

ANNMARIE SKIN CARE

TEAM MANUAL



 annmarie

ABOUT THIS TEAM MANUAL / DISCLAIMER

We prepared this Team Manual to assist you in finding the answers to many questions that you may have regarding your employment with Annmarie Skin Care. Please take the necessary time to read it.

We do not expect this Team Manual to answer all of your questions. Your Supervisor and the HR Manager also will be a major source of information.

Neither this Team Manual nor any other verbal or written communication by a management representative, is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. Annmarie Skin Care adheres to the policy of employment at will, which permits the Company or the team member to terminate the employment relationship at any time, for any reason, with or without cause or notice.

Employment at-will may only be altered IN AN INDIVIDUAL CASE OR GENERALLY in writing signed by the President of the Company.

Many matters covered by this Team Manual, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this Team Manual or by any member of management.

This Team Manual states only general Company guidelines. The Company may, at any time, in its sole discretion, modify or vary from anything stated in this Team Manual, with or without notice, except for the rights of the parties to terminate employment at will.

This Team Manual supersedes all prior Team Manuals.

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WELCOME TO OUR TEAM

Welcome to our Annmarie Skin Care team! We are delighted to have you on board as a valued team member. ASC would like our team members to feel that they are part of a growing family and that your time with us is fun, loving, and educational.

ASC has established an amazing reputation for quality products and services. Credit for this goes to every one of our team members. We hope you, too, will find satisfaction and take pride in your work here.

Please take the time to read through this manual, as it is a guide to get to know us better and what to expect from the company. We are here to support your transition, so please know that you can call on any of us to assist you!

We are looking forward to you joining our team and being successful at ASC.

ANNMARIE & KEVIN GIANNI

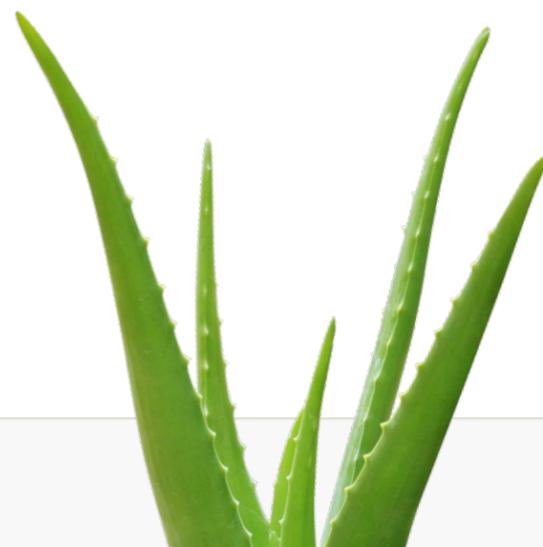




SHE'S ALWAYS FELT
THE MOST CONFIDENT WHEN SHE
IS MOVING AND EATING HEALTHY



STRAIGHT FROM
HER ROOTS.”



OUR STORY

Annmarie Gianni's great grandparents came over from Italy to Ellis Island to find a better opportunity for their family in the United States. Once here, her great grandfather worked hard in the brick business and her great grandmother cared for the family—gardening and making fresh foods.

This tradition of hard work and garden-to-table meals was passed down to their children. Annmarie's grandfather on her mother's side was a jeweler and grandmother cooked straight from her garden in the Bronx, NY.

Annmarie's mother and father continued on by working hard to raise 3 daughters in Elmont, Long Island, then eventually—by an IBM transfer—Poughkeepsie, NY. There Annmarie was a three sport athlete, playing basketball, field hockey, and softball. She's always felt the most confident when she is moving and eating healthy—straight from her roots.

When she was injured playing field hockey, she discovered that she wanted to work with people to help them recover from injury, so she enrolled in the athletic training program at East Carolina University in Greenville, NC.

After graduation, she became an athletic trainer in Danbury, CT. Which is where she eventually met Kevin—who had run the Hartford marathon and got injured while doing so.

Kevin, at the time was managing single and multifamily renovation projects, but wasn't passionate about the work. After being together for a while, they decided to use both Annmarie's training skill, Kevin's past entrepreneurial experience and their love for healthy, natural food to start a personal training business.

While their training business grew and thrived, Kevin started a website in hopes of bringing their health message to a larger audience. This first site LiveAwesome.com failed miserably, but the second started gaining traction when they started a show on YouTube called “The Renegade Health Show.”

The success of this show, allowed them to stop seeing all their clients, buy a vegetable oil fueled RV and travel around the United States (and beyond) for two and a half years. While they traveled, they interviewed and researched all types of natural health and healing experts and protocols. Once they were finished, they had over 900 videos and over 10 million views on their channel.

As they were traveling, one question they got often from viewers was "Annmarie, what products do you use for your skin?" It was one that they were unable to answer—since when they went into their cabinet to see what they were using, the products didn't really live up their own personal quality standards. So in early 2008, they both set out to find a product line that they simply could recommend. It's worth noting here, that at this time, there was little to no thought of starting a skin care business—all they wanted was a product that they could sell in their online store.

Along this journey, they talked to skin care company owners, but weren't always impressed with the ingredients their products contained. They also started to talk to formulators who might help them form a line—but were dismayed when many of them said that you could make your products seem cleaner by just not including certain toxic ingredients on the label as long as they were under a certain percentage. That, obviously, wasn't what they were into either.

Almost ready to give up, Annmarie walked into a small spa in Patagonia, AZ and the woman there told her about a line that she loved. When Annmarie smelled the products and tried them on her skin, she was blown away. They felt so different — they felt alive and they had a vibration to them she couldn't explain. The fragrance and aroma was beautiful. The esthetician put a little on her hand and she noticed a huge difference and as soon as she put them on her face—she realized she had never felt anything like this on her skin. She saw immediate, noticeable results. After more than six months of searching, she knew these were the ones they could recommend. She contacted the owner, Bunnie—an herbalist and chemist, who at the time had been making organic, synergistic and exquisite skin care for about 30 years— using nature in its finest and purest form. To Annmarie's disappointment these products were only sold in spas. But knowing what they both knew about the industry from their experience trying to find a high quality, clean line, they knew they couldn't just let this one go.

Whether fighting for GMO labeling or real food, they always had been honest, disruptive activists. So they decided that skin care is an industry that needed disrupting people behaving disruptively for things to change. Over the years, they had developed resources, amazing relationships, expertise and our existing client base from Renegade Health and knew it was time to create something of

their own. So they contacted her again and asked if she would help them bring a line to the public. She said yes!

In 2009, Annmarie Skin Care was launched. Each product is made with intention using our 3-step proprietary *Wild. Beautiful.* process—where all ingredients are hand selected, then infused into our base oils and aloe juice, and finally crafted with additional plant extracts and ingredients to make them as effective as possible. The result is beautiful, glowing skin.

Since then, Annmarie and Kevin have helped steward the message of good, clean, effective skin care through education and, simply, a product with natural, organic and wildcrafted ingredients that speaks for itself. In 2012, they brought on a young, talented activist named Rachel. A self-proclaimed skin care junkie, she has brought her passion and management skill to help create the team and culture needed to build a sustainable company (and one that is a ton of fun to work with!) Now, they have a team of over 30 people who are aligned on this similar path to help people make better decisions about their skin, beauty and health.

Along the way, they've still experienced some of the dimmer parts of the industry. In 2011, When Bunnie, let them know that she just couldn't make a shampoo and conditioner that was natural, effective and affordable—they went to another trusted (or so they thought) person to have them

formulated. After using and smelling the product before making the final labels and launching, something didn't feel right—it just didn't seem as natural as they wanted. So they asked for a full lab report one more time—and this time the formulator sent over something much different than the one that she had before. They were shocked to find there were 13 ingredients that she had put in the product that weren't on the original spec sheet. They, obviously, immediately stopped production and sent back the product.

As a team, they've also uncovered hidden processes in ingredient production, chemical derivatives in "natural" ingredients not listed by suppliers, nano-particles sold as regular particles, and other industry tricks and oversights. All these instances have helped them create processes to ensure that the Annmarie line is the best it can possibly be—now and into the future.





OUR MISSION

Our mission is to provide you with unquestionably high quality, honest and effective products to support an organic and natural lifestyle.

As a company, we love our customers like friends and help you—through education and family-like customer support—make the best decisions you can about your beauty, health, and self.



OUR VIVID VISION

core values

HONESTY.

We are honest with ourselves and each other. We take care of the needs of the team and the company with integrity.

WILD.

We think outside of the box, we innovate, and we are committed to ongoing education and growth. We question, give feedback and challenge with direct and sometimes uncomfortable communication.

BEAUTIFUL.

We maintain beauty in all we do—the way we act, the way we present ourselves and our space, and how we communicate with team members, customers and vendors.

core purpose

We at Annmarie Skin Care are mothers, fathers, sons and daughters, just like you—so in addition to creating the best natural skin care possible, we are committed to creating a better, more sustainable—and in turn, more beautiful world.

Our purpose as a company is to align with these two words:

Wild. Beautiful.

HONESTY.

Everything that is in our products is on the label. We only source our ingredients with integrity. We always have workers, wages, the environment and outstanding quality on our minds.

WILD.

Our products are as close to nature as you can get. We use the best organic and wildcrafted ingredients mother nature can provide, giving you a pure experience—free of chemicals, colors and fragrances.

BEAUTIFUL.

This is our promise to you. Use these products and see the results—beautiful, youthful, glowing skin.

what makes us different

We handcraft skin care, using organic and wildcrafted ingredients, that promises beautiful, glowing skin. We do this using our 3-step, *Wild. Beautiful.* process.

We carefully **SELECT** organic and wildcrafted ingredients—including herbs and plant extracts—to meet the highest standards of quality and effectiveness for your skin and body. We audit our sources to ensure that they continue to meet our standards. We then **INFUSE** selected herbs into aloe vera and into skin nutritive oils for up to 30 days at low heat (never over 95°). These infusions are used as a potent base for all our products. We then add additional, selected natural plant extracts, skin supporting nutrients and aromatherapy to make the most active and effective natural products available. Additionally, we **CRAFT** with packaging these products with intention using Miron glass and sustainable materials.

Annmarie and Kevin Gianni never actually intended on starting a skin care company. They were video health bloggers when people started asking which products they used. They realized what they were using was not something they could recommend. They also started learning more and more about the chemical and industrial skin care industry. So they only wanted to provide a solution—to provide organic and natural skin care products. They found a line that they could completely stand behind and eventually started working with that formulator to create the Annmarie Skin Care line. The idea wasn't to start a business, it was to create a solution to the problem.

company - day to day

The day to day work of the team is to support customers, improve systems, market, creatively come up with new ideas / products and to grow. This is a work-life balance company, so while work is challenging, we also take breaks and time for ourselves. Our people are self motivating and management does not have to get involved—since each team member has their own internal clock and engine.

The days flow smoothly and managers meet with team leaders weekly to run over what has been accomplished and what needs to be done moving forward.

Management meets weekly—as well as for quarterly offsites—to plan out how we need to grow and what systems to improve, then we put these plans into place using the team to put them into action. All team members do what they're best at and we continually check in to confirm this is the case.

financials / profit

In 2020, the company will have grown significantly in revenue. We maintain a lean team, but gross revenues are in the \$15MM range. Profit has increased as well. We have 15% NET profit for this year. By 2021, we will be reaching an annual revenue in the \$17MM range.

Our focus is always organic growth, but we've recognized that we may need more money for customer acquisition. We're actively looking to find creative ways to bring in or save money without giving away our voice or too much equity. By the end of 2019, all of our financials should be in place in order to bring on private equity money if needed. By the end of year 2019, our cash flow is positive and healthy and we have very strong predictive models for inventory and cashflow.

product line growth

We continue to sell and improve the best natural skin care products available. We have expanded our makeup line to include essentials like several shades of a lip & cheek tint, eye liner, brow powder and mascara. We are expanding into personal care and skin tools as well. We have a few additional skin products that round out the line. We have a successful shampoo and conditioner. We also have expanded our luxury line, the Wild Alchemy Collection.

departments

MARKETING

Our marketing is focused on these mediums—paid advertising, social media influencer campaigns, SEO, Amazon, existing customer retention and affiliates.

We've managed to create a few great lead generating ad campaigns that have increased our revenue from ad spend to 25-35%. Our remarketing campaigns are well thought out and efficient. Our SEO has allowed us to rank for strong and converting keywords in the beauty industry. We own top slots for some of these in searches. Our social media influencer campaigns have expanded out of the health niche and bring in qualified customers daily. Our customer retention campaign is completely ironed out and working efficiently. We've made new affiliate relationships, but also managed to nurture the existing ones to form strong and long lasting alliances. Amazon has increased to 10% of our total sales.

Marketing is managed by a manager who's been trained and has experience in all these aspects of building a structure like this.

CUSTOMER SUPPORT

Our customer care program continues to evolve into the best in the industry. We continually go above and beyond to treat the customer like a good friend. This is the goal and we hit it consistently. Team members are encouraged and rewarded for doing the best they can for each customer and surprising them with the quality and depth of service. Our Customer Love program, which is a program recognizing and caring for more customers in a deeper and more intimate way, is running smoothly.

