketing / sign-holding
- Cosmetology school presentations for recruiting new Team Members
- Local chamber of commerce meetings and presentations
- Adult/Children's sports/league sponsorships

Training and Team Development

We provide training and team development for you at no cost and helps improve your skills and knowledge in the industry. As a result, it is important to:

- Participate and take maximum advantage of the opportunities presented.
- Attend, complete, and implement all training offered to you by us.

Professional Expectations

You are a professional, which means you have the skill, good judgment, and polite behavior that is expected of a person who is trained to do a job well. While your Team Leader relies on you to deliver your very best every day, among the most important things you can do to ensure your success is to connect your role as a professional to Sport Clips Values.



Your Team Leader expects you to know and understand Sport Clips Values: Sport Clips Mission Statement, Heart of a Champion, and the Three Key Questions, each of which is explained earlier in this handbook. You should be able to relate these concepts directly to job responsibilities and relationships with Clients and other Team Members within the Sport Clips franchise system. You should always demonstrate behavior, actions, and communication that reflect and support these concepts with your Clients, Teammates, and everyone you interact with while representing RECS Clips or Syma Venture's Sport Clips store.

We value you as an addition to our Team and look forward to achieving our goals with you. This section describes the

expectations and requirements related to your role as a professional at RECS Clips and Syma Venture's Sport Clips store.

Teamwork

All Team Members and Managers:

- Make the effort to communicate positively to each other, about each other, our store, the Sport Clips franchise, and the Clients.
- Enthusiastically help one another, offering to help rather than waiting to be asked.
- Show a genuine sense of caring about each other, RECS Clips and/or Syma Venture's Sport Clips store, and the Sport Clips franchise system.
- Are honest and trusting.
- Are accountable. Everyone is responsible for ensuring the Team's success.



Cooperative attitudes and behavior are essential in creating a pleasant atmosphere in which to work and a welcome atmosphere for Clients. As a result, always strive to:

- Always develop and maintain a professional relationship with Clients and fellow Team Members
- Handle problems with Clients or Team Members in a calm, polite, and professional manner
- Never discuss politics or religion at work with co-workers or Clients

Managers are expected to:

- Intervene if a situation seems to be difficult for the Team Member to resolve.
- Monitor conversations. Under no circumstance does RECS Clips and Syma Ventures allow a client to hear or observe a disagreement or harsh words among Team Members.

Conduct

Any time you wear the Sport Clips logo, you represent RECS Clips and Syma Ventures Sport Clips store and the Sport Clips system. Your Team Leader expects you to exemplify RECS Clips and Syma Venture's store Standards and the Sport Clips Standards. RECS Clips and Syma Ventures expects Team Members to project themselves professionally in appearance and behavior. Your Team Leader will not tolerate or allow any no vulgar language or obscene gestures, mannerisms, or behavior at any time when you represent your Team Leader's Sport Clips store.

Client Conversations

As a Team Member at your Team Leader's Sport Clips store, you continuously interact with Clients while providing them with a Championship Haircut Experience. As a result, it is important to:

- Project a positive, professional image through conversations on hair, the Client's hair needs, and product recommendations
- When not discussing the Client's hair, discuss sports-oriented topics
- Avoid sensitive topics, such as politics, religion, the competition, your personal life, confidential information, or any other topic that might make Clients uncomfortable.
- Focus on positive, light subjects.
- Focus your attention on your client. If conversations are held with other Team Members or Clients, they must include the Client being served.
- Pay close attention to what your clients say and how they say it to ensure their satisfaction with their Sport Clips experience.



Personal Appearance

As a Team Member of our Sport Clips store, it is important to maintain personal hygiene and a clean, professional appearance that aligns with Sport Clips' brand image. These requirements reflect high standards and this state's cosmetology regulations. Team Member appearance creates a lasting impression of Sport Clips and your store.

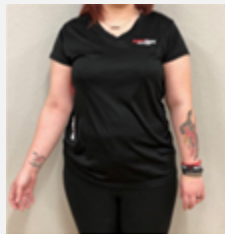
Note: Decisions regarding all appearance policies may be made for those needing accommodations due to religious practices or disabilities.

Our Team Members are to follow these guidelines:

Store Team Member Handbook

- Work appropriate make-up projects our professional image. Make-up is encouraged, but not required.
- Team Members should arrive dressed in logoed attire and ready for work. Your hairstyle and make-up, if worn, should be complete when you arrive at work.
- Nails and hands should be clean and well maintained.
- Work-appropriate undergarments must be concealed.
- Socks and athletic shoes that complement Team Members' sports attire must be always worn.
- Tattoos are acceptable if they are tasteful, non-distracting, and non-offensive

Do's:



Don'ts:



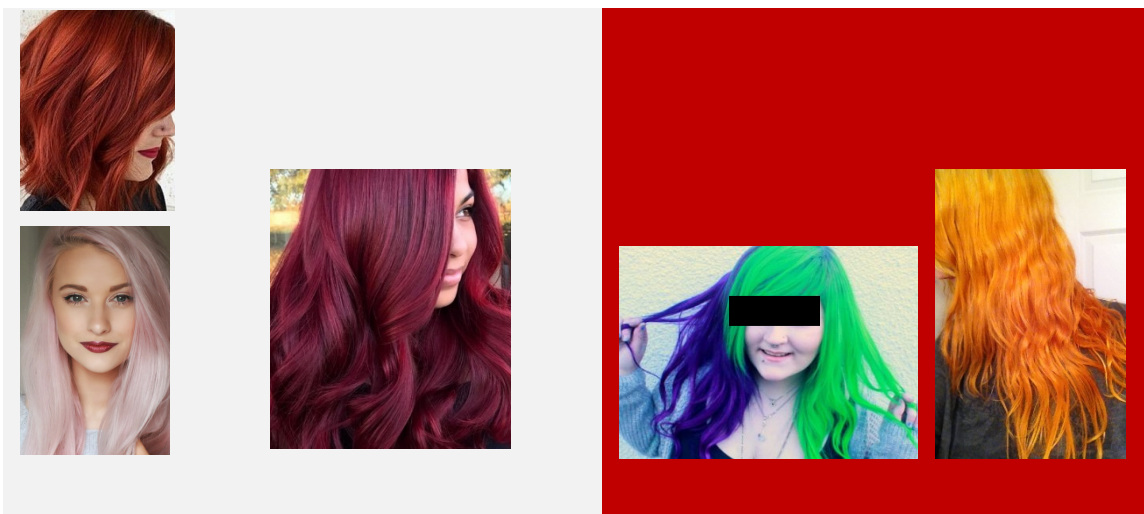
- Clean, healthy hair is to be worn in a neat, fashionable style consistent with our professional image.
- Hair is to be in colors that are tasteful, non-distracting, and follow current trends.
- Shorts must be of fingertip length or longer. No overly tight shorts are allowed.

Do's:

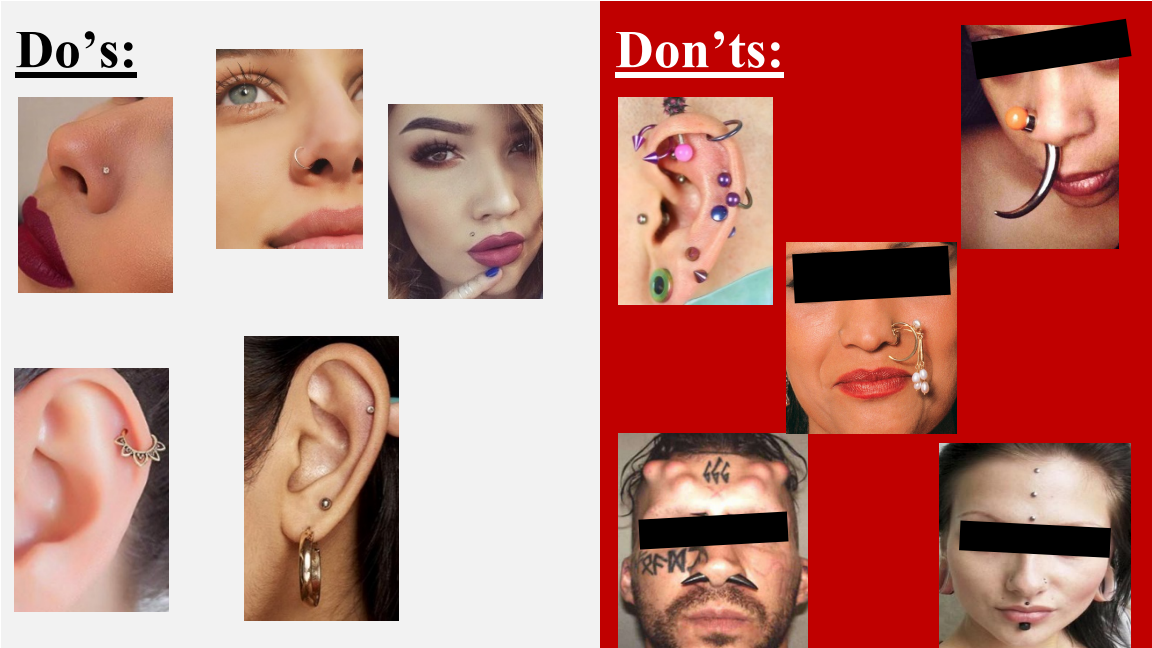


Don'ts:





- Shirts must have sleeves.
- All clothing is to be of a nice, individually flattering fit.
- No skin-tight clothing, including shirts, pants (including athletic pants), shorts, skorts, or capris, is allowed.
 - Tights are not permitted.
 - Leggings and yoga pants must be worn with tops that cover the Team Member's groin and posterior.
 - Pants (including leggings and yoga pants) must not be so thin or tight that they are see-through or show visible undergarment lines.
 - Pants should not have mesh cut outs or see-through patches above the knee.
- A Sport Clips logoed shirt is required if worn without a vest.
- When worn with a logoed vest or tunic, if a logoed shirt is not required, the shirt must still be in the Sport Clips color palette (white, black, red, gray).
- Tasteful non-distracting jewelry is allowed and must not interfere with work.
 - Piercings that do not detract from a clean, professional image are fine. Piercings should be tasteful, non-distracting, and non-offensive to Team Members and Clients, including children. Unacceptable piercings include subdermal implants on the face or neck or an abundance of piercings that are distracting.



Team Attire

Sport Clips approved attire is an essential element in the overall image of our Sport Clips store. Team Members always wear approved attire in the store and at all Sport Clips functions, unless otherwise specified. You can explore approved store attire on the following websites:

- Alamo Tees: <https://sportclips.alamotees.com/>
- Boundless Network: <https://portal.boundlessnetwork.com/sportclips>
- PAC: <https://shopsngear.com/storefrontB2BWEB/>

Sport Clips Team attire is your financial responsibility unless otherwise specified by state law. If you wish, deductions from your paycheck can be made for your first purchase.



