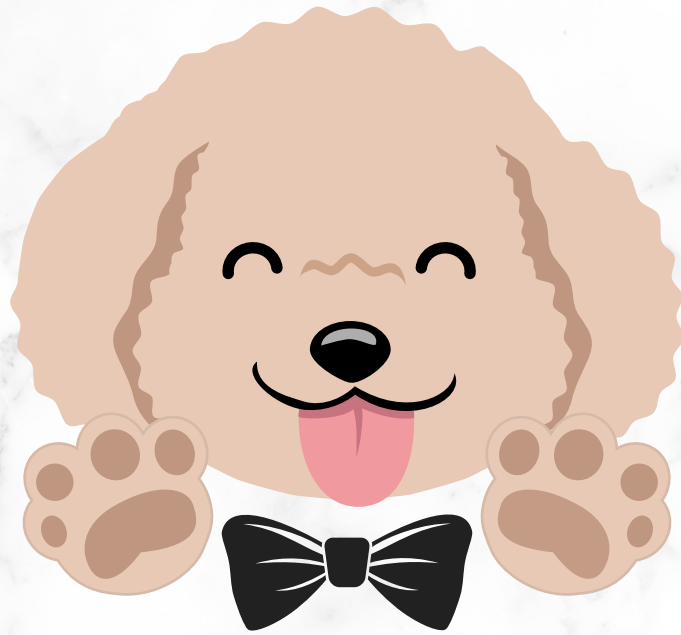




Employee Handbook

Effective April 10, 2025





*“Be the person your dog
thinks you are.”*

- C. J. Frick



Table of Contents

Section 1: Employment Policies	4-8
Our Handbook & Your Employment Relationship.....	5
We Are an Equal Opportunity Employer	6
Employment Eligibility & Fair Treatment.....	7
Employment Classifications	7-8
Section 2: Who We Are	9-14
Welcome to PupLuxe Grooming	10
Our Mission, Vision and Commitments	11
Our Commitment to Safety.....	12
Our Commitment to Quality.....	13
Our Commitment to Service	14
Section 3: Team Values & Client Expectations	16-19
We are NOT a Family. We are a Team!	17
The Customer is NOT Always Right.....	18
Our “A” and “F” Clients.....	19
Section 4: Our Services & Pricing	21-24
The Services We Provide	22
Pricing Breakdown & Average Revenue Per Service	23
Pupgrades & Add-on Services.....	24
Section 5: Compensation & Benefits	26-33
Payroll Schedule & Groomer Compensation	27-28
Hourly & Salaried Compensation	29
Travel Compensation & Reimbursement	30
Continuing Education	31
Paid Time Off (PTO).....	32
Holiday Pay & Other Paid Time Off.....	33
Section 6: Workplace Policies	35-56
Dress Code & Public Image.....	36-38
Attendance, Punctuality & Reporting Time	39
Overtime, Flex Time & Telecommuting	40
Vehicle Parking Policies.....	41
Ride Along Policy	42
Cleanliness of the Work & Salon Spaces / Personnel Records	44
Employer Sponsored Social Events & Monthly 1-on-1 Reviews	45
Employee Discipline.....	46
Incident Reporting	47
Retaliation, Your Rights & Workplace Security	48
Workplace Injuries, Inclement Weather, Emergencies & Business Closure	49
Social Media Guidelines	50-51
Workplace Harassment.....	52-54
Reporting Discrimination & Harassment	54
Workplace Violence	54-55
Open Door/Conflict Resolution Policy & Background Screenings	56
Substance Abuse Policy	57
Firearms & Self-Defense Policies	58
Section 7: Departing From PupLuxe Grooming	60-61
Section 8: Contact Sheet	62-63

SECTION 1



Employment Policies



Our Employee Handbook

This Employee Handbook (“Handbook”) is a compilation of personnel policies, practices and procedures currently in effect at PupLuxe Grooming.

This Handbook is designed to introduce you to our company, familiarize you with our company’s policies, provide general guidelines on work rules, benefits, other issues related to your employment and help answer many of the questions that may arise in connection with your employment.

PupLuxe Grooming complies with all federal and state employment laws, and this handbook generally reflects those laws. We also comply with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

Your Employment Relationship

Your employment with PupLuxe Grooming is on an “at-will” basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only “for cause,” or any other guarantee of continued benefits or employment. Only the owners have the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the owners.

If a written contract between you and PupLuxe Grooming is inconsistent with this handbook, the written contract is controlling. Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

We Are an **Equal Opportunity** Employer

PupLuxe Grooming is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex (including sexual orientation or identification, pregnancy, childbirth, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws.

We are dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination and all other terms conditions and privileges of employment.

We will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. PupLuxe Grooming will take appropriate corrective action, if and where warranted. We prohibit retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.



Employment **Eligibility Status** & The I-9

PupLuxe Grooming complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, we are required by law to terminate your employment.

Fair Treatment

We welcome the opportunity to hire and retain qualified employees who are friends or related to one another. However, we will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at PupLuxe Grooming.

As needed, decisions involving possible conflicts between friends or relatives will be escalated to the next level of management for approval. It is your obligation to inform PupLuxe Grooming of any such potential conflict so we can determine how best to respond to the situation.

Employment Classifications

Exempt Employees

Exempt employees are not subject to the overtime pay provisions of the federal Fair Labor Standards Act (FLSA). An exempt employee is one whose specific job duties and salary meet all of the requirements of the U.S. Department of Labor's regulations.