MANUFACTURING

We've ironed out any issues with manufacturing. Our sourcing is impeccable. Production is smooth—filling and labeling is done in the most efficient way. We can turn around fast if needed, but our planning and inventory management is solid enough to rarely need expedited production.

SHIPPING

All of our boxes are shipped in branded and sustainable packaging. We have very little error percentages and breakage. Our packages ship same day as order. We ship from multiple warehouses in the U.S., Canada, EU and AUZ / New Zealand.

WHOLESALE ACCOUNTS

We continue to grow our wholesale accounts organically. As we've grown, more and more companies reach out to us to carry our products. We're equally inclusive and exclusive—smartly choosing wholesalers based on a combination of fit, location, and capabilities.

SOCIAL MEDIA

We continue to build our social media presence and have well liked properties across the internet. Our focus continues to be as human as possible.

LEADERSHIP

We maintain a top-light leadership team. This is to make sure we're not so heavily bureaucratic and can move efficiently and swiftly. Leadership's main role is to move the company along and foster an environment of improvement. Culture is a big focus as well—again the goal is to be as human as possible.

what people say

ONLINE CUSTOMERS

Our online customers are continually pleased with our quality of products, shipping time, and customer care ambassadors. They regularly share with friends and family, since it's hard not to talk about the products and the company.

MEDIA

The media reaches out to learn more about our products. We've now reached a higher tier of media coverage and prominent blogs, magazines and other outlets reach out to us for interviews. We also are recognized in the business world by media outlets. Our systems and processes have gained the attention of other business owners and media and we are sought out to explain how we run and maintain our business.

work environment

WORK LIFE BALANCE

Our work life balance is exceptional. We encourage team members to work hard, but remind them to take breaks and not be a hero. Team members can access more work-life balance benefits that we've set up to keep them healthy and happy—these include exercise reimbursements, retreat discounts, lifestyle goods discounts, and more.

VIRTUAL OFFICE ENVIRONMENT

The virtual office environment is succeeding. Everyone enjoys working together and there's little if any interpersonal issues. When they do come up, we address them with direct communication—no gossip or triangulation. We encourage team members to meet up locally with others that are nearby as well as hold quarterly company-wide events that team members can attend. (Some are mandatory.)

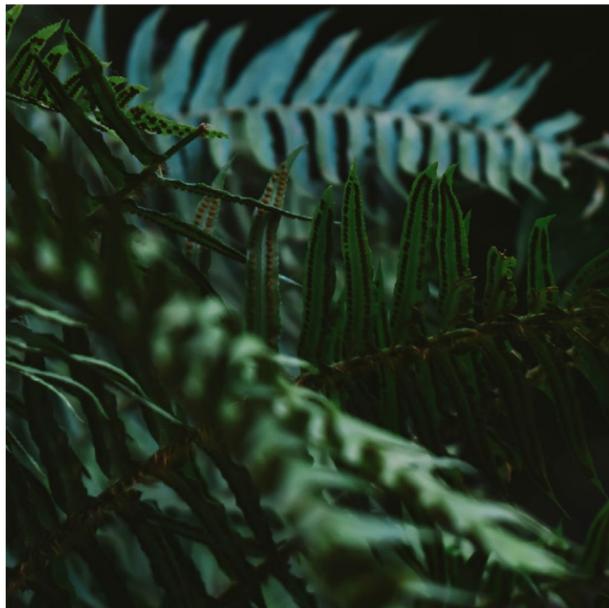
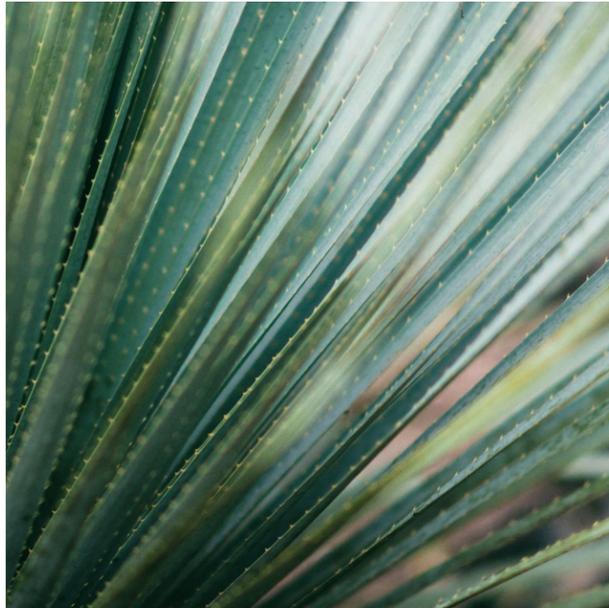
TEAM MEMBERS

Each team member is a ball—you can push them once and they keep moving forward. Everyone is self-motivated and does not require much reminding to complete tasks. Each team member is also extremely passionate about making a difference in the world and has some sort of connection to the natural, organic lifestyle. Conversation is open and candid. Everyone likes each other and works as a team in community. Team members are empowered to make change in the company as well as bring up issues directly to management.

Salaries and benefits are competitive for the areas the team member lives in and our team members tend to stay long because of the entire package—good pay, great culture, great people, great benefits.



THE CULTURE AT
ANNMARIE SKIN CARE



Skin care is our business, but we are so much more than that. Our team is a unit—growing to challenge the status quo and provide a space where we can evolve and do greater in this world. We emphasize treating our customers, vendors and team members like you would a good friend.

Everything we do at Annmarie Skin Care (ASC) is run through the *Wild. Beautiful.* lens. This includes how we expect team members to act.

HONESTY.

We are honest with ourselves and each other. We take care of the needs of the team and the company with integrity.

WILD.

We think outside of the box, we innovate, and we are committed to ongoing education and growth. We question, give feedback and challenge with direct and sometimes uncomfortable communication.

BEAUTIFUL.

We maintain beauty in all we do—the way we act, the way we present ourselves and our space, and how we communicate with team members, customers and vendors.

WHO IS AN ASC TEAM MEMBER?

How you act is more important than what you say. How we act here makes an ASC Team Member different, in a good way.

Respectful and Kind

- Treat vendors, affiliates, partners and customers with respect.
- Emanate love and have a positive attitude.
- Welcome everyone who comes into the office like you would welcome them to your home. Offer them a drink, make them feel embraced.

A Holistic Problem Solver

- Identify root causes of issues, and get beyond treating symptoms.
- If you can fix it, do it!
- Think strategically, and articulate your goals well.
- Use data to inform your intuition.

A Direct Communicator

- Be transparent.
- Give feedback, to everyone, including managers.
- Follow each team member's communication manual.
- Listen well and seek understanding before responding.
- Be concise and articulate what you mean kindly and clearly in speech and writing.

Always Growing

- Continue to learn rapidly and eagerly—professionally and personally.
- Challenge yourself and your team members to always do better.
- Thrive on change.
- Create ideas that prove to be useful and lucrative.
- Admit to your mistakes freely and openly.

Bold

- Question the status quo.
- Say what you think, when it's in the best interest of ASC, even if it is uncomfortable.
- Question actions inconsistent with our values.
- Be vulnerable.

WHO IS NOT AN ASC TEAM MEMBER?

These behaviors and qualities are not accepted at Annmarie Skin Care:

- Having a “me first” attitude. ASC and the team as a whole always comes first.
- Letting ego get in the way of teamwork.
- Not paying attention to those around you and how your actions affect them.
- Too much socializing during work hours. This is disruptive to other team members.
- Disrespecting team members through gossip or any other way.
- Disrespecting the office space by not keeping it a clean, safe space.

LEADERSHIP AND MANAGEMENT RESPONSIBILITIES

Managers are coaches and are here to provide guidance. Managers are also to encourage business and personal development as well as assist each team member to be the best they can at their job. Management is held to the same principles above as well as these below:

- Must care deeply about the company, its goals and its people.
- Must be inclusive.
- Must be transparent reporting on key projects whether they are successful or failing.
- Must demand the best in a loving way.

FEEDBACK AND DIRECT COMMUNICATION

Most issues are not resolved quickly and amicably, because many people shy away from direct and constructive communication. At ASC, we want you to be a strong and direct communicator, even if they conversations stretch your own personal limits of comfort. We celebrate people who can bring up hard issues in a caring way to help move the company forward. If this type of communication is not for you and you like to stay in your comfort zone and avoid difficult situations, our culture is not a fit.

Always assume positive intent, and if there is ever a situation where you feel that you were communicated in a way you do not like, address it with that person directly. If you need support in how to address this issue, discuss this with your direct supervisor.

HOW TO BE A DIRECT COMMUNICATOR

- Be transparent.
- Give feedback to everyone, including managers.
- Listen well and seek understanding before responding.
- Be concise and articulate what you mean kindly and clearly in speech and writing.

GENERAL COMMUNICATION RULES

- Have G-Chat open at all times.
- If your department communicates through slack, you can work with them on communication in that channel.
- If it's a lengthier conversation, start an email thread.
- If an email goes longer than 3-4 responses, pick up the phone and have a call.

COMMUNICATION CHANNELS

Asana

Purpose: Actionable tasks, projects, and requests

Asana keeps conversations relevant to the right work and right teammates by keeping it in context.

Instead of sending an email or chat to a teammate to make a request or ask for information, create a task for them. The Asana task will show up in their My Tasks list, and you'll automatically be added as a follower. That way, you know it's not buried in their email and they can prioritize giving an answer with the rest of their work.

General Rule: Use Asana as much as possible. It's the preferred means of communication and will get you faster responses. Use Asana instead of other options like skype, email, etc.

*Please do not add any new TEAMS in Asana. If you feel a new TEAM needs to be created, please go through Jen.

Slack

Purpose: Instant communication. Coordinate and chat in real time with individuals or multiple teammates

Slack helps you move faster and asana makes sure things do not get lost.

When NOT to communicate via Slack:

- Developing new projects, creating a to-do item or task for a teammate, sharing information or details that will need to be documented, etc.

If a conversation is happening in Slack, you can turn Slack messages in to Asana tasks. Capture conversations and ad hoc requests/follow ups in Slack and turn them into an Asana task, or add the conversation to a task. This is really helpful so conversations are not lost and they are trackable.

G-Mail

Purpose: External communication, team wide/company updates that do not fall under Rippling Protocol

If you need to email something due to the scope of the project and clarification of details sorted, this is okay. Please make sure if you are emailing a group of people, you address who you are emailing, or who you are asking questions to.

Reminder that if you CC someone, that is copying them as an FYI. So if an email comes to you and there are other people CC'd, you are the person this email is being addressed to.

G-Chat

Purpose: Instant communication. Coordinate and chat in real time

Always have g-chat open ready to communicate. If its lengthier convo, put in email. If you work with a department or groups that communicate through a certain platform (Slack), that's fine as well.

The [Google Hangouts Extension](#) for Chrome is a great option in case, for some reason, you do not have your email up. This will notify you if you have any g-chat notifications. Feel free to download if you think this will be helpful.

Rippling Watercooler

Purpose: To welcome new team members, to house short team announcements, to post OOO or PTO updates, to post OOO Asana Boards

If you are using PTO, please communicate a plan to your direct team & provide an OOO board (if you are out for 3+ days).

Please do not send via email to team@ for OOO/sick notifications.

DREAM TEAM VS. FAMILY

From the Netflix Culture Manual:

"If you think of a professional football team, it is up to the coach to ensure that every player on the field is amazing at their position, and plays very effectively with the others. We model ourselves on being a team, not a family. A family is about unconditional love, despite your siblings' unusual behavior. A dream team is about pushing yourself to be the best teammate you can be, caring intensely about your teammates, and knowing that you may not be on the team forever."

Our Dream Team is one where all team members are exceptional at what they do and are working together to reach the goals set by the company. Management works hard to ensure those hired can fill out positions needed that fit our Dream Team culture.

Netflix, the inspiration for our Dream Team philosophy, makes a very important distinction about effort and performance that we strongly agree with (from their culture manual):

"Succeeding on a dream team is about being effective, not about working hard. Sustained "B" performance, despite an "A" for effort, gets a respectful generous severance package. Sustained "A" performance, regardless of level of effort, gets rewarded. Of course, to be great, most of us have to put in considerable effort, but hard work is not how we measure effectiveness."

This simply means we will always look for those who maintain "A" performance.

Managers will also always ask "how hard would we work to keep this team member from leaving if they were to leave?" If the answer is "hard," you're an A player. At any given time, you as a team member can do the same thing, ask yourself "how hard would my manager fight to keep me." If you're not sure, make sure you address it directly with them for feedback.

If by chance, you or management is not sure you are a superstar in your position, either you or management can ask to have a Happiness Conversation.

A Happiness Conversation will allow us to come up with a plan to either relocate you inside of the company or help you move on to your next job.

MI CASA, SU CASA

Treat the office and those around you like it were your own home. But even more so, lift up the whole team by taking care of issues and problems you see. If there's an empty glass on the table, bring it to the kitchen and put it in the dishwasher. If the new labels aren't sticking on the bottles, let management know. If an ad you see looks weird, make sure you screenshot it and send it to the person who can fix it. Treat it like you own it.

FOCUS ON YOUR GROWTH AND YOU WILL SUCCEED

We encourage you to be better every day. We encourage you to seek out opportunities to be better at your job—whether through courses, events, networking, etc. We also encourage you to grow personally. If you remain stagnant, the world will pass you by and you'll be unfulfilled. If you constantly improve, you will achieve whatever you set out to achieve—whether it's with us, somewhere else or on your own.