Comfortable, sporty-casual Sport Clips logoed attire is available for all Stylists. Team Members may purchase approved black pants, skirts, or shorts from approved suppliers or from a local retailer (possible sources include Ross, Target, Walmart) as long as the following guidelines are met:

- No cargo pockets or decorative zippers.

- No decorations on pants (logo is okay).
- No cotton bottoms or tops

Suggested fabrics are:

- Tencel
- Microfiber
- Polyester (heavy, better quality)

Managers can obtain photos of available styles posted on the Alamo Tees website (available through the Online Huddle, Sport Clips' website).

Designated name tags are required and your first one is furnished by the company. Team Members are to wear approved name badges on the **upper right side** of the Sport Clips logoed shirts. Name tags must look professional and be in good repair. Team Member names may not be handwritten on the name tag. Names should be computer generated or made with a label maker. Your Manager can give guidance on proper placement.



Your attire must be approved by the Manager. If you report for work in unacceptable attire, your manager may send you home to change and you will not be clocked in until you return properly attired.

Note: If a garment is approved but later shrinks, fades, thins, stains, and/or tears, it will no longer be acceptable.

Team Members may purchase approved athletic shoes and socks at many stores. You may contact the Manager or Team Leader for more information.

Although Sport Clips offers a variety of approved and logoed shirts, each Team in our store wears only one style per day (matching attire). Non-cutting Team Members such as Coordinators or interns may wear a complementary style (Example: “bling” shirt when the Team is wearing racing shirts; or a racing shirt when the Team is wearing soccer shirts). The choice of shirt is designated by the Team Leader.

Remember: Team Members never have a second chance to make a great first impression!



Unacceptable Dress, Appearance, or Presentation

The following are considered unacceptable attire, appearance, or presentation:

- Anything inconsistent with our approved Team attire or our state licensing agency
- Anything not approved by your manager.
- Soiled, smelly or wrinkled clothing.
- Inappropriate hairstyle, make-up, or jewelry
- Using excessive amounts of scented products

Managers have the final approval for dress, hairstyle, and personal appearance. If you report for work inappropriately groomed or dressed, you will be sent home to bring your appearance up to standard before returning to work.

Licenses and Forms

Your professional license is an extension and proof of your expertise as a Stylist. Your manager expects you to:

- Complete the W-4, I-9, and direct deposit form and any other hiring forms we may require. Direct Deposit is required but is not guaranteed.
- Have a current valid state cosmetology or barber license.
- Renew your license in a timely manner so your replacement arrives prior to the existing one expiring. **You may not work in our Sport Clips store with an expired license.**

Professional Tools

As a Stylist, you are familiar with your own set of haircutting tools and are already comfortable using them. As a result, it is in your best interest to provide your own

professional tools (clippers, trimmers, and shears). However, shears and approved clippers and trimmers are available for purchase at Direct Beauty Express. It is your responsibility to keep your tools maintained via the following guidelines:

- Keep your shears in top condition and sharpen or align them as needed.
- Clean, sanitize, and maintain all tools and equipment following Sport Clips and state guidelines.

Professional Products

We supply you with Paul Mitchell Tea Tree Hair & Body Moisturizer at no cost to you. This product is for use in serving your clients at your station.

At your station, you are allowed to use any styling products or leave-in conditioners that our store carries for sale. These may be purchased at 75% off the retail sales price. Additionally, you may purchase products to take home for personal use at 50% off the retail sales price. The purchase must be rung up as “House”. Use the discount code for Team Member purchases.

When you purchase products, label your bottles with your name to identify the product as one you have purchased. You are NOT to borrow purchased products from other stations. Doing so is grounds for disciplinary action, up to and including termination. Consider keeping your receipt as proof of purchase for products purchased for use at your station. You may lock up your purchased products in your locker while you are out of the store.

Any discounted purchases (Station Discount or Employee Discount) must be sold by the A/, Manager or AL only. If a TM purchases a discounted product and does not put the sale under “House” the full retail cost of the item will be deducted from the TM’s paycheck.

Safety and Security

All Team Members are required to complete Occupational Safety and Health Administration (OSHA) training as part of orientation training. During this training, your manager will review where to find the Safety Data Sheets (SDSs) for your store and how to read them.

Personal Property

You are responsible for your personal property, such as shears, purses, wallets, and jewelry, etc., always. We are not responsible for any lost or stolen property belonging to a Team Member. Lockers are provided for your personal belongings, and you may purchase a lock for your locker to secure your belongings. You have no expectation of privacy regarding your locker, whether it is locked or unlocked. Any member of our

Leadership Team or your Manager can open and inspect the contents of your locker at any time.

Media Relations

If you are asked to speak with or respond to inquiries or statements from the media including, but not limited to, news agencies, media representatives, or Internet-based groups, we ask that you take the following steps:

1. Thank the individual or agency for their interest.
2. Document the individual or agency's contact information (name, phone number, email address).
3. Inform the individual or agency that you are not authorized to speak on behalf of RECS Clips / Syma Ventures or Sport Clips, Inc.
4. Forward the individual or agency's contact information to your Manager or any member of the Leadership Team.