Pet groomers, management and executive staff are examples of exempt employees.

Why are pet groomers considered “exempt?”

Similar to salaried professionals, pet groomers are exempt from overtime pay because they meet the following 3 criteria:

1. The employee must be employed by a retail or service establishment; and
2. The employee’s regular rate of pay must exceed one and one-half times the applicable minimum wage for every hour worked in a workweek; and
3. More than half the employee’s total earnings in a representative period must consist of commissions on goods or services.

Non-Exempt Employees

Salaried employees who are not administrative, professional, or managerial employees as defined by the U.S. Department of Labor and many hourly employees are generally not exempt from the FLSA’s overtime provisions.

Full-Time Employees

Full-Time employees are those who are regularly scheduled to work at least 30 hours per week that are not hired on a temporary basis.

Part-Time Employees

Part-Time employees are those who are regularly scheduled to work fewer than 30 hours per week that are not hired on a temporary basis. Part time employees are not eligible for company paid benefits, except as required by law.

We Need YOUR Help to Find Talent!

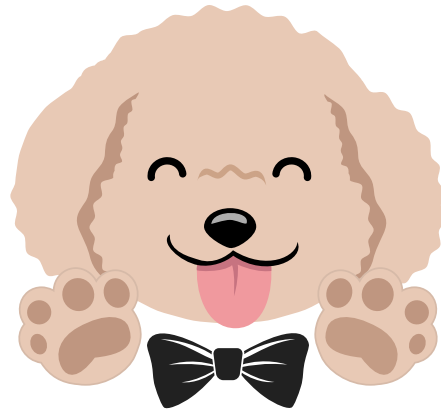
Know someone who will make a great addition to the PupLuxe Grooming team? Refer them to us! **You can earn a \$500 bonus for each new employee that you refer to us that stays onboard for longer than 90 days.**

SECTION 2



Who We Are





We're So Glad You're **Here!**

We are so excited to welcome you to the PupLuxe Grooming team! In a world where people happily pay more to have products and services delivered straight to their doorstep, mobile grooming truly is the place to be.

Our company was founded by Jessie Colon-Sanchez and his husband, Johan. PupLuxe Grooming's first grooming van launched on May 17, 2022, the same day as their first wedding anniversary. Jessie had over 10 years of professional grooming and pet care experience when PupLuxe Grooming first launched. Jessie and Johan dreamed of a better business model than the stale ol' corporate salon most groomers are used to.

They learned very quickly that the demand for high-end, full service mobile grooming was way too much for one groomer to bear. Within its first year, PupLuxe Grooming grew from 1 van being operated by a solo groomer to 2 vans with 3 full-time groomers. And we are excited to see how much we continue to grow as the years go by!

We want your employment at PupLuxe Grooming to be enjoyable, fulfilling and profitable! Please read this handbook to familiarize yourself with our business and its policies.

Our Mission

Our mission is to provide comfort, confidence and joy to pets and their parents, through quality grooming, compassionate service and pet care expertise. **We help pets achieve the healthy skin and coat they need to look and feel their best.**

Our Vision

We want to elevate the mobile grooming experience and become the premier choice of quality grooming services for our communities.

Our 3 Commitments



Our Commitment To **Safety**

The safety of our clients' pets is our top priority. We promise to provide them a safe and comfortable experience.



Our Commitment To **Quality**

Our clients' pets should **LOOK** good, **SMELL** good and **FEEL** good. We believe their pups deserves nothing but the best.



Our Commitment To **Service**

Our service is a reflection of our values. We promise to make our clients' grooming experience convenient and enjoyable.

Our Commitment to **Safety**

Safety is our top priority. We promise to provide our groomers and our clients' pets a safe and enjoyable grooming experience. Here are some of the many ways we ensure everyone is safe and sound:

The PupLuxe Grooming Van.

Our van is top-notch. ALL of our hardware, electronics, appliances, dryers, generators and systems that are built into the van are commercial-grade, professionally installed and inspected. We have a fire extinguisher, human first aid kit, and pet first aid kit available in all of our vans. Our vans also come equipped with a **marine-grade carbon monoxide detector** designed to function in a high-moisture environment. There is nothing "DIY" about our salon on wheels and we take a lot of pride in the space our employees work in.

Pre-Existing Health Conditions.

All new clients are required to submit their pet's rabies certificate and any relevant health information necessary for us to know with each intake.

We allow our groomers to refuse service to any pet that they deem too high-risk for our services.

Pet Grooming Expertise.

We NEVER recommend a groom or cut that would cause pain or discomfort to our clients' pets. We are confident and comfortable with guiding pet parents in choosing the right pattern and length for their pet's coat, based on the current condition of the coat.

Our tools are high-quality, well-maintained and regularly sharpened. We will NEVER use dull clippers, dull shears or any unsafe tools on our clients' pups to get the service done. We NEVER pull, tug or stretch our clients' pups in a way that could cause injury or accidental cuts and burns. We NEVER take our eyes off of our pets, especially while on the table or in the tub. We use our restraints safely, and if a pet is too stressed out for the service, we stop and return them to their pet parents.

Our Commitment to **Quality**

Pet grooming is what we do best and we take pride in achieving EXCELLENCE.

We want our clients' pets to **look, smell and feel so good** that they get excited to see us again and again. Our goal is to deliver a 5-star service each and every time so that they can rave about us to their friends and family! Here are some of the ways we ensure our service is second to none:

Our Products.