EXPECTATIONS

There are few things we'd like for you to keep in mind while working here and what we expect of you.



BRING A
POSITIVE
ATTITUDE



TREAT OTHERS
BETTER
THAN HOW
YOU'D LIKE
TO BE TREATED

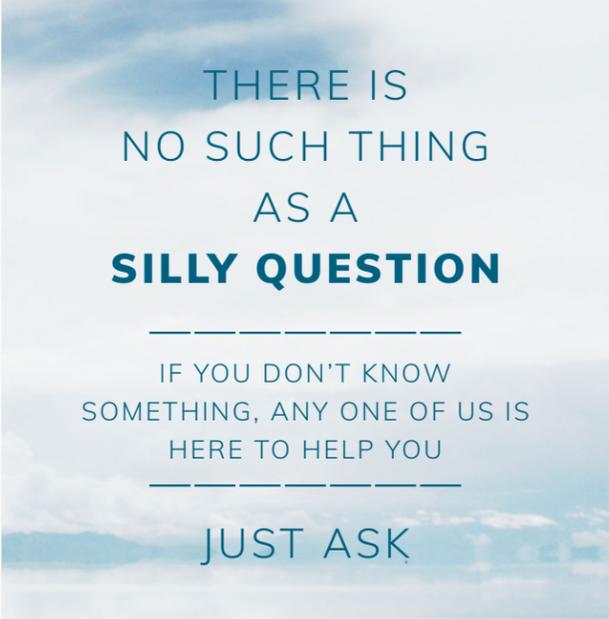
(WE ARE A TEAM,
SPEAK TO OTHERS AS SUCH)



we expect you to
**WORK
HARD**
and
**GIVE
100%**
but also,
we **do not** expect you
to overwork yourself.
So, set **boundaries**,
break often, **stretch**,
or go for **a short walk**
when you need it.



WE EXPECT
GROWTH
AFTER EACH OF
YOUR REVIEWS



THERE IS
NO SUCH THING
AS A
SILLY QUESTION
—————
IF YOU DON'T KNOW
SOMETHING, ANY ONE OF US IS
HERE TO HELP YOU
—————
JUST ASK



BE YOURSELF
SMILE OFTEN
AND WHEN YOU
DON'T FEEL LIKE IT —
BE OPEN
BE CLEAR WITH YOUR
TEAM MEMBERS



DON'T SKIP LUNCH!
TAKE A BREAK
GET AWAY FROM
YOUR COMPUTER
**AND ENJOY A
HEALTHY LUNCH!**

WE EXPECT THAT
YOU MEET
DEADLINES

take **vacation** time

we have a
40-hour work week

what this means is that you are required to work 40 hour work weeks. **we are flexible** if you are late, but then you need to stay late. also, you must **let a manager know** if this is happening—not only for being aware of who is where, but also, we may get worried.

...and a few more things we'd like for you to keep in mind while working here and what we expect of you.

we have
zero tolerance

for working on outside tasks and projects while at work or working from home. we are very lenient and flexible with your off time, so please use that time to do "off time" projects

EXTRA BONUS!

UPON APPROVAL WITH **HARD WORK AND TRUST**, WE OFFER REMOTE LOCATION FLEXIBILITY.

you must attend
MONTHLY
TEAM MEETINGS

you must attend
DAILY
TEAM HUDDLES

these are quick company wide sessions to keep the team focused and inspired! we share **top priorities, stuck-on's, wins & progress** depending on the day!

ask yourself—
how can we say
YES?

if you have a **question, a problem, or a request** please consider all of your environment including your team members beforehand. we welcome all questions, but please think about everyone and come with a **possible solution**

THINK TEAM, NOT I
this is a part of **who we are** as a company and community
considering everyone and how your actions may affect them is a must



SECTION 1 - BENEFITS

1-1. benefits overview

In addition to good working conditions and competitive pay, it is Annmarie Skin Care's policy to provide a combination of supplemental benefits to all eligible team members. In keeping with this goal, each benefit program has been carefully devised. The next few pages contain a brief outline of the benefits programs Annmarie Skin Care provides for you and your family. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for your general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon your request from the HR Manager. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this Team Manual.

Further, Annmarie Skin Care (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

While the Company intends to maintain these team member benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If you have any questions regarding your benefits, please contact the HR Manager.

1-2. holidays

<p>\$</p> <p>NEW YEAR'S DAY January 1st</p>	<p>\$</p> <p>MEMORIAL DAY* Last Monday of May (excludes Customer Care Team)*</p>	<p>\$</p> <p>INDEPENDENCE DAY July 4th</p>
<p>\$</p> <p>LABOR DAY 1st Monday in September</p>	<p>\$</p> <p>THANKSGIVING DAY 4th Thursday in November</p>	<p>📍</p> <p>DAY AFTER THANKSIGVING* 4th Friday in November (Black Friday)*</p>
<p>1/2 📍</p> <p>CHRISTMAS EVE December 24th</p>	<p>\$</p> <p>CHRISTMAS DAY December 25th</p>	<p>1/2 📍</p> <p>NEW YEAR'S EVE December 31st</p>



These are the holidays if they fall on a weekend and it's your day off, you can take the next Monday off. If it falls on a weekend and you are working that day, then you can either take off that day or the following Monday, but not both



These are the half days for which you will be paid in full. If these fall on a weekend or a day you are not working, you simply will not work. You will not have an additional half day work from home.



You may work from home on these days.

**Due to the retail nature of the business, we require you to work on the day after Thanksgiving (Black Friday), but this can be worked remotely. This is extra vacation time.*

1-3. paid time off (pto)

We know how hard you work and recognize the importance of providing you with time for rest and relaxation. We fully encourage you to get this rest by taking your paid time off (PTO). Time off under this policy includes extended time off, such as for a PTO, and incidental time due to sickness, to handle personal affairs, or for any other reason required by applicable law. To the extent any applicable paid sick time/leave ordinance provides any greater rights than set forth in this policy, such provisions are incorporated by reference for covered employees.

ELIGIBILITY

Full-time and Part-time Team members are eligible for PTO. Other Team Members who are not eligible for PTO under this policy are eligible for paid sick leave under the California Paid Sick Leave Policy.

FOR FULL-TIME TEAM MEMBERS

Full Time Team Members may accrue 25 business days (5 weeks) of Paid Time Off (PTO) each calendar year (January 1-December 31). Newly hired full-time team members become eligible for "sick time (PTO)" on their first day of employment. After the trial, team members start accruing all "PTO". The amount of PTO is prorated based on the start date. Full-time team members may start using their accrued PTO after their trial period with the company is complete.

Full-time Team Members can accumulate up to a cap of 1.5 times (thirty-seven and a half (37.5) days) of their maximum yearly PTO, at that point, accumulation stops until banked Paid Time Off is used. For example, if a team member started accruing Paid Time Off on January 1, and had unused PTO days to roll over from the previous year, the PTO accumulation stops once a Team Member reaches a total of thirty-seven and a half (37.5) banked PTO days.

Unused Paid Time Off is paid out upon separation (accrued "sick time" prior to trial does not apply).

FOR PART TIME TEAM MEMBERS

Newly hired Part Time Team Members begin accruing PTO on the first day of employment at a rate of 0.04807 hours for every hour worked. Part time team members may start using their accrued PTO after 30 days of your employment with the company.

Part-Time Team Members will stop accruing Paid Time Off once 18.75 banked days are accrued.

At the end of each calendar year (December 31) accrued but unused Paid Time Off time is carried over to the following calendar year.

Accrued but unused Paid Time Off is paid out upon separation.

USAGE

1. For vacation and personal time.
2. For diagnosis, care, or treatment of an existing health condition of, or preventive care for, a team member or a team member's family member meaning a child (including biological, adopted, or foster child, stepchild, legal ward, or a child to whom the team member stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive, or foster parent, stepparent, or legal guardian of a team member or the team member's spouse or registered domestic partner, or a person who stood in loco parentis when the team member was a minor child); grandparent; grandchild; or a sibling.
3. For a team member who is a victim of domestic violence, sexual assault, or stalking:
 - a) To obtain or attempt to obtain a temporary restraining order, restraining order, or other injunctive relief;
 - b) To help ensure the health, safety, or welfare of the victim or the victim's child;
 - c) To seek medical attention for injuries caused by domestic violence, sexual assault, or stalking;
 - d) To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault, or stalking;
 - e) To obtain psychological counseling related to an experience of domestic violence, sexual assault, or stalking; or
 - f) To participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking, including temporary or permanent relocation

SCHEDULING PTO

Paid Time Off may be used only in full-day increments. Every effort will be made to grant the team member's Paid Time Off preference, consistent with our operating schedule. However, if too many people request the same period of time off, the Company reserves the right to choose who may take Paid Time Off during that period.

Your PTO may not be more than ten (10) workdays in a row, unless approved by your manager.

- Please refer to the ASC Out Of Office Pre-Vacation Protocol for notifying the team of any vacation time 3 days or more.
- If you start the year and have no PTO accrued and would like to take time off, you may submit a request to front load PTO to be used. The approval may be granted based on no conflicting schedules determined by management.
- Please give at least one week notice if you plan to take PTO for longer than 3 days.
- Please give 24-hour notice if you plan to take PTO for less than 3 days.
- Keep in mind that if you request vacation time, and someone else or multiple people) are already taking that time off, you may not be approved. In this instance—since we choose not to keep you from taking time off—we would honor your request, but you will not be paid for those day(s) off. (Also, vacation is an option at this point - if you have any available, of course.)

OVERAGE

If you go over the allotted PTO and need to take the time off, you may request approval. However, it will not be paid.

1-4. wacation

You are entitled to 5 business days (1 week, essentially) of “Wacation” per year, which is a time when you will work full-time, but at a location of your choice (home, Tahiti, Philz, etc.).

- Wacation outside of the United States must first be reviewed with Kevin and Rachel.
- If you run out of wacation days, you may use a PTO day instead.

1-5. volunteering

You are allotted 24 hours throughout the year to be used to a volunteering project of your choice.

You will need to request the time off as you typically would. Please give an overview of the organization and the project you will be volunteering with to the ASC HR Generalist.

1-6. work life integration credit

We keep hearing the term work life balance getting thrown around. But we don't want people to try and balance their work with their life. We want our team to find it easy to integrate—to love what they do and still be able to live their life 100%, and not have work interfere with their life. So we're offering a credit to make that happen! Instead of just allowing team members to be reimbursed for the gym or something specific, this is a wider ranging benefit that essentially will allow them to be reimbursed for anything that makes their life easier/healthier (up to \$50 per month.)

These include:

- Exercise/Yoga/etc.
- Handyman/Task Rabbit
- Uber/Lyft to and from work
- Delivery service
- Personal Assistant services like GetMagic or another
- Personal scheduling services
- Personal finance services/software

We didn't want to only reward team members who actively go to a gym or yoga class. We want to be inclusive and recognize that ease of life is a huge part of good wellbeing—and an amazing stress reliever!

This is a participation based program, not results oriented. Team members will need to submit receipts to Tallie at the end of every month to be approved by the Chief People's Person.

1-7. california paid sick leave

(For Team Members who are NOT eligible to PTO)

ELIGIBILITY

Pursuant to the Healthy Workplaces, Healthy Families Act, the Company provides paid sick leave to team members who, on or after July 1, 2015, work in California for thirty (30) or more days within a year. For team members who work in California who are eligible for sick time under the general Paid Sick Time policy (if any), this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general Paid Sick Time policy (if any).

ACCRUAL

Team members begin accruing paid sick leave on July 1, 2015 or at the start of employment, whichever is later. Paid sick leave will accumulate at the rate of one (1) hour for every thirty (30) hours worked, up to a total maximum accrual of six (6) days or forty-eight (48) hours. Team members who are exempt from overtime pursuant to the executive, administrative, and professional exemptions are assumed to work forty (40) hours in each workweek unless their normal workweek is less than forty (40) hours, in which case paid sick leave accrues based upon that normal workweek. For purposes of this policy, for team members hired on or before July 1, 2015, the year is the consecutive 12-month period beginning July 1st and ending on June 30th. For team members hired after July 1, 2015, the year is the consecutive 12-month period beginning on the team member's date of hire.

USAGE

Team members can use accrued paid sick leave beginning on the 90th day of employment. Paid sick leave may be used in minimum increments of two (2) hours. A team member may use up to six (6) days or 48 hour of paid sick leave in any year.

Paid sick leave may be used for the following reasons:

1. For diagnosis, care, or treatment of an existing health condition of, or preventive care for, a team member or a team member's family member meaning a child (including biological, adopted, or foster child, stepchild, legal ward, or a child to whom the team member stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive, or foster parent, stepparent, or legal guardian of a team member or the team member's spouse or registered domestic partner, or a person who stood in loco parentis when the team member was a minor child); grandparent; grandchild; or a sibling.
2. For any team member who is a victim of domestic violence, sexual assault, or stalking:
 - a) To obtain or attempt to obtain a temporary restraining order, restraining order, or other injunctive relief;
 - b) To help ensure the health, safety, or welfare of the victim or the victim's child;
 - c) To seek medical attention for injuries caused by domestic violence, sexual assault, or stalking;
 - d) To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault, or stalking;
 - e) To obtain psychological counseling related to an experience of domestic violence, sexual assault, or stalking; or

f) To participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking, including temporary or permanent relocation.