Performance Management

At our Sport Clips store, a variety of tools are used to manage performance:

- 30-60-90 Day Review
- Performance Reviews
- Performance Management/Disciplinary Process

30-60-90 Day Review

To aid in your transition to our standards and the Sport Clips Standards and to support the development of strong, positive performance habits, very specific knowledge and performance expectations are set for the first 30 days. After 30 days, the Team Member's performance is reviewed and discussed with the Team Member. If these expectations are met and maintained by the 30-day mark, the Team Member proceeds to the next set of knowledge and performance expectations. That set of knowledge and performance expectations must be met and maintained by the 60-day mark.

After 60 days, the Team Member's performance is reviewed and discussed, and feedback is given to the Team Member. If that goal is achieved, the Team Member advances to the next set of knowledge and performance, and those expectations must be met and maintained by the 90-day mark. This three-stage process ensures that valuable feedback is given throughout a Team Members' first three months, enabling them to have the best possible start in their career at our store.

Performance Management/Disciplinary Process

To provide a constructive method of dealing with issues involving performance and conduct, we use a Performance Management Process. The policy applies to all Team Members.

Note: Employment with RECS Clips and Syma Ventures is at the mutual consent of you and is for no definite period. Subject to the laws of our state or local community, employment may, regardless of the date of payment of wages and/or salary, be terminated at will, any time, with or without cause or any previous notice.

We follow a very straightforward approach to performance management:

1. Coaching (with Written Documentation)
2. Written Warning
3. Final Warning
4. Termination

Managers coach Team Members to achieve goals that are increasingly higher so they become more and more successful. Yet, there are times when behavior falls below Standard, affecting the Client's experience. At these times, coaching is used to bring actions back up to Standard. There are certain behaviors or performance levels that may justify skipping one or more steps in the performance management process, including failure to always demonstrate Sport Clips Values and/or other forms of gross misconduct.

Coaching (with Written Documentation)

Everyone wants feedback on how they are performing and what improvements are needed. For non-critical actions, the first step is verbal coaching. The first discussion is considered a "verbal coaching" session. An example of when a Manager might do a verbal coaching is after a Team Member arrives late to work for the first time. The Manager discusses the issue with the Team Member, clarifies the impact on the Team, makes a written note of the verbal coaching, and places the note in the Management Log.

On the paper the Manager puts in the Team Member's file, she/he notes the following:

- Team Member name
- Their observations of the Team Member's behavior
- The date of the verbal coaching
- The Team Member's commitment to resolve the situation

Written Warning

The second time an issue occurs, a written warning is needed. This is documented by a written warning statement that is placed in the Team Member's personnel file. The purpose of a written warning is to ensure that the Team Member understands what is expected and, by signing the warning statement, is committing to correct the behavior.

When a manager is counseling someone, the manager will emphasize problem solving and the benefits of changing behavior. When the problem is personal, it can be tough to know how to help. The manager will be sensitive and have genuine respect for the Team Member's situation. The Manager is there to help, if possible, and inform them of outside resources. However, the Manager cannot be too personally involved with the Team Member, and the Team Member needs to focus on correcting the recurring problem.

Final Warning

The third time, a final warning is required. The Manager conducts a final warning interview when any of the following occur:

- Persistent performance problems are not resolved. Performance consistently falls below expectations or deteriorates.
- Team Members are unable to meet performance expectations, even though they have the knowledge, skill, and experience.
- Coaching and written warning do not resolve problems.
- A Team Member seems unhappy, unable, or unwilling to perform.
- Behavior is disrupting a Team's performance or contributes to the negative behavior of others.

If a Team Member repeats the behavior, it is clear they have made the decision that they do not want to work at our store. When the Team Member has made the decision not to correct the repeating issues, nothing more can be done to correct the situation.

Termination

Termination happens when the Team Member:

- Knows what is expected.
- Has the ability to correct the situation.
- Has the resources to correct the situation.

In other words, termination happens when the Team Member had the opportunity to change but did not. They are saying, "I don't want to work here!"

Reasons for Termination

Failure to support our Values or the established Sport Clips Values always will be a cause for disciplinary action, up to and including immediate termination. Any behavior inconsistent with this statement displayed through interaction with Clients or Team Members is unacceptable and is considered misconduct.

Examples of gross misconduct: Team Members who do any of the following will be subject to immediate disciplinary action, up to and potentially including immediate termination of employment.

- Flagrantly violate established policies and procedures
- Cause confrontations with clients or other Team Members
- Disregard specific instructions from the Management Team Member in charge of our store
- Come to work intoxicated or under the influence of drugs or alcohol; bring mood-altering non-prescription drugs (over-the-counter cold, cough, or headache

medicines that are available in drug or grocery stores are acceptable) or alcohol into our store or onto company property; or take non-prescription mood-altering drugs or alcohol during their work period

- Use obscenities or vulgar language in the store
- Give out their home phone or cell phone number or collect Clients' phone number for any purpose
- Sexually harass or unlawfully discriminate against Clients or other Team Members
- Attempting to recruit company employees for a competing brand
- Theft or giving away services or products without permission
- Falsify records or shows a pattern of checking out clients improperly.
- Take products purchased by another Team Member
- Divert Clients away from our store or any other Sport Clips store
- Transact personal business while in our Sport Clips store
- Bring firearms or other dangerous weapons into our store unless we provide additional notices to the contrary
- Provide misleading or false statements on an employment application
- Refuse to work scheduled hours
- Manipulate transactions or apply unauthorized discounts to transactions.
- Check clients out under a different service than they received.