We don't bathe our own pups in cheap products, and we wouldn't use cheap products on our clients' pets either. It's not enough to get a shampoo or conditioner that gets the job done. We want them to **see, smell and feel REAL results.**

Our Standards.

Our groomers are second-to-none! We hire some of the most passionate, consummate professionals in our community. We expect our groomers to continuously improve their craftsmanship and be active participants in the pet grooming community. We coach them on areas of improvement and we ensure they are equipped with the right tools, equipment and products to deliver the best possible results.

Our Tools & Methods.

We LOVE high-quality tools and proudly invest in having top-of-the-line products. We are meticulous in how we decide which shears and/or clippers to use to achieve the results we want for our clients' pets. We do not cut corners or rush any aspect of the bathing and grooming process because we believe that every step is critical to giving our clients' pets the coats they deserve.

We provide shears, clippers and equipment in each van to get most services done. However, we also encourage our groomers to bring their own favorite tools to their workday, as the "top-shelf" tools isn't something we purchase for our groomers' personal use. **We'd be happy to pay for the sharpening and maintenance of your personal tools, as long as they are tools that you use at PupLuxe Grooming for the purpose of grooming our clients' pets.**

Our Commitment to **Service**

The PupLuxe Grooming experience is enjoyable and convenient. We are passionate about the community we serve and channel that passion by bringing joy to pets and their parents. Here are some of the ways we raise the bar with our service:

We are punctual.

If we confirm an appointment time range with that client, we intend to show up in that timeframe. If we need to change that time, we will make sure to let them know as soon as we know. We won't show up earlier without first contacting them to make sure they're available. If it looks like we are running behind schedule, we will let them know with as much time in advance as possible so they are aware. Their time is valuable to us and we want to ensure we treat it with respect and consideration.

We are compassionate.

When our clients' pets are in the van, they will be treated with the utmost care and respect. We understand that some pets feel anxious, nervous and/or uncomfortable with bathing and grooming. We promise that we will walk them through every step of the way, to the best of our ability, and deliver the best results we can achieve. We will never yell, scream, insult or berate their pets to force cooperation. We will work with them, not against them. We will also not trim, comb, shave or handle a pet in a way that would cause pain and discomfort. If their pet's coat is tangled/matted and needs to be cut short rather than being brushed out, or if their pet is feeling too distressed, we will communicate with the pet parent and let them decide how and if they'd like to proceed with the service, so that everyone can feel at ease.

We care about our reputation.

We want to receive 5-stars across the board from everyone, every time. We want to solicit feedback from our clients when completing a service. If there's anything they don't like, we want to make it right for them. Our clients pay a premium price for our services, so it is important that the value we provide is reflected in the service we give them and their pets.



*“Dogs do speak, but
only to those who know
how to listen.”*

– Orhan Pamuk



SECTION 3



Team Values & Client Expectations



We are NOT a Family. We are a **TEAM!**

- A team is defined as a group of people who perform interdependent tasks to work toward accomplishing a common mission or specific objective.
- A family is a group of two or more persons related by birth, marriage, or adoption who live together.

Have you ever worked for a company that claims to treat its employees “like family?” Did you enjoy working there? Guess what? **Neither did we!**

At PupLuxe Grooming, we do not treat each other “like family.” We treat each other like an essential part of a *functional team*.

A team member:

- Is committed to the goals and objectives of the team.
- Is expected to contribute to those goals and objectives to the same standard of their teammates (aka “carrying their own weight”).
- Is held accountable for their actions, contributions and performance.
- Is compensated and recognized for their value and contributions.
- Communicates feedback honestly and openly for the benefit of the team.
- “Wins” when the rest of the team wins. “Loses” when the team loses.

Family is not held to this same criteria. In fact, many families don’t behave like a team at all. It’s sad, but true.

While we do not aim to be “like a family,” that is not to say that we do not care for one another. **In this team, we respect each and want EVERYONE to be happy, successful, and more importantly, profitable!** At the end of the day, we are all here to earn the money we need to live the life we want. Profit is not a bad word. **We all want to make more money!**

The Customer is **NOT** Always Right.

Our clients are the crux of our business. They are what keeps the wheels spinning, the water running and our paychecks printing.

This does not mean that they are always right, nor does it mean that what they say, goes. This is the mumbo jumbo that big businesses have conditioned us to think for years. It's no surprise so many of them have gone out of business now. And they will continue to go out of business if their only value proposition to their customers is the fact that they will bend over backwards for them.

We are **PROFESSIONALS**. Our clients value us because we know what we're doing and we have their pet's best interests in mind. We know our tools. We know our products. We know and understand their pets' coat and skin care better than they do. That's why they hired us in the first place. If they knew better than us, we'd be useless.

We expect our groomers and support staff:

- To educate their clients on proper coat care between services.
- To inform their clients when their pets are showing signs of potential health issues (flaky skin, rashes, worms, bruising, redness, etc).
- To guide their client to make the right grooming decisions for their lifestyle. For example, a pet with a high maintenance coat (such as a poodle or poodle mix) should be trimmed shorter if the pet parent is not committed to a more frequent grooming schedule and daily brushing.
- To charge correctly for their services every time. Pet grooming is a trade. It is not low-skilled labor. We need to be committed and confident in our pricing.
- To build positive and productive relationships with "A" clients, but also know how to refer out "F" clients diplomatically for the benefit of our business.
- To deliver value to our clients by providing services in their best interest while upholding our commitment to quality. For example, a shaved pet should still look well groomed and polished when completed.