NOTICE & DOCUMENTATION

Notice may be given orally or in writing. If the need for paid sick leave is foreseeable, the team member must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the team member must provide notice of the need for the leave as soon as practicable.

PAYMENT

Eligible team members will receive payment for paid sick leave, at their normal base rate of pay, by next regular payroll period after the leave was taken. Use of paid sick leave is not considered hours worked for purposes of calculating overtime.

CARRYOVER & PAYOUT

Accrued paid sick leave carries over from year to year, but is subject to the accrual cap of forty-eight (48) hours. Accrued but unused paid sick leave under this policy will not be paid at separation.

ENFORCEMENT & RETALIATION

Retaliation or discrimination against a team member, who requests paid sick days or uses paid sick days, or both, is prohibited, and team members may file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the team member.

Team members will be notified of their available paid sick leave on each itemized wage statement.

If team members have any questions regarding this policy, they should contact Human Resources.

1-8. workers' compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your Supervisor. Failure to follow Company procedures may affect your ability to receive Workers' Compensation benefits.

Any leave of absence due to a workplace injury runs concurrently with all other Company leaves of absence. Reinstatement from leave is guaranteed only if required by law. Team members who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this Team Manual for more information.

1-9. team member assistance program

Annmarie Skin Care provides a team member assistance program for team members. This program offers qualified counselors to help you cope with personal problems you may be facing. Further details can be obtained by contacting an EAP counselor at (888) 231-7015.

1-10. insurance programs

HEALTH INSURANCE

We offer Kaiser Permanente HMO and PPO health insurance and will pay \$200 per month towards your policy if you elect to have coverage. View the Rippling platform login for plan details and benefits. Brauer Insurance is our contact for health insurance. Please email them with any questions at changes@brauerinsurance.com.

HSA

We contribute \$100 a month for this. Currently available for Kaiser Bronze HMO HSA-Qualified plan only-- not the Kaiser Bronze PPO plans. View the Rippling platform login for more information.

DENTAL INSURANCE

We cover 100% (with Delta Dental). View the Rippling platform login for more information.

VISION INSURANCE. VSP

We cover 100%. View the Rippling platform login for more information.

LIFE INSURANCE

We offer a Life Insurance \$50,000 policy (Guardian). View the Rippling platform login for more information.

1-11. company perks



PRODUCTS

All you have to do is purchase the first "bottle" at team member cost, which is 70% off. For in-house team members, as long as you still have your bottle, bring it in clean, and you can refill as many times as you like for free. Each new bottle you will have to re-purchase. We also have a basket of returns that are free to take.



YEARLY TEAM RETREATS

Our goal is to be able to take all team members out of the office and into nature, at least once a year, to allow you to get to know each other better and get some well needed and deserved R&R. Don't worry—no trust falls.



OPPORTUNITY TO TRAVEL

We attend many events throughout the year for marketing, affiliate partnerships, vendor relations, or simply educational.



BACKBAR SESSIONS

Team Trainings & Teach-ins. We like to create a lifestyle with our work and build on who we are as a company, together. So, we hold mandatory events where we bring in presenters to teach us about our industry and industry related topics and to conduct product-specific trainings.



TEAM HOLIDAY PARTY

Every year we host a holiday party for us to gather and celebrate the year together.



HEALTH SUPPLEMENTS & PRODUCTS

Part of our Core Values is "wild" and staying informed about health and well being in general. We want you to feel and be healthy, so please use the supplements that are in the office. If there is something you wish to have, you may request this through the ASC HR Generalist.



MONTHLY TEAM LUNCHES

Once a month, we buy lunch for everyone and all eat together. This is a great time to get to know everyone better.



QUARTERLY TEAM DINNERS

Once every quarter, we will get together as a team to have dinner in our respective locations. This is optional, and a great way to bond with the team.



IN-OFFICE VITAMIX

Keep up on your smoothie making whenever you want. We also have a big fridge in which you can keep your goodies. Fair warning: Any unmarked chocolate may disappear without notice.



HAPPY HOUR

Once a month we get together outside of work for a team happy hour. Feel free to invite your loved one—fam, friend, or partner.



GOOD EGGS

We provide some basics from GoodEggs once a week for the office - fruit, veggies, coffee, snacks, or whatever your heart desires. Just write your cravings on the kitchen chalk board. Please note that this is not to provide full lunch. These are only additional to what you bring in.



ASC LIBRARY

Let us know what books you are interested in having stocked in our office library, and we'll do our best to provide them.



WE HEART

This monthly column allows us to not only build relationships with incredible companies, but to have all of you enjoy their products or benefits.



THRIVE MARKET

We have a team account with Thrive and provide snacks and other items for the office.



HAPPY MOOSE JUICE

Enjoy local, organic, cold-pressed juice delivered weekly from Happy Moose Juice.



KOMBUCHA ON TAP

We kind of have a thing for kombucha.



REMOTE EMPLOYEE AT-HOME OFFICE STIPEND

After your 90-day trial, each remote employee is allotted \$100 towards office-related items, to help make your workspace more comfortable. This expense can be reimbursed through Tallie with receipts attached. Some examples of approved items: monitor, mouse, keyboard, mousepad, adaptor, pens, plants etc.



SECTION 2 – PREGNANCY AND PARENTAL LEAVE

2-1. pregnancy disability leave

If team members are disabled by pregnancy, childbirth or related medical conditions, they are eligible to take a pregnancy disability leave (PDL). If affected by pregnancy or a related medical condition, team members also are eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. Team members disabled by qualifying conditions may also be entitled to other reasonable accommodations where doing so is medically necessary. In addition, if it is medically advisable for team members to take intermittent leave or work a reduced schedule, the Company may require them to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

The PDL is for any period(s) of actual disability caused by pregnancy, childbirth or related medical condition up to four (4) months per pregnancy. For purposes of this policy, “four months” means time off for the number of days the team member would normally work within the four calendar months (one-third of a year, or 17 1/3 weeks), following the commencement date of taking a pregnancy disability leave. For a full time team member who works 40 hours per week, “four months” means 693 hours of leave entitlement, based on 40 hours per week times 17 1/3 weeks. Team members working a part-time schedule will have their PDL calculated on a pro-rata basis.

The PDL does not need to be taken in one continuous period of time, but can be taken on an intermittent basis pursuant to the law.

Time off needed for prenatal or postnatal care, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, doctor-ordered bed rest, postpartum depression, loss or end of pregnancy, and recovery from childbirth or loss or end of pregnancy are all covered by PDL.

To receive reasonable accommodation, obtain a transfer or take a PDL, team members must provide sufficient notice so the Company can make appropriate plans. Thirty days' advance notice is required if the need for the reasonable accommodation, transfer or PDL is foreseeable, otherwise as soon as practicable if the need is an emergency or unforeseeable. Team members are required to obtain a certification from their health care provider of the need for pregnancy disability leave or the medical advisability of an accommodation or for a transfer.

The certification is sufficient if it contains: (1) a description of the requested reasonable accommodation or transfer; (2) a statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and (3) the date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

A medical certification indicating disability necessitating a leave is sufficient if it contains: (1) a statement that the team member needs to take pregnancy disability leave because she is disabled by pregnancy, childbirth or a related medical condition; (2) the date on which the team member became disabled because of pregnancy; and (3) the estimated duration of the leave.

Upon request, Human Resources shall provide a medical certification form that the team member can take to their doctor.

As a condition of returning from pregnancy disability leave or transfer, the Company requires the team member to obtain a release from a health care provider stating that she is able to resume the original job duties with or without reasonable accommodation.

Note: Requiring a release to return to work is permitted only if the employer has a uniformly applied practice or policy of requiring such releases from other similarly situated team members returning to work after a non-pregnancy related disability leave or transfer.

PDL is unpaid. At the team member's option, she can use any accrued Paid Time

Off time or other accrued paid time off as part of the PDL before taking the remainder of leave on an unpaid basis. We require, however, that the team

member use any available sick time during the PDL. The substitution of any paid leave will not extend the duration of the PDL. Team members who participate in the Company's group health insurance plan will continue to participate in the plan while on PDL under the same terms and conditions as if they were working. Benefit continuation under PDL is distinct from benefit continuation for team members who also take birth bonding leave under the California Family Rights Act. Team members should make arrangements with Human Resources for payment of their share of the insurance premiums.

We encourage team members to contact the California Employment Development Department regarding eligibility for state disability insurance for the unpaid portion of the leave.

If team members do not return to work on the originally scheduled return date, nor request in advance an extension of the agreed upon leave with appropriate medical documentation, they may be deemed to have voluntarily terminated their employment with the Company. Failure to notify the Company of their ability to return to work when it occurs, or continued absence from work because the leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of employment with the Company, unless team members are entitled to Family and Medical Leave, or entitled to further leave pursuant to applicable law.

Upon return from a covered PDL, the team member, in most instances, will be reinstated to the same position.

Taking a PDL may affect some benefits and the team member's seniority date. If the team member wants more information regarding eligibility for PDL and the impact of the leave on seniority and benefits, the team member should contact Human Resources.

Any request for leave after the disability has ended will be treated as a request for family care leave under the California Family Rights Act (CFRA) and the federal Family and Medical Leave Act (FMLA), if the team member is eligible for that type of leave. PDL runs concurrently with FMLA (but not CFRA). Team members should refer to the FMLA policy. Team members who are not eligible for leave under the CFRA or FMLA will have a request for additional leave treated as a request for disability accommodation.

2-2. lactation breaks

The Company will provide a reasonable amount of break time for a team member who wishes to express breast milk for their infant child. If possible, the break time must run concurrently with rest and meal periods already provided to the team member.

The Company will make reasonable efforts to provide the use of a room or location other than a bathroom stall for the team member to express milk in private. This location may be the team member's private office, if applicable.

The Company may not be able to provide additional break time if doing so would seriously disrupt operations. Please consult the HR Manager if you have questions regarding this policy.

2-3. pregnancy and parental leave

If you've been a team member for more than two years, you are entitled to 18 weeks paid parental leave (birth, adoption, surrogate, or foster care.) for either partner.

This is to be used all at once or within the first year starting at the date of birth, adoption, surrogate or foster care begins. Pregnant team members, may start their leave 4 weeks prior to labor. Please meet with a manager before your leave to determine a potential schedule so we're aware of how we need to cover for you while you're gone.

If you've been a team member for less than 2 years, you are entitled to 15 days of Paid Parental Leave provided to you by Annmarie Skin Care. From the state of California you will receive 12 weeks baby bonding (55% of wages). Pregnancy and Parental Leave will run concurrently with Pregnancy Disability Leave and California Statutory Short Term Disability.

2-4. paid family leave (pfl)

ELIGIBILITY

Any team member who is off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law, or registered domestic partner,

with a serious health condition, or to bond with a new child, may be eligible to receive benefits through the California "Paid Family Leave" (PFL) program, which is administered by the Employment Development Department (EDD).

These benefits are financed solely through team member contributions to the PFL program. That program is solely responsible for determining if a team member is eligible for such benefits. Generally there is a waiting period during which no PFL benefits are available. The EDD can provide additional information about any applicable waiting period.

If a team member needs to take time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law, or registered domestic partner with a serious health condition or to bond with a new child, the team member must advise the HR Manager and the team member will be given information about the EDD's PFL program and how to apply for benefits. Team members also may contact their local Employment Development Department Office for further information. The team member should maintain regular contact with the HR Manager during the time off work so we may monitor the team member's return-to-work status. In addition, the team member should contact the HR Manager when the team member is ready to return to work so we may determine what positions, if any, are open.