Compensation

Pay periods end on every other Saturday and **payday is on the following Friday before 6:00 PM**. Company policy is that everyone will get paid on payday (Friday) by 6:00 PM, or earlier. If possible, we try to pay before Friday, but this is not guaranteed. From time to time there may be extenuating circumstances that slows payroll processing and you may not get paid until actual pay-day, which is Friday afternoon. Please do not be alarmed if this happens because Friday is still on time.

Although direct deposit is required it is not guaranteed. Our legal obligation is to get your paid on time (which is every other Friday by 6:00 PM). If you have any extra pay (mileage reimbursement or other), you **MUST** notify your manager before he/she submits the Exception Report so he/she can send it to the payroll department. *If you fail to do this, it will not show up on your paycheck and you will need to wait until the next paycheck to receive those funds.*

*If you work at multiple locations, we use a weighted average to calculate your commission.

Pay Errors

Pay errors can happen in any company, especially when it goes through many people (store manager, payroll office, and Paysphere) ...it is highly encouraged that the TM's review paycheck stubs after each payday to ensure accuracy.

Reimbursements

Any reimbursements will need to be attached to the manager's exception reports and the store manager will email this to the payroll department along with copies of receipts. The Area Leader will need to be copied on this bi-weekly Exception Report too along with any receipts. The receipts need to have a description of what was purchased and for what reason. Reimbursements will occur on the next paycheck. **IF YOU DO NOT OR FORGET to add it to the exception report or include the receipt, the reimbursement will not happen. Only approved purchases will be reimbursed.** Please ask for approval before you buy something for work if you want to be reimbursed for it.

Overtime Pay

Team Members are paid overtime pay whenever they work more than 40 hours in a week. The overtime rate is 1 1/2 times the base rate. Overtime **must** be approved in advance by a Manager and Team Leader.

Benefits

- 1-week paid vacation after 12 months of employment (must meet minimum KBI requirements to qualify for paid vacation)
- Aflac (gap insurance) available
- Discounted Group Insurance options available
- 529 College Savings Plan assistance available
- Wages on demand (access your earned income **before** payday using ZayZoon)

(Must be enrolled in any insurance within 30 days of starting employment)

Vacations and Time Off

All vacations must be approved by your manager at least four (4) weeks in advance so schedules can be adjusted. The Team Member with the longest service will have priority in requesting vacations, providing this has been done at least four weeks in advance.

DO NOT make plane reservations or other plans until your vacation has been approved. If you make your plans before obtaining permission to take time off, loss of airfare or other penalties will not be reason for granting the time off. Please do not put your manager in the position of having to tell you "No" after you have made plans.

Unpaid time off is possible, depending on the schedule. If a Team Member wishes to take some time off, this should be requested as far in advance as possible. Those who have earned vacation are given priority.

The week before, of, and after holidays are usually busy times for our store and we usually need as many Stylists working as possible during these times. For this reason, taking vacations or extra time off around holidays is not encouraged and requires special permission from your manager. Certain 'black out' periods exist when vacations are not permitted. You will not be paid for any unused vacation pay should your employment be terminated. Current employment is required to utilize vacation benefits. Termination deletes any vacation benefits you may have accrued.

1-week of paid vacation is granted to all stylists who meet the requirements:

- Have worked with the company **consecutively** (non-stop) for 12 months
- Working an average of 30 hours a week in the previous quarter – **no exceptions**
- Must meet min. expectations of \$1.50 THPC and 42% PBB in the previous full quarter
- Cannot be rolled over into next calendar year 40-hour max limit
- If employment is terminated by either party and TM returns to the company, the new start date is the new start date for vacation and 12 consecutive months must be reached again before vacation is earned.

You get paid based on the number of average hours worked in the previous quarter times your base rate.

Holidays

- New Year's Day - Varies
- Mother's Day - **Closed** in lieu of opening on Memorial Day
- Memorial Day - Open to 6:30 PM
- Independence Day - Open to 4:00 (OT paid)
- Labor Day - Open to 6:30 (OT paid)
- Easter - **Closed**
- Thanksgiving Eve - Open to 6:30 PM
- Thanksgiving Day - **Closed**
- Day After TGiving - Open to 6:30 PM
- Christmas Eve - Open to 4:00 PM (unless Sunday open to 5:00 PM)
- Day After Xmas - Open to 6:30 PM (unless Sunday open to 5:00 PM)
- Christmas Day - **Closed**
- Holiday hours may be adjusted based on historical client-flow. If a holiday is not listed then the store will be open regular hours.
- If we have stylists that want to work on a closed holiday, please bring it up to the TL for discussion.

Medical Insurance and Other Insurance

To be eligible for discounted group insurance, you must work 30 or more hours per week. It is your responsibility to make sure the proper paperwork is complete and deductions, if any, are taken out on time.

Mileage Reimbursement

If a stylist temporarily travels to a different store to help, the company will pay .55 cents **per extra mile** he/she travels. Example: Stylist A drives 5 miles from home to work at her normal store but is asked to help at another store. She must drive 15 miles from home to get to the other store to help. The company will reimburse the extra mileage: .55 cents x 10 miles or \$5.50. The home store manager needs to put that \$5.50 on her Exemption Report so that stylist can get paid. That manager will need to note in the Exception Report what store she went and helped and the date.