Our “A” Clients

The ideal client that we want to attract and retain possesses the following characteristics:

- **Understands the value of professional pet grooming** and the importance of choosing a groomer that will provide the right service and care for their pet’s skin and coat.
- **Is not price conscious.** Knows that “if it’s cheap, it ain’t good, and if it’s good, it ain’t cheap.”
- **Would rather pay extra for the convenience and peace of mind that comes with an all-inclusive mobile grooming service,** than choosing a traditional salon that gatekeeps products and services that are necessary for the proper care of their pets’ skin and coat through upsells and add-ons.
- Understands that their pet’s healthy skin and coat requires maintenance and upkeep, and is **consistent with their appointments** (no more than 6 weeks between services).

Our “F” Clients

The clients that are not a good fit for us possess the following characteristics:

- **Are penny-pinchers.** They’re more concerned with what their pet “can do without” in order to save a few dollars here and there.
- **Are unreliable.** They cancel/reschedule often, and expect to be accommodated at a moment’s notice.
- **Are seasonal.** They seek grooming services a few times a year, and when they do bring their pet in, their skin and coat are in a terrible condition each and every time we see them.
- **Are disrespectful.** They do not treat our groomers, bathers or administrative team with the dignity and the respect they deserve as professionals. They are condescending, impatient and/or unreasonable in their expectations.



*“Dogs never bite me.
Just humans”*
– Marilyn Monroe



SECTION 4



Our Services & Pricing



The Services We Provide

PupLuxe Grooming is an all-inclusive mobile pet grooming solution. We are not a-la-carte like most traditional salons. This means our menu of services are limited the following 3 types of pet grooming services:

Luxe Bath

The Luxe Bath service is suitable for pets who do not need their coats trimmed. It includes the following services & treatments for one all-inclusive price:

- Full coat assessment and consultation
- Premium shampoo & conditioner tailored to the pet's needs
- Blow drying by hand
- Ear cleaning
- Nail trim & filing
- Teeth brushing and/or fresh breath treatment
- Anal gland expression (if needed)
- Pet cologne or perfume (optional)



Mini Groom

Everything included in the Luxe Bath service, and:

- Shave & clean up paw pads
- Face trim
- Trim and clean around the feet
- Trim sanitary areas

Full Groom

Everything included in the Luxe Bath and Mini Groom services, and:

- All over body haircut with scissor finish
- Brush out and styling for all breed cuts and patterns

Base Pricing Breakdown

Price varies primarily based on the size of the pet, but can also be affected by the condition of the pet's coat, temperament, and any additional work or services they may require outside of the scope of our 3 main services. We do review and adjust pricing at least once annually. Below is our **base pricing** effective as of April 2024. **Base pricing is only applicable to new clients and current clients who are seen no more than 6 weeks between each service.**

Luxe Bath		Mini Groom		Full Groom	
Weight	Price	Weight	Price	Weight	Price
< 11 lbs	\$85	< 11 lbs	\$105	< 11 lbs	\$125
11 - 24 lbs	\$95	11 - 24 lbs	\$115	11 - 24 lbs	\$135
25 - 39 lbs	\$115	25 - 39 lbs	\$135	25 - 39 lbs	\$155
40 - 59 lbs	\$135	40 - 59 lbs	\$155	40 - 59 lbs	\$200
60 - 79 lbs	\$155	60 - 79 lbs	\$175	60 - 79 lbs	\$225
> 79 lbs	\$180	> 79 lbs	\$200	> 79 lbs	\$275

Average Revenue Per Service

With the exclusion of tips, these are the average dollar amounts for our 3 services.

Luxe Bath

\$115

Mini Groom

\$140

Full Groom

\$155

Pricing For Seasonal Clients

Clients who are not seen at least every 6 weeks will incur a \$20 upcharge for each appointment they book that is more than 6 weeks apart.

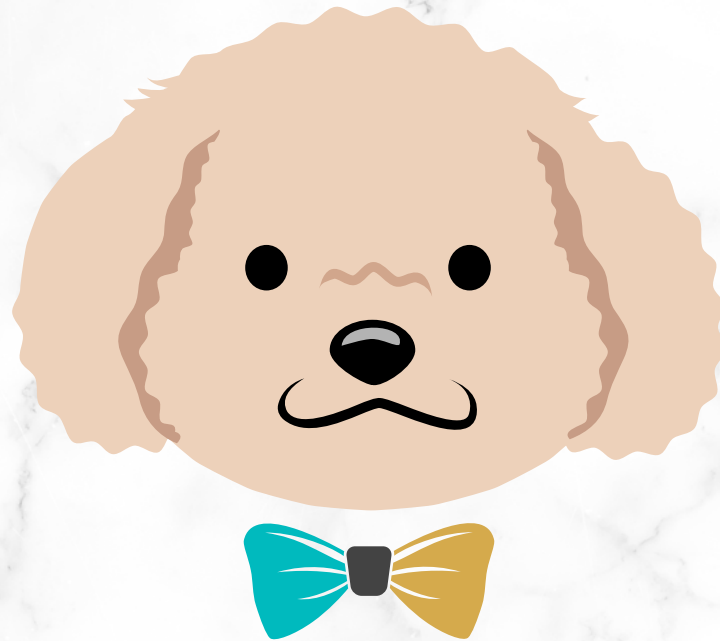
Luxe Bath		Mini Groom		Full Groom	
Weight	Price	Weight	Price	Weight	Price
< 11 lbs	\$105	< 11 lbs	\$125	< 11 lbs	\$145
11 - 24 lbs	\$115	11 - 24 lbs	\$135	11 - 24 lbs	\$155
25 - 39 lbs	\$125	25 - 39 lbs	\$155	25 - 39 lbs	\$175
40 - 59 lbs	\$155	40 - 59 lbs	\$175	40 - 59 lbs	\$220
60 - 79 lbs	\$175	60 - 79 lbs	\$195	60 - 79 lbs	\$245
> 79 lbs	\$200	> 79 lbs	\$225	> 79 lbs	\$295