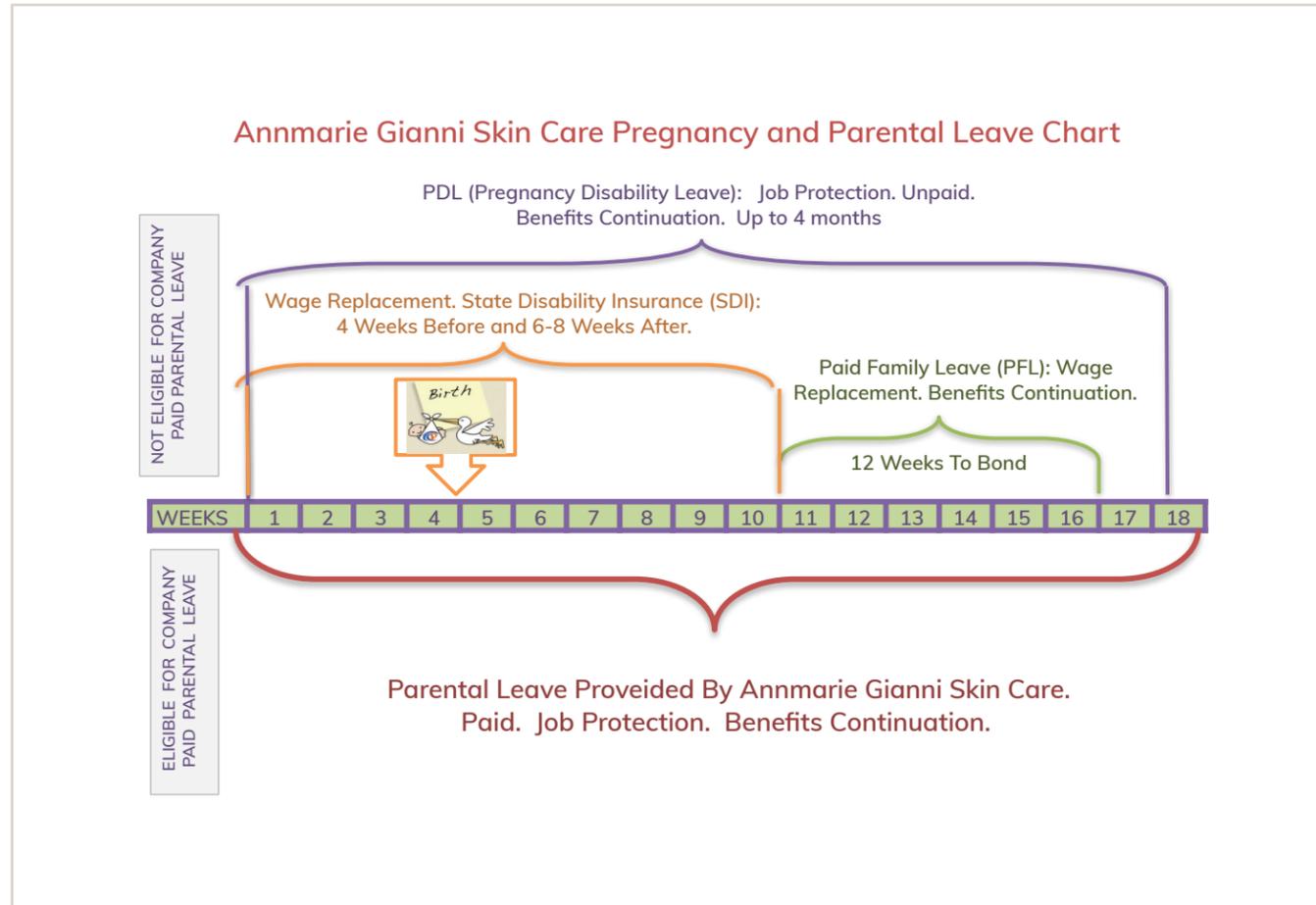
When a team member applies for PFL benefits, the HR Manager will determine if the team member has any accrued but unused Paid Time Off and personal days available. If the team member has accrued but unused time available, then the team member will be required to use up to two (2) weeks of such time before becoming eligible for PFL benefits.

JOB REINSTATEMENT NOT GUARANTEED

Team members taking time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law, or domestic partner with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws.

Any time off for Paid Family Leave purposes will run concurrently with other leaves of absence, such as Family and Medical Leave, if applicable. Please see the "Family and Medical Leave" policy in this Handbook for eligibility requirements, if applicable.

2-5. Annmarie Skin Care pregnancy and parental leave chart





SECTION 3 - ADDITIONAL LEAVE OF ABSENCE

3-1. military leave

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for Military Leave. If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

3-2. witness leave

The Company encourages team members to appear in court for witness duty when subpoenaed to do so.

A team member subpoenaed or otherwise requested to testify as a witnesses by the Company will receive his/her regular base pay for the entire period of witness duty.

Team members will also be granted time off to appear in court as a witness when requested by a party other than the Company. For non-exempt team members, such time off is not compensated. In accordance with state and federal law, salaried exempt team members will receive their regular salary if they have worked any part of the applicable workweek.

A subpoena or other request to appear as a witness should be shown to the team member's Supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the team member's absence. Team members are expected to report for work whenever the court schedule permits.

3-3. voting leave

In the event a team member does not have sufficient time outside of working hours to vote in a statewide election, the team member may take off sufficient working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. A team member will be allowed a maximum of two (2) hours of voting leave on Election Day without loss of pay.

Where possible, the Supervisor should be notified of the need for leave at least three (3) working days prior to the Election Day.

3-4. jury duty leave

Annmarie Skin Care realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All team members will be allowed time off to perform such civic service as required by law. You are expected, however, to provide the Company with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Team members on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt team members will be paid their full salary for any week in which they perform any work for the Company.

3-5. statutory short-term disability

The State of California provides Statutory Short-Term Disability Insurance, and is deducted from your paycheck each pay period. This is solely a monetary benefit and not a leave of absence. Team members who will be out of work

must also request a formal leave of absence. See the Leave of Absence sections of this Team Manual for more information.

3-6. bone marrow donation leave

A team member who has been employed for at least 90 days may request a leave of absence for up to five business days in any one-year period to undergo a medical procedure to donate bone marrow. Team members must provide a certification from their physician regarding the purpose and length of each leave requested. A team member must use any accrued Paid Time Off time, sick leave or paid time off for this leave, but the use of Paid Time Off accrual, sick leave or paid time off does not extend the term of this leave. If accrued Paid Time Off, sick leave or paid time off is not available, the time off for such procedure shall be paid, but the paid time off shall not exceed five days. Bone marrow donation leave will not be designated as FMLA or CFRA leave time. Team members will receive health benefits for the duration of their Bone Marrow Donation Leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

3-7. organ donation leave

A team member who has been employed for at least 90 days may request a leave of absence for up to 30 business days in any one-year period to undergo a medical procedure to donate an organ. Team members must provide a certification from their physician regarding the purpose and length of each leave requested. A team member must use up to two weeks of accrued Paid Time Off, sick leave or paid time off for this leave, but the use of Paid Time Off accrual, sick leave or paid time off does not extend the term of the leave. If accrued Paid Time Off, sick leave or paid time off is not available, the time off for such procedure shall be paid however the paid time off shall not exceed 30 days. Organ donation leave will not be designated as FMLA or CFRA leave time. Team members will receive health benefits for the duration of their organ donation leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

3-8. civil air patrol leave

A team member who has been employed 90 days or more is permitted to request up to 10 calendar days of unpaid leave per year to respond to an

emergency operational mission of the California Wing of the Civil Air Patrol. Such leave is limited to three days for each emergency operational mission, unless the government entity that authorized the mission extends it and the Company approves the additional time off. Upon expiration of the leave, a team member will generally be reinstated to their position with equivalent seniority, benefits, pay and other terms and conditions of employment.

Team members requesting time off must notify their direct Supervisor as soon as possible after learning the intended dates upon which such leave will begin and end. Approval of any leave request is conditioned upon certification from the proper Civil Air Patrol Authority of the team member's eligibility to take such leave. Failure to provide the required certification will result in denial of leave.

Team members may, but are not required to, elect to substitute any accrued unused Paid Time Off days, paid time off, or paid personal days for otherwise unpaid Civil Air Patrol Leave.

3-9. time off for crime victims

Team members who have been victims of serious or violent felonies, as specified under California law, or felonies relating to theft or embezzlement, may take time off work to attend judicial proceedings related to the crime. Team members also may take time off if an immediate family member has been a victim of such crimes and the team member needs to attend judicial proceedings related to the crime. "Immediate family member" is defined as spouse, registered domestic partner, child, child of registered domestic partner, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.

Team members must give their supervisor a copy of the court notice given to the victim of each scheduled proceeding before taking time off, unless advance notice to the Company of the need for time off is not feasible. When advance notice is not feasible or an unscheduled absence occurs, the team member must provide the Company with documentation evidencing the judicial proceeding within a reasonable time after the absence. The documentation may be from the court or government agency setting the hearing, the district attorney or prosecuting attorney's office, or the victim/witness office that is advocating on behalf of the victim.

Team members may elect to use accrued Paid Time Off time, paid sick leave time, or other paid time off for the absence. If the team member does not elect to use paid time off, the absence will be unpaid. However, salaried exempt team members will be paid their full salary for any workweek interrupted by the need for time off under this policy.



SECTION 4 – GENERAL STANDARDS OF CONDUCT

4-1. workplace conduct

Annmarie Skin Care endeavors to maintain a positive work environment. Each team member plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow.

Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Company's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Annmarie Skin Care property or a co-worker's property, and/or disclosure of confidential business information.
3. Completing another team member's time records.
4. Violation of safety rules and policies.
5. Fighting, threatening or disrupting the work of others or other violations of Annmarie Skin Care's Workplace Violence Policy.
6. Failure to follow lawful instructions of a Supervisor.
7. Failure to perform assigned job duties.
8. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
9. Gambling on Company property.
10. Willful or careless destruction or damage to Company assets or to the equipment or possessions of another team member.
11. Wasting work materials.
12. Performing work of a personal nature during working time.
13. Violation of the Solicitation and Distribution Policy.
14. Violation of Annmarie Skin Care's Harassment or Equal Employment Opportunity Policies.

15. Violation of the Communication and Computer Systems Policy.
16. Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after working time, or during lunch or break time.
17. For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas.
18. Unsatisfactory job performance.
19. The unlawful or unauthorized use, abuse, solicitation, distribution, theft, possession, transfer, purchase, or sale of drugs, drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises), or while representing the Company, reporting to work or remaining on duty after using drugs or alcohol in any amount that adversely affects the team member's ability to perform the functions of the job. Please refer to your Company's specific policy (if any) for additional information.
20. Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all team members are employed at-will, and Annmarie Skin Care reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually and nothing in this Team Manual should be construed as a promise of specific treatment in a given situation. However, Annmarie Skin Care will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate a team member at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

4-2. punctuality and attendance

You were hired to perform an important function at Annmarie Skin Care. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, your attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow team members and your Supervisors. We expect excellent attendance from each of you. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your Supervisor as early as possible, but no later than the start of your work day. Asking another team member, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call, stating the nature of your illness and its expected duration, every day that you are absent.

Unreported absences of three consecutive work days generally will be considered a voluntary resignation of your employment with the Company.

4-3. use of communication and computer systems

Annmarie Skin Care's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Company policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the Annmarie Skin Care systems.

Annmarie Skin Care may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during a team member's absence.

Further, Annmarie Skin Care may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which the Company may review team members' use of the Internet with Company property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during a team member's absence.

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Company's policies prohibiting harassment, in their entirety, apply to the use of Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Company's communication and computer systems are intended for business use, all team members, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No team member may access, or attempt to obtain access to, another team member's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

4-4. internal cyber and IT security procedures

ONLINE ENVIORNMENT

All computer data must be encrypted.

- New computers must be encrypted when received. FileVault for IOS.
- Encryption passwords are stored securely on LastPass and can only be accessed by managers.
- Team members can only get into their own computers.

LastPass Enterprise is now used to manage all passwords.

- No passwords are the same.
- Passwords, when able, are 20+ characters, letters, numbers and symbols.
 - LastPass can be something you remember as long as it has a 100% security rating from that password.
- All users are setup with multi-factor authentication, when applicable.
- Passwords are shared internally through LastPass in shared folders.

- Passwords are not visible to team members unless necessary.
- To share a password with a vendor this process is now employed.
 - Verbal confirmation that the person requested username and password.
 - Username is shared by phone call, or separate communication.
 - Password is passed on by encrypted, self-destructing Privnote.com.
 - Only the password is sent by Privnote.com, so there is no context as to what it's associated with.
- Please do not store any passwords through Google Chrome.

Scan all computers for malware every 4-6 months.

- Have other vendors do the same including anyone with financial data bookkeeper, accountant, etc.

Bill Pay / Wire Transfers / ACH

- Online bill pay service should have MultiFactor Authentication for login.
- Use token keys for initiating wires / ACH.
- Institute a two person check on all payments sent from wires and ACH, but also including bill pay (if you use Bill.com or comperable service.)

Confirmed none of our team members or bookkeeper team members who have access to bank information have previous criminal records.

Set up OpenDNS, which will protect team members on our network from accessing known phishing sites, sites containing malware and other threats online.

All internal offices now have locks on the door and are locked at the end of the day or when no one is in them to protect sensitive data.

If you use email accounts through Google Apps.

- All users should be setup with 2step, multifactor authentication.

OFFICE ENVIORNMENT

Set up a Guest network in the office to protect your private network.

Security cameras (video and audio) should be installed in all offices where there is sensitive data. (Nest Cams work well.)

- These run 24/7.
- We store data for 30 days.
- Computers are locked down by bolt or bike locks to prevent theft, these include iPads and laptops.

Point of Sale / Retail / Events

- Any Point of Sale phones or tablets should not have any apps beside the POS apps you're using.
- Ensure you're on a secure network. Cell network is best.

4-5. use of social media

Annmarie Skin Care respects the right of any team member to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Company interests and ensure team members focus on their job duties, team members must adhere to the following rules:

Team members may not post on a blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with Company equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether a team member is posting something on their own blog, web page, social networking, Twitter or similar site or on someone else's, if the team member mentions the Company and also expresses either a political opinion or an opinion regarding the Company's actions that could pose an actual or potential conflict of interest with the Company, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Company's position. This is necessary to preserve the Company's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden. Company policies apply equally to team member social media usage. Team members should review their Team member Handbook for further guidance.

Annmarie Skin Care encourages all team members to keep in mind the speed and manner in which information posted on a blog, web page, and/or social

networking site is received and often misunderstood by readers. Team members must use their best judgment. Team members with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including termination.