Traveling for classes/meetings: It is expected that TM must travel for company meetings. The company will reimburse the TM .55 cents per mile from home store for any miles driven more than 50 miles. Example 1: Meeting is 75 miles away; the company will reimburse the TM 25 miles x 2 (round trip). Example 2: Meeting is 43 miles away; no reimbursement because it is less than 50 miles.

Out of Town Travel

Defined as any time a TM travels and a hotel room is needed for overnight stay. If the TM is on salary, there is no additional compensation besides mileage and/or Per Diem. Per Diem is money given to the TM to supplement (not pay for) the cost of their meals. TM's being paid hourly will get 1/2 day (or 4 hours) for travel days and full 8 hours for workdays in conjunction with Per Diem and mileage, if applicable. Per Diem is \$30 per day.

Family & Friends

Due to the inability to accurately control who family & friends are, there are no discounts or free services to family and friends. Please restrict visitations from family or friends to a quick "hello". Inviting them to stay and sit down is distracting to all employees.

Hiring of Family Members

The hiring of related or closely related stylists **are allowed** if the two family members do not work in the same store. We do not hire the children of employees to work as coordinators (receptionists) unless it is as a temporary basis (less than 10 days).

Theft / Unauthorized Conduct

It is unfortunate that this part must be added in the handbook. Ideally, all Team Members are good people and respect the property of others. Unfortunately, there are some dishonest people out there that will manipulate the computer and steal from the company or from other stylists; therefore, this last part is for them:

Theft will not be tolerated in the company. There are many forms of theft...

- Checking out clients under a different service other than they received
- Pocketing cash when a client is paying in cash.
- Running personal errands while on the clock / taking breaks without clocking out
- Taking cash or property from the store or another TM
- Deleting clients from the computer who already paid or giving unauthorized discounts
- Returning to access the Sport Clips store after hours without permission from Area Leader or Team Leader

ANTI-DISCRIMINATION, ANTI-HARASSMENT, ANTI-RETALIATION, REASONABLE ACCOMMODATION, AND REPORTING POLICIES

RECS Clips and Syma Ventures has always prohibited discrimination, harassment, and retaliation, and provided reasonable accommodations to those with disabilities and for religious reasons. This document is RECS Clips and Syma Venture's newly revised versions of these policies. These policies and procedures replace and supersede any prior policies and procedures on these subject matters. Please also note that there may be additional state and/or local laws, policies, and modifications that pertain to these subject matters. All Team Members are required to read these policies and sign and return the attached acknowledgement form.

Equal Employment Opportunity

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at RECS Clips and Syma Ventures, where employment is based upon personal capabilities and qualifications without discrimination because of a Team Member's (hereinafter "Team Member") characteristic protected by the law of the locality in which the Team Member works, such as his or her race, color, religion, age, creed, sex, national origin, citizenship status, mental or physical disability, gender, pregnancy, military status,

genetic information, or any other protected characteristic as established by applicable federal, state or local law.

We will not tolerate discrimination or unlawful harassment in any form by any of our Team Members, Clients, other business associates, or visitors, nor will we tolerate any form of retaliation or abuse of this policy. This policy applies to both Team Members and applicants for employment and will be strictly enforced. All Team Members should be able to enjoy a work environment free from all forms of discrimination, including unlawful harassment. RECS Clips and Syma Ventures similarly prohibits retaliation against Team Members who file complaints under this policy or who participate in complaint investigations. We take claims of discrimination, harassment, and retaliation very seriously. The procedures outlined below will be strictly enforced.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, training, benefits, advancement, leaves of absence, termination and all other terms and conditions of employment and is to be followed in all personnel actions taken by RECS Clips and Syma Ventures. No one is authorized to act contrary to this policy.

Harassment Prohibited

RECS Clips and Syma Ventures is committed to providing a work environment free from unlawful harassment of any kind. Harassment committed against anyone on any basis is protected by applicable federal, state, or local law, including the protected characteristics described above, is strictly prohibited. Such conduct can be demeaning and degrading and can create a hostile working environment for our Team Members, so has no place in our workplace. Unlawful harassment is conduct that may include, but is not limited to, verbal, visual, and/or physical conduct.

Sexual Harassment

Sexual harassment is a form of unlawful harassment that also will not be tolerated by RECS Clips and Syma Ventures. In general, sexual harassment is any unwelcome sexual advance, request for sexual favor or other verbal or physical conduct of a sexual nature, or such conduct that is directed to a Team Member because of his or her sex. Examples of unlawful sexual harassment may include, but are not limited to, the following:

- Suggestive or lewd remarks, jokes, or comments
- Unwanted hugs, touches, or kisses
- Inappropriate noises, whistles, cat calls, or the like
- Excessive or inappropriate compliments regarding a person's appearance or body
- Leering or other inappropriate staring at an individual or particular body parts
- Requests for sexual favors
- Repeated requests for dates, dinner, or other invitations that are rebuffed
- Sexually explicit or pornographic posters, cartoons, drawings, videos, or emails

While unlawful harassment consists of unwanted behavior, it is our policy to prohibit such behavior in the workplace, even if it is not unwanted by the recipient. For this reason, Team Members are prohibited from making lewd, crass, or derogatory jokes, touching others inappropriately or displaying sexually explicit or suggestive material, even when welcomed by the recipient. Such behavior is inappropriate in the workplace and will not be tolerated. Similarly, such behavior is prohibited in the workplace, without regard to whether it constitutes legally actionable harassment. We expect our workplace to be a place where everyone is treated with respect.