Pupgrades & Add-on Services

While we pride ourselves in being a hassle-free, no-upsell business, there are some add-on services that can be included as part of any of our 3 main services, including:

- **Luxe Flea & Tick Treatment:** \$40
- **Brush & Dematting:** \$10-\$40 (depending on severity)
- **Hand-stripping (by Groomer recommendation only):** \$100/hr
- **Hair coloring/creative grooming:** \$100/hr

Note: All add-ons must be approved by the client, preferably at the time of consultation. If you need to add them after already accepting the pet, make sure to talk to the client first.



“Some of my best leading men have been dogs and horses.”

– Elizabeth Taylor



SECTION 5



Compensation & Benefits



Payroll Schedule

Payroll runs **bi-weekly**.

All employees and contractors are paid on the **Friday** following the week of the previous 2-week pay period. Any changes to an employee's direct deposit must be submitted by the Saturday before payroll runs.

Groomer Compensation

Our groomers' compensation is based on a commission tier system at a base rate of 30% of total gross sales of services they provide, with the ability to earn up to 35% based on fulfillment of sales goals. These goals are reviewed at least once annually.

Full-Time Groomer (4 Days) Sales Goals

Total Revenue In 2-Week Pay Period (Not Including Tips)	Commission Payout Percentage	Average Daily Revenue Needed To Achieve Goal
Less Than \$4,250	30%	Less than \$530 a day
\$4,250 - \$5,249	32.5%	\$530+ a day
\$5,250+	35%	\$660+ a day

Payout Examples

Total Service Revenue Earned	Commission Rate	Commission Earned	Estimated Tips	Estimated Total Pay
\$4,000	30%	\$1,200	\$700	\$1,900
\$5,000	32.5%	\$1,625	\$900	\$2,525
\$6,000	35%	\$2,100	\$1,100	\$3,200

Why Tiered Commissions?

We pride ourselves in being a profitable business that values not just its customers, but all the team members that make it possible for PupLuxe Grooming to serve them. We believe that when PupLuxe is profitable, our staff is also profitable. That also means that **we expect our groomers to *want* to be profitable.**

In order to incentivize groomers to develop their skills, become more effective and efficient in their work, and make more money, we developed a **compensation plan that rewards groomers who exceed the minimum expectation.** Rather than awarding everyone a high percentage from the get-go, everyone starts at a base percentage (which is still better pay than what most salons have to offer considering our higher-than-normal price points). **High performing groomers can earn up to 5% more than their base rate based on their sales performance.**

When the average cost of a PupLuxe Grooming service is over \$120, every extra percentage point makes a huge difference!

Other Grooming Compensation

- **Trainee Compensation:** Groomers in their training period will be paid hourly until the completion of their training (at least 8 working days based upon approval of Fleet Manager and demonstration of competency).
- **Trainer Compensation:** Groomers who are training new groomers will be paid at their maximum commission rate without needing to meet the required sales goals to receive the rate. The commission and tips for all pets groomed while training are credited to the Grooming Trainer. The groomer-in-training is not entitled to any tips received during their training period unless the Trainer chooses to share them at their own discretion.
- **Discretionary Bonuses & Other Incentives:** Depending on company revenue and groomer performance, PupLuxe Grooming may choose to award additional compensation at their discretion. These can include monetary compensation (bonuses, spiffs, expense allowances, etc) or tangible goods (gifts, vouchers, subscriptions/passes, free meals, etc). These compensatory benefits are not guaranteed nor do they follow any specific precedence for awarding.

Hourly Compensation

Non-grooming employees are paid an hourly wage commensurate with experience and market value of their specific role.

Groomers will be paid hourly if they are scheduled to work a shift that does not involve grooming pets. Some examples include, but are not limited to:

- Marketing Events (ie tradeshow, expos, conferences, branding events, etc.)
- Mandatory Meetings, 1-on-1's and Performance Reviews

Hourly employees:

- Must clock-in at the beginning of their shift and clock-out in order to track number of hours worked.
- Do not need to clock out for short 15 minute breaks.
- Must clock out for their lunch breaks.
- **Cannot exceed 40 hours a week** without prior authorization.

Salaried Compensation

Some employees may be paid on a salaried basis. This typically applies to management, executive or professional roles. Salaried employees are **exempt**, meaning they do not qualify for overtime. They are paid a fixed salary commensurate with experience and market value of their specific role.

Salaried employees:

- Do not need to track hours to receive compensation.
- May be expected to work some weekends or some holidays depending on the requirements of their roles.
- Do not receive additional hourly pay for attending company meetings, events, outing, etc.

Travel Compensation & Reimbursement

If any employee is **required** to travel at our request, we will compensate all traveling expenses.