4-6. confidential company information

During the course of work, a team member may become aware of confidential information about Annmarie Skin Care's business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and potential customers. A team member also may become aware of similar confidential information belonging to the Company's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any team member who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Team members may be required to sign an agreement reiterating these obligations.

4-7. conflict of interest and business ethics

It is Annmarie Skin Care's policy that all team members avoid any conflict between their personal interests and those of the Company. The purpose of this policy is to ensure that the Company's formulas are kept private, and not replicated.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. Replicating the Company's formulas for your own personal interests/businesses.
2. Sharing formulas or proprietary information with another organization in the same field of selling skin care.

This policy is not intended to prohibit employees from being involved in their own activities. But it IS to protect the privacy of what we do at Annmarie Skin Care.

The Supervisor can answer any questions about a team member's responsibility for maintenance and care of equipment used on the job.

Team members also are prohibited from removing any product or equipment from the premises.

4-8. use of facilities, equipment and property, including intellectual property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, procedures and guidelines.

Please notify your Supervisor if any product, equipment, machines, or tools appear to be damaged, defective, or in need of repair or replacement. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or others.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment or removing anything including bulk product or retail product from the premises can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to team members' personal belongings unless the team member's Supervisor provided advance approval for the team member to bring and use the personal property to and at work.

Team members also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials and software.

4-9. health and safety

The health and safety of team members and others on Company property are of critical concern to Annmarie Skin Care. The Company intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon team members to ensure that work areas are kept safe and free of hazardous conditions. Team members are required to be conscientious about workplace safety, including proper operating methods, and recognize

dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises, or in a product, facility, piece of equipment, process or business practice for which the Company is responsible should be brought to the attention of management immediately.

Periodically, the Company may issue rules and guidelines governing workplace safety and health. The Company may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All team members should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the team member's Supervisor as soon as possible, regardless of the severity of the injury or accident.

4-10. clean room procedures

Below are general regulations recommended as a minimum for the operation of our in-house cleanroom. All professional cleaning personnel or lab techs should be aware and follow these regulations at all times.

1. All personal items brought to work such as bags, keys, water bottles, watches, rings or other jewelry should be stored in the hallway cabinet outside of the cleanroom.
2. Absolutely NO eating, drinking, smoking or gum chewing allowed inside the cleanroom.
3. NO makeup shall be worn in the cleanrooms. This includes: foundation, lipstick, eye shadow, eye pencils, mascara, false eyelashes, nail polish, hair products or the heavy use of aerosols, aftershaves, perfumes and essential oils.
4. Gloves should not be allowed to touch any item or surface that has not been thoroughly cleaned. Fingerprints can be a major source of contamination.
5. All containers used in the cleaning process should be cleaned to the same degree as the cleanroom surfaces. All of these items are a source of contamination.
6. ALL equipment, materials and containers introduced into a sterile facility must be subjected to stringent sterilization prior to entrance. (Alcohol, ozone and UV sterilization)
7. NO ONE who is physically ill, especially with respiratory or stomach disorders, may enter the cleanroom.

Below is a list of known contaminants that can compromise a cleanroom environment. There are four basic sources where these contaminants are generated from. These include: facilities, people, tools and fluids.

1. **Facilities**

- Walls, floors and ceilings
- Paint and coatings
- Air conditioning debris
- Supply air and vapors
- Spills and leaks
- Raw materials, packaging, tools and equipment
- Items contained in the cleanroom

2. **People**

- Skin flakes and oil
- Microbes
- Cosmetic particles
- Perfume
- Saliva (spittle)
- Clothing debris (lint, fibers, animal hairs, etc.)
- Hair
- Dust

3. **Tools**

- Cleaning supplies (brooms, mops, dusters)

4. **Fluids**

- Air particles
- Bacteria, organics and moisture
- Floor finishes or coatings
- Cleaning chemicals
- Plasticizers (outgasses)
- Deionized water

CONTAMINATION CONTROL

Below is a list of things to consider when maintaining a successful cleanroom.

HEPA (High Efficiency Particulate Air Filter): These filters are extremely important for maintaining contamination control. They filter particles as small as 0.3 microns with a 99.97% minimum particle-collective efficiency.

Filtration: In addition to the HEPA filters commonly used in cleanrooms, there are a number of other filtration mechanisms used to remove particles from gases and liquids. These filters are essential for providing effective contamination control.

Cleaning: Cleaning is an essential element of contamination control. Decisions need to be made about the details of cleanroom maintenance and cleaning. Applications and procedures need to be written and agreed upon by cleanroom management and contractors (if used). There are many problems associated with cleaning. Managers need to answer the following questions before proceeding with any cleanroom cleaning program:

1. What is clean?
2. How is clean measured?
3. What cleaning materials can be used in the cleanroom?
4. When can the cleanroom be cleaned?
5. How frequent does it need to be cleaned?

Humans In Cleanrooms: 80% of the impurities present in a cleanroom originate from people. Physical behavior like fast motion and horseplay can increase contamination. Psychological concerns like room temperature, humidity, claustrophobia, odors and workplace attitude are important. Below are several ways people produce contamination:

1. **Body Regenerative Processes:** Skin flakes, oils, perspiration and hair. A person sheds 10 million particles of dead skin per day and up to 100g of dead skin cells per week.
2. **Behavior:** Rate of movement, sneezing and coughing. A person walking generates 10x more particles than one sitting down.
3. **Attitude:** Work habits and communication between workers.

WAYS TO DECREASE THE AMOUNT OF CONTAMINATION FROM PEOPLE

1. Protective and correctly worn clothing and garments.
2. Slow work movements.
3. Good personal hygiene.
4. See chart below

Cleanroom Garments: The requirements for cleanroom garments will vary from location to location. It is important to know the local garment requirements of the cleanroom management. *Gloves, face masks and head covers are standard in nearly every cleanroom environment.* Smocks are being used more and more. Jump suits are required in very clean environments.

REQUIREMENTS FOR CLEANROOM CLOTHING

- **Body Garments:** Lab coat or smock with sleeves
- **Headgear:** Hair net and face mask/shield
- **Footwear:** Boot and shoe covers
- **Gloves:** Sterile or nitrile gloves

CLEANING PROCEDURES

Daily housekeeping maintenance of the cleanroom is imperative to assure quality and appropriate cleanliness. Improper cleaning of the cleanroom can lead to contamination and a loss in end user product quality. Proper selection of equipment and materials is important for proper cleaning. Only products that have proven cleanroom performance records should be considered for use in cleanrooms. These products should be listed and all vendors should be informed about the strict policies of how products are qualified. All procedures should be strictly enforced. Below are some examples of how to organize the cleaning to be done in a cleanroom. These are NOT schedules or exact procedures. They are guidelines for preparing work procedures and schedules. Local requirements must be included in any cleaning program.

LIST OF SOME OF EQUIPMENT AND SUPPLIES NEEDED TO CLEAN THE CLEANROOM

- Cleaning and disinfecting solutions: rubbing alcohol, wipes, etc.
- Cleanroom swiffer duster & mop
- Clean white rags
- Vacuum with HEPA filter

LIST OF CLEANING TASKS TO BE COMPLETED IN THE CLEANROOM DAILY

PROCEDURE

Surfaces

- Prior to use sterilize all contact surfaces—countertops, tables, carts, balances, trays, etc.—that will come in contact or could come in contact with product.
- Spray contact surfaces with isopropyl alcohol and wipe clean with a Kim wipe.

Tools

- Prior to use, all tools that will contact product or ingredients—spoons, spatulas, funnels, pouring devices, scissors, pens, etc.—must be sterilized.
- Spray tools with isopropyl alcohol and wipe clean with a Kim wipe.

Containers

- Prior to use, all containers that will contact product or ingredients—plastic filling bottles, travel size or sample containers and plastic bins—must be sterilized.
- Spray all containers with isopropyl alcohol and wipe clean with a Kim wipe.

Notes:

- *Avoid inhaling Isopropyl alcohol fumes,*
- *Be mindful not to spray isopropyl alcohol directly onto product in immediate work area.*

LIST OF CLEANING TASKS TO BE COMPLETED IN THE CLEANROOM WEEKLY

- Vacuuming of the floors and hard to get to places where dust collects
- Swiffering (first with dust pads and then with Honest wet mop pads)
- Emptying of appropriate trash and waste — wipe down trash cans with isopropyl alcohol

OZONE STERILIZATION

This section details the ozonating process for sterilization of packaging, containers and tools.

Required Equipment

- Ozone machine
- Ozone cabinet
- Dispersion stone
- Ziploc bags
- Packing tape
- Adaptors and connectors
- PPE (personal protective equipment): Smock, hair net, face mask/ shield, gloves and shoe covers

PROCEDURE

The ozone station has a container with many different tubing configurations, connectors, caps and adapters. Choose the appropriate setup for the container you are ozonating.

1. **5-gallon buckets:** 15 minutes
2. **3-gallon buckets:** 15 minutes

(THE ABOVE ITEMS SHOULD BE BLOWN OUT WITH A HAIR DRYER AFTER OZONATING TO DISPERSE ANY OZONE THAT MAY HAVE COLLECTED. Don't use hot air to blow out any packaging to avoid creating condensation inside containers.)

3. **30 ml Miron or plastic sample jar:** 15 minutes
4. **50 ml Miron jar:** 30 minutes
5. **Jar lids:** 15 minutes
6. **PET Packaging:** 15 minutes
7. **Pre-packaging pumps:** 5 minutes (remove plastic)
8. **Pipettes:** 15 minutes

Notes:

- Use caution when opening ozone cabinets, opening bags and blowing out polys, gallon jugs, and any other packaging that has been ozonated.
- Pumps should NOT be ozonated for extended periods of time. Ozone breaks down plastics and some of the small pieces inside pumps/ misters if they are overexposed.
- Do not use hot air to blow out packaging

DISHWASHING

This section details the necessary equipment and procedures for dishwashing.

Required Equipment

- Sponges and scrubbers (designated ONLY for clean room items)
- Dawn dish soap (for cleaning everything)
- Canola oil (for makeup, concealers, zinc)
- Barkeepers Friend (for stainless steel)
- Alcohol

PROCEDURE

All utensils/ tools, funnels, spatulas and squeeze bottles:

- Pre-rinse or soak if heavily soiled
- Rinse carefully and individually ensuring all soils and buildup are removed
- Separate to dry on drying rack or rag (inside clean room on adjacent table to filling station)
- When dry, double check for cleanliness inside and out.
- Wipe down each utensil with isopropyl alcohol and wipe dry with clean rag
- For squeeze bottles, shake rubbing alcohol inside each container for a minute, then wipe down dry before placing in UV sterilizer.

Notes:

- Prior to washing, make sure that sinks are clean (wipe down with cleaner if needed.)
- Under no circumstances WHATSOEVER, do not refill squeeze bottles with more product without rinsing and thoroughly sterilizing them!

NOTES FROM BUNNIE

Options for filling:

1. At the time you send in a purchase order, it should include the bulk and any professional size products you want from that bulk order. Then we will fill the pro sizes and the larger bulk sizes at the same time. This would mean you would have to do some projections for pro sizes.
2. Your retail fulfillment center could fill the pro sizes at the same time they fill the retail.
3. With your purchase order, you could specify that one kilo or one gallon, or whatever the size – be filled along with the other specified bulk size containers. This smaller bulk size would be sent to you (or someone else) who doesn't have to follow GMP regulations. Whomever receives this, should refrigerate it and could fill your pro sizes on demand. These are the only choices we can offer.

If you're concerned about contamination filling pro sizes in your facility, you could create a tiny, plastic sealed space (like an 18" cube), put a small air sterilizer in there or set it up around a UV sterilizer that you plug in the wall), and with gloves on, put your hand inside the cube from the bottom along with the bulk bottle and pro bottle and pour it up.

NOTES FROM BECKY

Attire: PPE (scrubs, lab coat, mask, gloves, hair net)

Packaging: Stored in closed containers, out of its cardboard, proper sterilization depending on packaging

Handling of product: Tools/beakers all sterilized, keep containers closed/covered when not immediately working in them, fresh tool for every product

Tracking: everything gets a ticket that references what was filled/when/lot numbers etc.

Supplies: I have found that the Webstaurant Store online has a good selection of things. I have purchased mats from them. Our garments come from Uniform Advantage. You can find them online, or medical/veterinary supply stores. Other lab supply items I've ordered from Lab Depot before. Grainger and Fisher Scientific also might be worth looking into.

List of things we need to keep stock of:

- Initial clean with bleach
- Swiffer wet, dry, and duster
- Vacuum
- Sticky matt
- Changing area - all materials
- Better booties
- Smock
- Face shield
- Small standing mat

Resources for Supplies:

<http://www.cleanroomconnection.com/cleanroom-supplies>

4-11. business expense reimbursement

Team members will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by your Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to your Supervisor along with the receipts in a timely manner.

Team members are expected to exercise restraint and good judgment when incurring expenses. You should contact your Supervisor in advance if you have any questions about whether an expense will be reimbursed.

4-12. if you must leave us

Should you decide to leave the Company, we ask that you provide your Supervisor with at least two (2) weeks advance notice of your departure. Your thoughtfulness will be appreciated.

All Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc. must be returned at separation. Team members also must return all of the Company's Confidential Information upon separation. To the extent permitted by law, team members will be required to repay the Company (through payroll deduction, if lawful) for any lost or damaged Company property.

As noted previously, all team members are employed at-will and nothing in this Team Manual changes that status.

4-13. exit interview

Team members who resign are requested to participate in an exit interview with the HR Manager, if possible.

4-14. the happiness conversation

We've created this to have a conscious transition plan between positions or employment.

WHAT DOES THIS MEAN EXACTLY?

One of two options...

OPTION A

We want to work with you to make you happy here at ASC.

OPTION B

We want to help you to leave and find somewhere where you would be much happier, with a mindful transition.

- 30-90 days of a transitional period
- Support with working on a resume
- References for you finding a new place of employment
- Flexibility for taking time off for interviews with new potential employers

Annmarie Skin Care will conduct a formal performance review at the end of the introductory period.

5-3. your employment records

In order to obtain your position, you provided us with personal information, such as your address and telephone number. This information is contained in your personnel file. Please keep your personnel file up to date by informing the HR Manager of any changes. Also, please inform the HR Manager of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an “out of date” emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem.

5-4. working hours and schedule

Annmarie Skin Care is open for business from 9:00 a.m. to 5:00 p.m., Monday through Friday. Team members will be assigned a work schedule based on operational needs and may include Saturday and/or Sunday. Your work schedule may fluctuate based on company needs and will be assigned accordingly. Once you have been assigned a work schedule you will be expected to begin and end work according to that schedule. Any overtime required requires prior approval from a manager/Supervisor.

PEAK TIMES

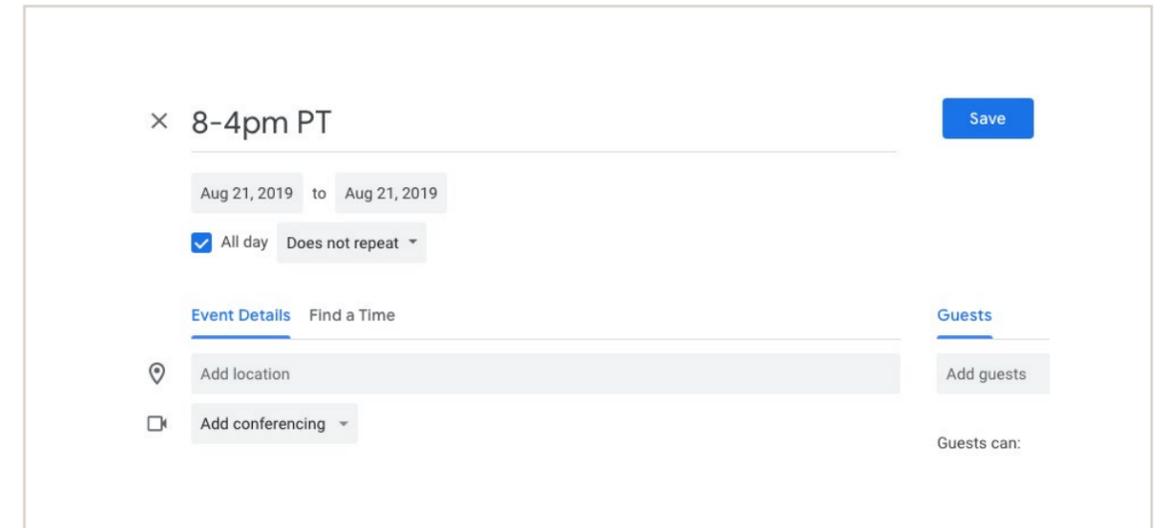
At ASC we want to honor your peak times so that everyone is working at the time when they are the most efficient. If you have a peak time of day when you are in “the zone”, you can block off that time in your calendar. Please keep in mind, that there will always be a need to be flexible and not everyone will be able to honor your peak time all of the time.

WORKING HOURS AND LUNCH BREAKS

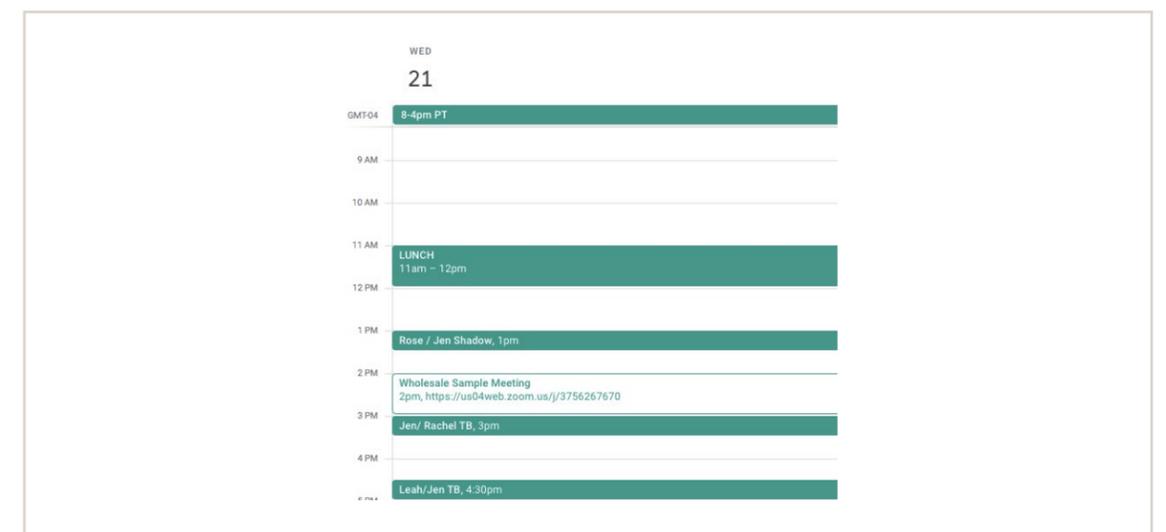
Please add your working hours and break hours to your google calendar. For your “working hours”, please add this as an all day event to your google calendar. Make sure to specify time zone as well. Please select “Every weekday (Monday to Friday)” instead of “Does not repeat” (see image below) if your schedule is always consistent and then modify as needed.

This is especially key for remote team members. As we become more of a remote team, all team members must be overly communicative about their work schedule and when they are on breaks.

If you are part of a larger team, please add this as well to your department’s designated slack channel and communicate when you are stepping out on breaks in that channel. For example:



Additionally, if you are taking a lunch break or any other needed break, please add this in to your calendar and update your team’s slack channel, if applicable. For example:



REST BREAKS

Annamarie Skin Care provides you with a 15 minute rest break every two hours of work.

According to CA law non-exempt team members who work three-and-one-half (3-1/2) or more hours per day are provided one 10-minute rest break for every four (4) hours or major fraction thereof worked. For purposes of this policy, "major fraction" means any time greater than two (2) hours. For example, if you work more than six (6) hours, but no more than 10 hours in a workday, you are provided and should take two 10-minute rest breaks: one during the first half of your shift and a second rest break during the second half of your shift. If you work more than 10 hours but no more than 14 hours in a day, you are provided, and should take, three 10-minute rest breaks, and so on.

Rest breaks should be taken as close to the middle of each work period as is practical. Team members do not need to obtain their Supervisor's approval or notify their Supervisor when taking a rest break.

Team members are encouraged to take their rest breaks; they are not expected to and should not work during their rest breaks. Non-exempt team members are paid for all rest break periods. Accordingly, you do not need to clock out when taking a rest break.

MEAL PERIODS

Annamarie Skin Care provides you with paid 60 minutes meal period if you work 8 hours in a workday.

According to CA Law if you work more than 5 hours in a workday, you are provided an unpaid, off-duty meal period of at least 30 minutes. If six (6) hours of work will complete the day's work, you may voluntarily waive your meal period in writing. See the HR Manager if you would like to sign and submit a form that waives your right to meal period if you work no more than six (6) hours in a day. Team members who work more than 10 hours in a day are entitled to a second paid off-duty 30 minute meal period. If a team member works no more than 12 hours, the team member can waive their second meal period, but only if the first one was not waived in any manner. Any waiver of the second meal period must be in writing and submitted before the second meal period. See the HR Manager if you would like to sign and submit a form that waives your right to a second meal period, as explained above. If

you work more than 12 hours you may not waive and should take your second paid, off-duty 30 minute meal period.

You are responsible for scheduling your own meal period, but it should begin no later than the end of your fifth hour of work. For example, a team member who begins working at 8:00 a.m. must begin their meal period no later than 1:00 p.m. When scheduling your meal period, you should try to anticipate your work flow and deadlines. Team members are encouraged to and should take their meal periods; they are not expected to work during their meal periods.

During your meal period, you are relieved of all duty and you should not work during this time. When taking your meal period, you should be completely off work for at least 30 minutes. Team members are prohibited from working "off the clock" during their meal period. Those team members who use a time clock must clock out for their meal periods. These team members are expected to clock back in and then promptly return to work at the end of any meal period. Those team members who record their time manually must accurately record their meal periods by recording the beginning and end of each work period.

Unless otherwise directed by your Supervisor in writing, you do not need to obtain your Supervisor's approval or notify your Supervisor when you take your meal period.

GENERAL REQUIREMENTS FOR REST PERIODS AND MEAL BREAKS

All rest breaks and meal periods must be taken outside your work area. You should not visit or socialize with team members who are working while you are taking your rest break or meal period. You may leave the premises during your meal periods.

Team members are required to immediately notify their Supervisor, manager, or the HR Manager if they believe they are being pressured or coerced by any manager, Supervisor, or other team member to not take any portion of a provided rest break or meal period.

5-5. timekeeping procedures

Team members must record their actual time worked for payroll and benefit purposes. Non-exempt team members must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying or tampering with time records is prohibited and subjects the team member to discipline, up to and including discharge.

Exempt team members are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt team members may not start work until their scheduled starting time.

It is your responsibility to sign your time record to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to your Supervisor, who will attempt to correct legitimate errors.

5-6. overtime

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your Supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations.

Non-exempt team members generally will be paid overtime at the rate of time and one-half (1.5) times their normal hourly wage for all hours worked in excess of eight (8) hours in one day or forty (40) hours in one week, or for the first eight (8) hours on the seventh day in the same workweek.

Non-exempt team members generally will be paid double-time for hours worked in excess of twelve (12) in any workday or in excess of eight (8) on the seventh day of the workweek.

For purposes of calculating overtime for non-exempt team members, the workweek begins at 12 a.m. on Monday and ends 168 hours later at 12 a.m. on the following Monday.

No team member is allowed to work overtime unless approved in writing by Rachel.

5-7. safe harbor policy for exempt team members

It is our policy and practice to accurately compensate team members and to do so in compliance with all applicable state and federal laws.

To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried team member, you will receive a salary which is intended to compensate you for all hours you may work for the Company. This salary will be established at the time of hire or when you become classified as an exempt team member. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability.
- Full-week disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full- or partial-day absences).
- To offset amounts received as payment from the court for jury and witness fees or from the military as military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your

portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work (subject to any offsets as set forth above).
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your Supervisor. If the Supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the HR Manager or any other Supervisor in the Company with whom you feel comfortable.

5-8. your paycheck

You will be paid twice a month. Each paycheck (the 15th and last day of the month) will pay you for the time you have worked during the past pay period.

Your payroll stub itemizes deductions made from your gross earnings.

By law, the Company is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter to the attention of the HR Manager immediately so the Company can resolve the matter quickly and amicably.

Your paycheck will be given only to you, unless you request that it be mailed, or authorize in writing another person to accept your check for you.

Team members can also access pay information in Rippling: <https://app.rippling.com/login>, under the "Payroll" application on your dashboard or by downloading the Rippling App.

5-9. direct deposit

Annmarie Skin Care strongly encourages team members to use direct deposit. Authorization forms are available from the HR Manager.

5-10. performance reviews

A team's mission could not be achieved without a competent, motivated, happy and thriving work team (you!). Don't worry, performance evaluations and reviews are nothing to stress over. As a growing team, we like to meet with each team member every quarter to review the previous and upcoming quarterly goals and every year for a more in depth review.

This is a safe space for all of us to honestly and openly share how you're doing, as well as how we can help you thrive. It's a chance to get and give positive input and constructive criticism. We want to make sure that your voice is heard as well for you to understand that we expect certain things.

WHAT SHOULD YOU EXPECT?

For each review, you will complete a self-assessment form, while we complete a copy of it separately. These are both then reviewed together. While it is understood that our form is the official evaluation document, revisions to it can be made during the review.

We will schedule this at least a week in advance to give you time to complete your self assessment.

Then, we will discuss all topics on the form, including time for you to review us and ask any questions you need answered. Together, we will make a plan of action and set goals for the future!

We reserve the right to hold additional reviews that may act as warnings if expectations or job descriptions are not being met. We do not require a certain number of warnings before further disciplinary action.

5-11. record retention

The Company acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of team members to follow this policy can result in possible civil and criminal sanctions against the Company and its team members and possible disciplinary action against responsible individuals (up to and including termination of employment). Each team member has an obligation to contact the HR Manager to inform them of a potential or actual litigation, external audit, investigation or similar proceeding involving the Company that may have an impact on record retention protocols.