To that end, we expect everyone to conduct themselves in the workplace in a professional and business-like manner. While we expect collegiality and friendliness of our Team Members, overly friendly or familiar behavior, even when not unwanted or unwelcome by the recipient, is inappropriate workplace behavior and unacceptable.

Team Members who violate this harassment or discrimination policy may be subject to discipline, including but not limited to being placed on a disciplinary suspension or having their employment terminated, in RECS Clips (or) Syma Venture's discretion.

Procedure for Reporting and Investigation

RECS Clips and Syma Ventures has enacted the following procedure to provide a manner for Team Members to report and to investigate any discrimination, harassment and/or retaliation complaints.

Report the Incident/Problem Immediately: RECS Clips and Syma Ventures requires the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position, to your Manager, Area Manager, Regional Leader, or Team Leader. Individuals who feel they have experienced or observed conduct that is contrary to this policy or who have concerns about such matters must immediately notify their immediate supervisor or human resources. Such complaints may also be brought to any RECS Clips or Syma Ventures Manager. Anyone who becomes aware of any conduct that possibly violates this policy must immediately notify their immediate supervisor or human resources or another RECS Clips or Syma Ventures Manager.

In addition, if an individual believes they are being or have been subjected to harassing conduct, they have the right and are encouraged to (but are not required to) promptly advise the offender that his/her behavior is unwelcome or inappropriate or makes the individual feel uncomfortable, and request that it be discontinued immediately. Initial complaints regarding conduct believed to violate this policy can initially be made verbally but must be memorialized in writing. Falsely reporting conduct or failing to participate in RECS Clips and/or Syma Ventures investigations of discrimination, harassment, or retaliation are also violations of this policy. It is the Team Member's responsibility to disclose all information relevant to possible incidents of discrimination, harassment, or retaliation. All documents or other physical evidence either the complainant or other Team Members may possess supporting the complaint of harassment, discrimination, or retaliation must also be provided to RECS Clips or Syma

Ventures investigators as soon as possible after the Team Member reports the alleged incident or the investigator requests such information. Additionally, the Team Member must identify all known witnesses who may have information relating to his/her complaint. Failure to do so will adversely affect the investigative process.

Investigation: Reported allegations of harassment, discrimination, or retaliation will be investigated promptly and thoroughly. The investigation may include individual interviews with the parties involved and, where necessary, with any witnesses who may have knowledge relevant to the complaint. All decisions regarding the scope and duration of the investigation, who is interviewed, what materials are reviewed, etc., are in the sole discretion of RECS Clips or Syma Ventures. Confidentiality will be maintained throughout the investigatory process to the extent feasible, consistent with an adequate investigation and appropriate corrective action and applicable law. All Team Members are expected to cooperate fully with any investigation or inquiry into these matters.

Determination: After a complaint is investigated, the investigator(s) will make a determination and suggest a resolution to the complaint. A determination may suggest discipline, job reassignment, or other solutions to resolve the grievance or complaint. There are certain situations where the actions taken as a result of the determination must be kept confidential. Any actions taken as a result of a grievance or complaint are at the discretion of RECS Clips or Syma Ventures.

Responsive Action: Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately at RECS Clips or Syma Venture's discretion. Responsive action may include, for example, training, referral to counseling and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary disciplinary suspension without pay, termination, or other such action as RECS Clips or Syma Ventures believes may be appropriate under the circumstances. To protect the privacy of everyone involved, RECS Clips and Syma Ventures has a policy of generally not disclosing the specific nature of any disciplinary action taken as a result of an investigation but may do so in appropriate circumstances. **A Team Member's failure to promptly take advantage of this reporting procedure could adversely affect his or her legal rights in the future.**

Reasonable Accommodation for Disabilities (including Pregnancy)

RECS Clips and Syma Ventures is committed to complying with the provisions of federal, state, and local laws applicable to Team Members with disabilities, including pregnancy. It is our policy not to discriminate against any qualified Team Member or applicant with regard to any terms or conditions of employment because of such individual's disability or any perceived disability so long as the Team Member is otherwise qualified for the position and can perform the essential functions and/or requisites of the job. Consistent with this policy of non-discrimination, RECS Clips and Syma Ventures will provide reasonable accommodations to a qualified individual with a disability, as defined by applicable law, who has made RECS Clips or Syma Ventures aware of his or her disability, as long as such accommodation does not constitute an undue hardship on RECS Clips or Syma Ventures. In general, an undue hardship is an action that would require unreasonable difficulty or expense or would unreasonably disrupt our operations. Reasonable accommodations are also available for Team Members to address the needs of their pregnancy.

To be eligible for an accommodation, including a modification of a policy in the RECS Clips or Syma Ventures handbook, a Team Member must notify human resources of the disability and explain the way(s) in which the disability affects his or her ability to do the job. RECS Clips and Syma Ventures also asks that a Team Member affirmatively suggest to RECS Clips or Syma Ventures specific accommodations that might be made by RECS Clips or Syma Ventures, which would allow the Team Member to better perform the job. Once a Team Member has identified him/herself as a person with a disability who needs a reasonable accommodation, RECS Clips or Syma Ventures will engage in a dialogue with the Team Member to determine what is needed and what can be provided. When appropriate, the Team Member may be asked to provide medical documentation of the disability or to submit to a medical examination. While RECS Clips or Syma Ventures will consider each specific accommodation suggested by the Team Member, it is ultimately RECS Clips or Syma Ventures that will determine, on a case-by-case basis, which accommodation, if any, will be provided. All medical and disability-related information will be treated as confidential and will be shared with management and relevant staff only to the extent necessary.