Employees are required to keep receipts and a log of miles driven in order to be appropriately compensated for these expenses. **Employees who are NOT salaried will be paid hourly for work completed during business hours.** Overnight stay hours are not paid (ie you're in your hotel, not driving or working).

Below is a list of the travel expenses we will reimburse and their eligibility requirements for reimbursement:

- **Mileage:** If you are driving your own personal vehicle, we will cover your driving expenses based on miles driven. **We will pay all employees \$0.60 per mile.** This is to cover gas and wear-and-tear on your own vehicle.
- **Tolls:** We will compensate tolls separately from mileage. You must offer proof from your toll statements that you incurred these toll charges from required business travel. You must use tolls legally. We will not pay toll violations, late fees or penalties due to an employee's negligence.
- **Ride Sharing (Lyft/Uber/Taxi):** We will cover business-related ride sharing expenses.
- **Hotel/Lodging:** We will cover hotels and lodging if it is required. Hotel/lodging selection must be pre-approved by PupLuxe Grooming.
- **Food & Drink Allowance:** You have a maximum allotment of \$80 a day for food (minus any amount that PupLuxe pays for food they already provide you). How you choose to distribute this budget is up to you, but we will only compensate food expenses with a receipt. **You are responsible for food and drink expenses over \$80.**
- **Airfare:** You will be compensated up to **\$300 for domestic regional flights of your choice.** We will only cover airfare if it costs less than compensating for mileage. For longer distances or international flights, PupLuxe Grooming will choose the flight for you at our own expense.

Continuing Education

PupLuxe Grooming takes immense pride in investing time and money into educational resources to help our groomers and non-grooming employees grow and succeed. We have subscriptions for programs such as Learn 2 Groom, S.A.F.E. Salon Certification by NDGAA, and more.

We highly encourage everyone in our team to let us know if there are any courses, events, competitions, subscriptions or certifications they have interest in. **We may be able to provide the resource to you at our expense, or we can pitch in for the cost of this resource (such as tradeshow registrations fees, competition fees, etc).**

We do not have a fixed or set allowance of money that we award each employee for continuing education. What we offer will be on a case-by-case basis depending on several factors:

- Cost of resource or experience
- Our perceived value of the educational resource or experience
- Our budget as dictated by our company's revenue

Remember that while PupLuxe Grooming may benefit from your continuing education, it is ultimately **not a required function of your role** to seek out these educational opportunities. For this reason, travel expenses that you incur for the purpose of Continuing Education is not subject for reimbursement without prior executive approval.

Be prepared to cover the following expenses for Continuing Education:

- Vehicular or Airfare Travel
- Hotel & Lodging
- Food & Drink

Paid Time Off (PTO)

All full-time employees will be awarded at least 2 weeks (10 days) of paid time off upon starting their employment with PupLuxe Grooming. There is no limit to what you are allowed to use your PTO for: whether it'd be for vacation, personal time, sick time, emergencies, etc.

- **You MUST use all of your PTO by the end of the year.** You will not be reimbursed for unused time. Your days will also not carry over to the next year. **Use it or lose it!**
- **All PTO requests must be submitted in writing to the Fleet Manager(s).** The fleet manager must put in these requests into Groomer.io and the Operations Calendar. It is the employee's responsibility to follow-up with their supervisor to ensure that their PTO has been put into the system.
- **Remember to plan your PTO as far in advance as possible.** We can sometimes be booked up to a month in advance. If you already have something planned for the year, it is never too early to put your request in.
- If you run out of PTO, you can still request time off, but it will be unpaid. **You cannot request unpaid time off until after using up all of your PTO.**
- **You must take a full day off (no partial days).** If for some unlikely reason we ask you to work on a day you have requested off and you agree to help, you will be paid for that day and your PTO will not be deducted.
- We do our very best to schedule all maintenance in a way that minimizes downtime for all of our staff. If you are a groomer, our protocol is to move appointments that can't be completed during downtime to your next available day off instead, so that you will not have to use your PTO. However, **you may choose to use PTO during downtime if you don't want us to move appointments to a day you would typically have off.**
- **Block Out Dates:** November and December are the busiest months in our industry. PTO requests made for the peak season must be requested as far in advance as possible and will be considered on a case-by-case basis.

Holiday Pay

All PupLuxe Grooming employees will receive paid time off **if their regularly scheduled shift falls during one of these holidays:**

- **Easter Sunday**
- **Memorial Day:** Last Monday of May
- **Independence Day:** July 4
- **Labor Day:** First Monday in September
- **Thanksgiving Day:** Fourth Thursday in November
- **Christmas Eve:** December 24
- **Christmas Day:** December 25
- **New Year's Eve:** December 31
- **New Year's Day:** January 1

The business will be closed on these holidays, therefore all employees scheduled to work will be paid their standard hourly wage for the full day. If the holiday falls on a day you would not regularly be scheduled to work, you will not receive holiday pay (for example, if you do not work Thursdays, you will not receive pay for Thanksgiving Day).

Other Paid Time Off

- **Jury Duty:** All non-salaried employees will be paid their standard hourly wage for each day they serve as a juror **that falls on a day they would typically be scheduled to work.** If Jury Duty takes place on your day off, you must accept the pay the Court offers you for that day.
- **Bereavement Leave:** We will grant an additional 5 days of paid time off for bereavement. You do not need to provide a death certificate. You may use additional personal PTO if you need to take a longer leave.
- **Maternity & Paternity Leave:** We will grant an additional 5 days of paid time off to new parents of any gender identity. You may use personal PTO to supplement this leave.