5-12. job postings

The Company is dedicated to assisting team members in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the on-line job posting program which is in place for all team members. To be eligible to apply for an open position, team members must meet several requirements:

- Should be a current, regular, full-time or part-time team member
- Been in your current position for at least six months
- Should not be on a team member conduct/performance-related probation or warning
- Must meet the job qualifications listed on the job posting
- Required to provide your manager with notice prior to applying for the position

If you find a position of interest on the job posting website and meet the eligibility requirements, an on-line job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. The Company reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously.

For more specific information about the program, please contact the HR Manager.



SECTION 6 - GOVERNING PRINCIPLES OF EMPLOYMENT

6-1. equal employment opportunity

The Company is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV and AIDS, medical condition (cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status, denial of family and medical care leave, or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, team member activities and general treatment during employment.

The Company will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified team members with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let Abbie Cunningham know.

The Company will endeavor to accommodate the sincere religious beliefs of its team members to the extent such accommodation does not pose an undue hardship on our Company's operations. If you wish to request such an accommodation, please speak to Abbie Cunningham.

Any team members with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Abbie Cunningham. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge.

6-2. harassment, discrimination and retaliation prevention

It is the Company's policy to prohibit intentional and unintentional harassment and discrimination of any individual by another person on the basis of any protected classification under applicable federal, state, or local law, including, but not limited to actual or perceived race, color, national origin, ancestry, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV and AIDS), medical condition (cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status and denial of family and medical care leave.

Note that there is a wide range of what could be considered inappropriate behavior under this policy even though such behavior may not be considered illegal. For this reason, a violation of this policy may lead to disciplinary action whether or not it violates the law.

SEXUAL HARASSMENT

It is the Company's policy to prohibit harassment of any team member by any Supervisor, team member, customer or vendor on the basis of sex or gender. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include all of the actions described below under "other harassment", as well as other unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about a team member's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of their gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

All such conduct is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

OTHER HARASSMENT

Harassment as defined in this policy is unwelcome verbal, visual, or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic.

REPORTING PROCEDURES

The following steps have been put into place to ensure the work environment at the Company is respectful, professional, and free of discrimination, retaliation and harassment, including sexual harassment. If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your manager/supervisor or Abbie Cunningham.

If you are unable for any reason to contact either of these individuals, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be in violation of this policy, please contact your second level supervisor.

Note: If your supervisor or next level manager is the person toward whom the complaint is directed you should contact any higher level manager in your reporting chain.

Every supervisor who learns of any team member's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to their manager or Abbie Cunningham.

INVESTIGATION PROCEDURES, CORRECTIVE ACTION, AND PROHIBITION AGAINST RETALIATION

Upon receiving a complaint, the Company will conduct a prompt, fair and thorough investigation into any claim of a violation of this policy.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. The Company has a compelling interest in protecting integrity of its investigations. The Company may decide in some circumstances that in order to achieve these objectives, we must maintain the investigation and our role in it in strict confidence.

As part of the investigation, the Company generally will:

- interview the complainant, the accused, and other necessary witnesses, and provide each with the opportunity to provide input
- document the Company's findings regarding the complaint
- document recommended follow-up actions and remedies, if warranted
- inform the complainant of the Company's findings

All team members must cooperate with all investigations conducted pursuant to this policy.

The Company shall determine whether this policy has been violated based upon its reasonable evaluation of the information and credibility of witnesses gathered during its investigation. Upon completion of the investigation, the Company will take corrective measures against any person who has engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of title or position, whom the Company determines has engaged in conduct in violation of this policy, will be subject to disciplinary action, up to and including discharge.

In addition, no team member will be subject to, and the Company will not allow, any form of retaliation against individuals who, in good faith, report unwelcome conduct, pursue any such claim, or cooperate in any way in the investigations of such reports in accordance with this policy.

If a team member believes someone has violated this no-retaliation policy, the team member should bring the matter to the immediate attention of Rachel Pachivas or his/her supervisor. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy against retaliation will be subject to discipline, up to and including termination.

We cannot remedy claimed violations of this policy unless you bring these claims to the attention of management. Failure to report claims of harassment, discrimination and/or retaliation prevents us from taking steps to remedy the problem.

Team members who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

6-3. workplace violence

Annmarie Skin Care is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to team members and damage to Company and personal property.

We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

PROHIBITED CONDUCT

Threats, threatening language or any other acts of aggression or violence made toward or by any Company team member will not be tolerated.

For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, team members and visitors are prohibited from carrying weapons onto Company premises.

PROCEDURES FOR REPORTING A THREAT

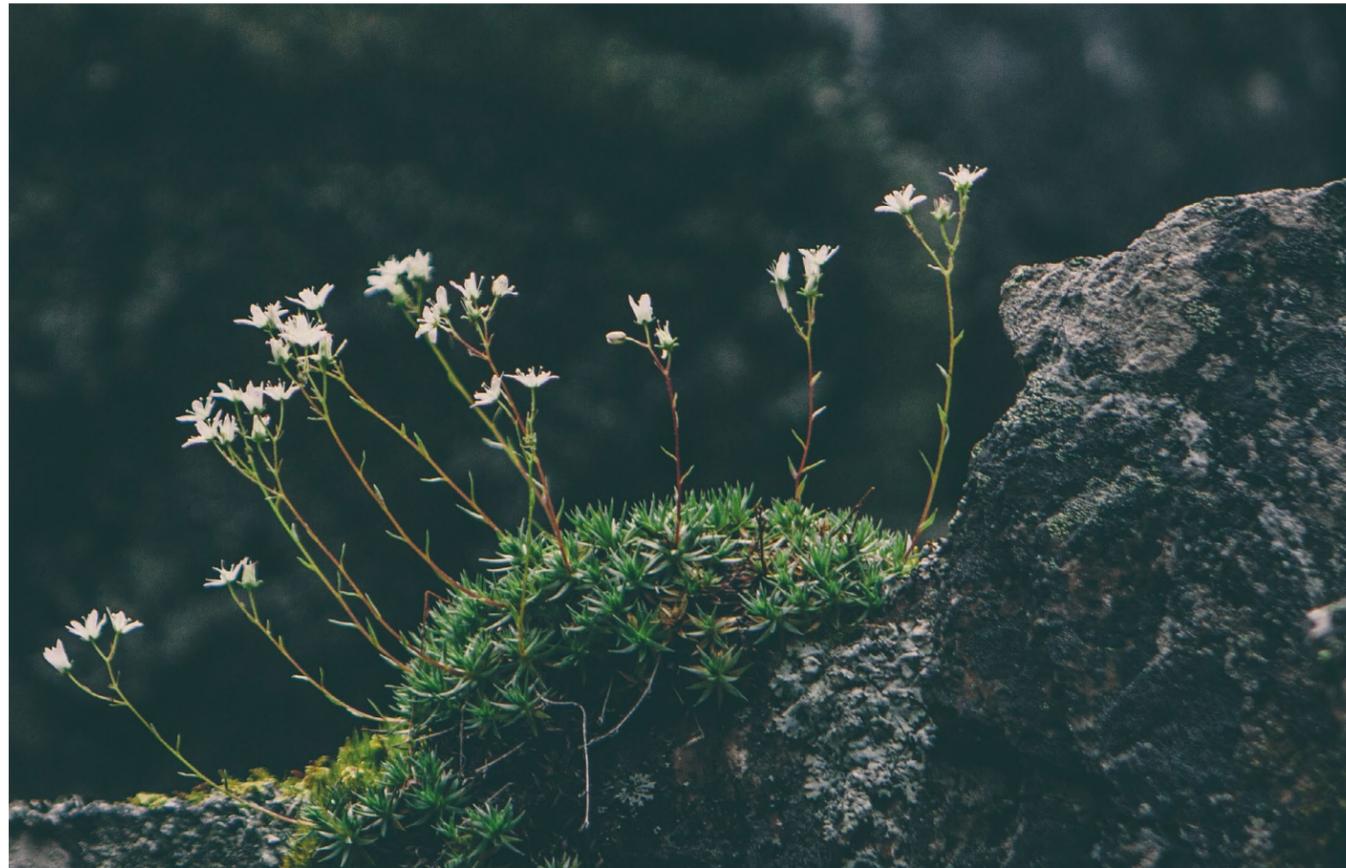
All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All team members must cooperate with all investigations. No team member will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Company determines, after an appropriate good faith investigation, that someone has violated this policy, the Company will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by a team member or by anyone else.

A FEW CLOSING WORDS

This Team Manual is intended to give you a broad summary of things you should know about Annmarie Skin Care. The information in this Team Manual is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this Team Manual, Annmarie Skin Care, in its sole discretion, may always amend, add to, delete from or modify the provisions of this Team Manual and/or change its interpretation of any provision set forth in this Team Manual. Please do not hesitate to speak to management if you have any questions about the Company or its personnel policies and practices.



RECYCLING & COMPOSTING AGREEMENT

Due to changes in California State & local Laws, Alameda County requires businesses to separate recyclables from the garbage.

I have read through the Program Description and understand the difference between Garbage, Recyclables & Compost.

I understand that our business will potentially acquire charges if I do not abide by these laws. In signing this agreement, I understand if Annmarie Skin Care acquires costs from Team members not recycling that further action will need to take place.

Signature: _____

Date: _____

GENERAL TEAM MANUAL ACKNOWLEDGMENT

This Team Manual is an important document intended to help you become acquainted with Annmarie Skin Care. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Team Manual.

I have received and read a copy of Annmarie Skin Care's Team Manual. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" status except IN AN INDIVIDUAL CASE OR GENERALLY in a writing signed by the President of the Company.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Company's Team Manual.

Team member's Printed Name: _____ Position: _____

Team member's Signature: _____ Date: _____

The signed original copy of this acknowledgment should be given to management — it will be filed in your personnel file.

HARASSMENT, DISCRIMINATION AND RETALIATION PREVENTION POLICY

It is the Company's policy to prohibit intentional and unintentional harassment and discrimination of any individual by another person on the basis of any protected classification under applicable federal, state, or local law, including, but not limited to actual or perceived race, color, national origin, ancestry, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV and AIDS, medical condition (cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status and denial of family and medical care leave.

Note that there is a wide range of what could be considered inappropriate behavior under this policy even though such behavior may not be considered illegal. For this reason, a violation of this policy may lead to disciplinary action whether or not it violates the law.

SEXUAL HARASSMENT

It is the Company's policy to prohibit harassment of any team member by any Supervisor, team member, customer or vendor on the basis of sex or gender. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include all of the actions described below under "other harassment", as well as other unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about a team member's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of their gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

All such conduct is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

OTHER HARASSMENT

Harassment as defined in this policy is unwelcome verbal, visual, or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone’s way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic.

REPORTING PROCEDURES

The following steps have been put into place to ensure the work environment at the Company is respectful, professional, and free of discrimination, retaliation and harassment, including sexual harassment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your manager/supervisor at 866.729.9434 or Rachel Pachivas at 510.447.1153. If you are unable for any reason to contact either of these individuals, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be in violation of this policy, please contact your second level supervisor.

Note: *If your supervisor or next level manager is the person toward whom the complaint is directed you should contact any higher level manager in your reporting chain.*

Every supervisor who learns of any team member’s concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to Rachel Pachivas or to his/her manager.

INVESTIGATION PROCEDURES, CORRECTIVE ACTION, AND PROHIBITION AGAINST RETALIATION

Upon receiving a complaint, the Company will conduct a prompt, fair and thorough investigation into any claim of a violation of this policy.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. The Company has a compelling interest in protecting integrity of its investigations. The Company may decide in some circumstances that in order to achieve these objectives, we must maintain the investigation and our role in it in strict confidence. As part of the investigation, the Company generally will:

- interview the complainant, the accused, and other necessary witnesses, and provide each with the opportunity to provide input
- document the Company’s findings regarding the complaint
- document recommended follow-up actions and remedies, if warranted
- inform the complainant of the Company’s findings

All team members must cooperate with all investigations conducted pursuant to this policy.

The Company shall determine whether this policy has been violated based upon its reasonable evaluation of the information and credibility of witnesses gathered during its investigation. Upon completion of the investigation, the Company will take corrective measures against any person who has engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of title or position, whom the Company determines has engaged in conduct in violation of this policy, will be subject to disciplinary action, up to and including discharge.

In addition, no team member will be subject to, and the Company will not allow, any form of retaliation against individuals who, in good faith, report unwelcome conduct, pursue any such claim, or cooperate in any way in the investigations of such reports in accordance with this policy.

If a team member believes someone has violated this no-retaliation policy, the team member should bring the matter to the immediate attention of Rachel Pachivas or his/her supervisor. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy against retaliation will be subject to discipline, up to and including termination.

We cannot remedy claimed violations of this policy unless you bring these claims to the attention of management. Failure to report claims of harassment, discrimination and/or retaliation prevents us from taking steps to remedy the problem.

Team members who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

I have read and I understand Annmarie Skin Care’s Harassment, Discrimination and Retaliation Prevention Policy.

Team member’s Printed Name: _____ Position: _____

Team member’s Signature: _____ Date: _____

The signed original copy of this receipt should be given to management—it will be filed in your personnel file.

Annamarie Skin Care
821 Bancroft Way
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