Reasonable Accommodations for Religious Observance and Other Reasons

Reasonable accommodations that do not create an undue hardship on the business may also be available with respect to other legally protected issues, such as to accommodate the religious practices or beliefs of a Team Member, including, for example, time off for the observance of holy days or prayer or modifications of a dress code. Team Members who take time off as an accommodation may be asked to make up the time or use accrued paid time off days. Otherwise, time off will be unpaid. Accommodations may be available in other situations. Please let us know if you believe you need this type of assistance. Questions and/or requests for such accommodations should be directed to your Manager or to the Team Leader's contact person as described above. Please submit

such requests as soon as possible after you become aware of the need for an accommodation.

Retaliation Prohibited

RECS Clips and Syma Ventures will not tolerate retaliation of any kind against any Team Member who, in good faith, reports or complains about any perceived violation of this policy or participates in any investigation of any such report or complaint. RECS Clips and Syma Ventures also prohibits retaliation against Team Members who seek an accommodation or who engage in other types of protected activity. Taking any adverse employment action against a Team Member, including but not limited to terminating, disciplining, changing work assignments of, providing inaccurate work information to, or refusing to cooperate or discuss work-related matters with any Team Member because that Team Member has complained about or resisted discrimination, harassment or retaliation or because the Team Member has requested an accommodation or made other protected workplace complaints or participated in workplace investigations will not be tolerated. Team Members who believe they have been retaliated against in violation of this policy should utilize the complaint reporting mechanism discussed above. However, any complaints determined by RECS Clips or Syma Ventures to have been raised other than in good faith will also be dealt with accordingly.

Any person engaged in retaliatory conduct may be in violation of this policy. Team Members who violate this policy will be subject to discipline, including but not limited to being placed on a disciplinary suspension or having their employment terminated, at RECS Clips or Syma Venture's discretion. If you feel you are being or have been retaliated against for complaining about any conduct prohibited by these policies, contact human resources immediately.

Open Door Policy

We maintain an "open door" policy if proper procedures are followed. If you have any concerns regarding our business practices, policy application, ethical considerations, or other issues, we would appreciate your bringing those concerns to our attention so that they can be addressed. Whether you have a problem, a complaint, a suggestion, or an observation, we want to hear from you.

Try to discuss your issue with your immediate supervisor first. If you see no results from that conversation, please ask that supervisor if you could speak to the next level supervisor. You may request this up all the way to the Team leader. **We will never deny or retaliate against you for your request to go "up the chain" if you ask.**

You may also send in suggestions or complaints under the "Suggestion/Complaint" link at MVPway.com.

Protected Activities

Nothing in this policy is intended to prohibit, prevent, or discourage any Team Member from attempting to improve the terms and conditions of his or her employment by discussing these issues with other Team Members or working or gathering with other Team Members, whether in person or online, to discuss and address working conditions at RECS Clips or Syma Ventures. All Team Members have legal rights to take these types of ‘concerted protected activities’ which are protected by the National Labor Relations Act. No Team Member will be disciplined, discharged, or retaliated against for engaging in these activities.

Conclusion

My goal, as the Team Leader (franchisee), of this company is for you to enjoy your time with this company; but it is a 2- way street. You must do your part to contribute to the company’s success, your team’s morale and be a team player and I will do my best to try to make your job fun, ensure you make great money and have recognition. If you ever need to reach me directly, please let your store manager and Area Manager know you wish to first and you can text or email me so that we can schedule a time to chat.

Welcome to the team and I hope to meet you soon! ☺

Cheston C. Syma

Cheston C. Syma

Cheston@MVPway.com

281-703-1826

Team Member Handbook Acknowledgment

I have read and fully understand the Team Member Handbook (“the Handbook”). I understand the reasons for the policies and procedures, and I agree to abide by the policies and procedures detailed in the handbook in its present form and as it may from time-to-time be modified. I understand that my employer reserves the right to terminate or modify any of its other policies and procedures at any time it deems appropriate in its sole and absolute discretion.

THE STATEMENTS AND LANGUAGE IN THE HANDBOOK ARE NOT INTENDED TO CREATE OR CONSTITUTE A CONTRACT WITH ME. EMPLOYMENT WITH _____ RECS Clips (or) Syma Ventures IS AT THE MUTUAL CONSENT OF ME AND _____ RECS Clips (or) Syma Ventures AND IS FOR NO DEFINITE PERIOD. SUBJECT TO THE LAWS OF OUR STATE OR LOCAL COMMUNITY, EMPLOYMENT MAY, REGARDLESS OF THE DATE OF PAYMENT OF WAGES AND/OR SALARY, BE TERMINATED AT WILL, ANY TIME, WITH OR WITHOUT CAUSE OR ANY PREVIOUS NOTICE.

I further understand that my continued employment with _____ RECS Clips (or) Syma Ventures is based on my compliance with the policies and procedures detailed in the handbook.

Team Member: _____
(Please Print)

Date: _____ Signature: _____
(Sign in Ink)

Sport Clips Store #: _____

Witness: _____
(Please Print)

Signature: _____
(Sign in Ink)

Position: _____