*“Anybody who doesn’t
know what soap tastes like
never washed a dog.”*

– Franklin P. Jones



SECTION 6



Workplace Policies



Dress Code & Public Image

PupLuxe Grooming prides itself in being a diverse and inclusive employer. We do not concern ourselves with trivial restrictions in regards to hair color, hair texture, tattoos, piercings or religious attire.

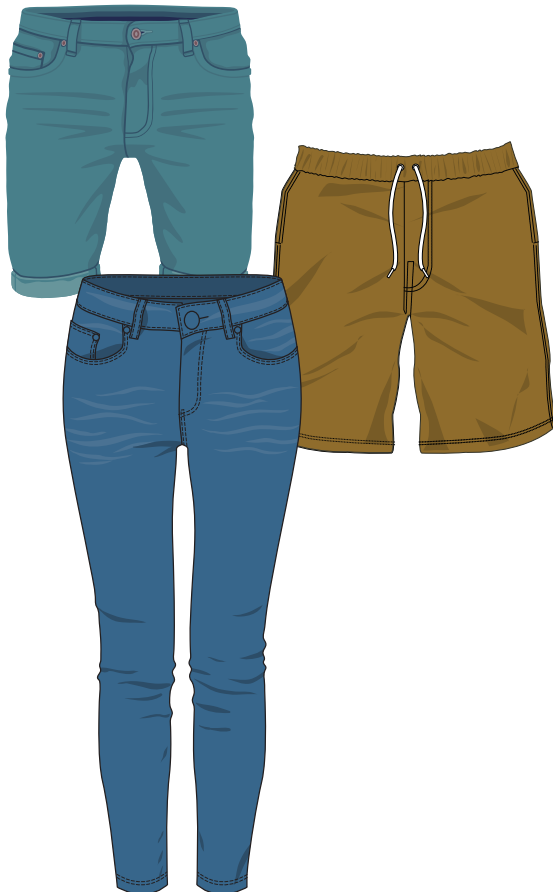
Our dress code can be described as “Smart Casual.” Our groomers and support staff work in humid environments with live animals that splash water and shed hair. For this reason, it’s recommended to choose clothes that are lightweight and moisture-wicking, as well as comfortable footwear. Bonus if your sneakers are water and hair resistant!



PupLuxe Shirts & Top Options

We encourage our employees to wear our PupLuxe Grooming branded t-shirts. These t-shirts are moisture-wicking and lightweight. Perfect for the warm/humid environment of the salon.

Don't have a clean t-shirt handy? No problem! Any solid-colored t-shirt or top is acceptable. You can always wear a smock over your top for the work day.



Bottom Options

Whether you choose to wear Jeans, shorts or pants is entirely up to you! We definitely recommend choosing bottoms that coordinate with whatever top you have (for example, if you chose to wear a red shirt, you shouldn't wear red or orange pants). We recommend shorts no shorter than a 5.5" inseam.

Make sure to dress appropriately for the weather. During the Summer, consider shorts instead of pants or Jeans. If it's cold outside, you might want to wear full length bottoms instead.

Other Dress Code Requirements

- Employees must wear underwear.
 - Underwear must conceal, not accentuate, your body.
 - Underwear must be solid fabric. It cannot be mesh or see-through.
 - Avoid colors that can be seen through your outer clothes.
- Avoid wearing white. White becomes see-through when wet.
- Do not wear sheer or mesh outer clothes.
- Avoid basketball shorts, lounge shorts and shorts with loose-fitting or thin fabric.
- Avoid short skirts and dresses.
- Avoid wearing graphic tees or egregiously branded clothing that would otherwise distract from our brand.
- Only close-toed shoes are allowed in the salon area. Employees can only wear open-toed shoes if they are not grooming or bathing.
- No heels or platform shoes of any kind.

Why are these restrictions listed?

At PupLuxe Grooming, we are firm believers in body positivity and freedom of expression. Safety is one of our 3 commitments, and we must uphold our commitment to safety by ensuring our employees wear the correct clothing and footwear for the nature of their work.

Since our groomers will usually be driving to people's personal residences alone, we must take every precaution to minimize any risk of sexual harassment or assault while they are at work. For these reasons, we require our groomers to dress as modestly as possible, while still being comfortable enough for the laborious work of pet grooming.

Attendance and Punctuality

PupLuxe Grooming stands firm on the idea that everyone in the team is a mature and professional adult who is fully capable of reporting to work on time, every time.

It is extremely important, especially for grooming staff, to be punctual. **Being late to your first service means that you will likely be late to every service thereafter.** We recommend grooming staff to report to their grooming van with enough time to inspect their workspace, check that they have the necessary water, towels and supplies to successfully complete their day, and start driving to their first appointment with the intention of arriving up to 15 minutes early.

All team members must notify their supervisors immediately if they plan on being late. If an emergency comes up, or you are feeling sick, please let a supervisor know as soon as you are able to in order to plan for your absence.

Frequent absenteeism or tardiness may result in disciplinary action, up to and including discharge. No-call, no-shows are the highest violation of our attendance policy and are exempt from any “strike systems.” More than 1 no-call, no-show can lead to immediate termination upon discretion of upper management.

Reporting Time

Non-exempt (or hourly) employees must accurately record and report all time worked.

All hours must be entered by the Saturday preceding the week of payroll. In the event of an error in reporting time or an error noted on a paycheck, employees must immediately report such problems to management.



Overtime

Due to the nature of our business, non-exempt (hourly) employees may be asked to work more than the typical 40 hours. While we expect that this would only occur seasonally or on a very occasional basis, employees asked to work overtime will be expected to comply. **Failure to work overtime when requested or working unauthorized overtime may result in disciplinary action.**

Hourly employees are eligible for overtime for any hours worked in excess of 40 hours in a workweek. The rate of pay for overtime is one and one-half times your regular rate of pay.

Flex Time & Telecommuting

Since PupLuxe Grooming does not have a centralized office, it is expected that support staff must be capable of fulfilling all aspects of their jobs from a remote location (a home office, a private space with internet connection, etc).

Our core business hours are 9:00 AM to 6:00 PM. **Remote employees are welcome to work hours earlier or later than our core business hours, as long as:**

- They fulfill the minimum amount of hours per week as required by their role (non-exempt employees only)
- Do not exceed 40 hours per week without authorization (non-exempt employees only)
- Their schedule does not interfere with the normal operations of the business
- They can effectively fulfill their roles and responsibilities without causing hinderance to the progress of other team members
- Are still accessible to management for check-ins, meetings and other essential communication functions.

Vehicle Parking Policies

Personal Vehicles

If you are scheduled for grooming, your personal vehicle will be parked in the same parking space the grooming van occupies in the storage facility. Simply move the van out of the space at the start of your day and then move your personal vehicle into the space. You can now board the grooming van again and drive to your first appointment.

DO NOT park your personal vehicle in any other spot other than our assigned parking space. Doing so may result in your vehicle being towed or ticketed. Do not leave any valuables inside of your personal vehicle and ensure that you lock the doors of your personal vehicle before leaving the facility. PupLuxe Grooming is not responsible for tickets, towing fees, or stolen items as a result of improper parking or employee negligence.

Grooming Vehicles

When arriving at a client's residence, our policy is to choose **street-side parking**. If the client lives in a housing complex, choose a non-reserved parking space where you have plenty of space to come in and out of the vehicle.

Regardless of available parking options, make the best effort to ensure that the grooming van faces the street. In the event of a vehicular failure that requires towing, it is much easier to tow the van away if a tow truck has access to the front of the vehicle. A specialty towing vehicle would be required to tow a van that is facing away from the street (very expensive and will take much longer).

You may park on a client's driveway if:

- Parking on the street or on the curb is not allowed
- Parking on the street is full or unavailable
- The client has a large lot of land where the front entrance is too far from the street

Ride Along Policy

Grooming staff is allowed to bring a friend, family member or significant other to work as long as the following criteria is satisfied and understood:

- Management is aware and authorized your ride along.
- The rider is older than 13 years of age (minimum age to legally sit in the front seat of a vehicle)
- The rider can only be a passenger. They cannot drive the vehicle.
- The rider cannot put gas into the vehicle without supervision.
- The rider cannot have possession of any company cards.
- The rider cannot assist in any part of the grooming process unless it is an emergency situation.
- The rider cannot be in the salon area if a live animal is present. They must remain in the driver's cabin.
- The rider may accompany you to meet and greet customers but they cannot handle their pets in any capacity.
- The rider cannot use any company devices without direct supervision.
- The rider cannot manage any monetary transactions or exchanges. They cannot be given access to the cash box.
- The rider may help with cleaning the vehicle (vacuuming and wiping down surfaces) but cannot touch any shears, clippers, combs or grooming tools.
- The rider should adhere to our dress code policy.
- The rider will not be compensated by PupLuxe Grooming.

Note: We DO NOT recommend bringing a pet with you as a ride along unless they are fully capable of remaining in the front seat throughout the entire duration of your shift without barking or potentially distracting the pets on the table. Always check your schedule and gauge the risk level before bringing your pet along.



“Everything I know I learned from dogs.”

– Nora Roberts



Cleanliness of the Work & Salon Spaces

It is important that every team member maintains their workspaces/salon spaces clean, sanitized and organized. Our grooming staff is expected to complete the following tasks daily:

- Remove trash and dirty towels from their vans.
- Thoroughly vacuum the salon to remove all lingering hair.
- Wipe down all surfaces with disinfectant spray.
- Empty the Shop-Vac in the back of the van to remove all the hair collected.
- Remove hair and waste from the tub. Wipe down and disinfect the tub.
- Pour approximately a cup of vinegar down the Super Sudser drain.
- Pour half to a full cup of bleach down the grey water drain.
- Report any supplies that may be running low or need to be restocked.
- Report any issues or concerns with the vehicle or salon equipment.
- Refuel the van before arriving to the storage unit.
- Refill the fresh water tank to full.

Personnel Records

It is important that PupLuxe Grooming maintains accurate personnel records at all times. You are responsible for notifying your immediate supervisor or HR of any change in name, home address, telephone number, immigration status, or any other pertinent information. By promptly notifying PupLuxe Grooming of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconveniences.

Employer Sponsored **Social Events**

PupLuxe Grooming holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties.

Additionally, we may sponsor social or business-related events where alcohol may be served. We do not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

Additionally, you will be solely responsible for any actions, including injuries to yourself or others, resulting from the improper use or ingestion of alcohol.

Monthly 1-on-1 **Reviews**

In an ongoing effort to have an open line of communication with all members of our team, we conduct monthly 1-on-1 check-ins with each employee. In these 1-on-1's, we will discuss.

- Your performance based on a rubric that reflects our company values
- How your sales have contributed your total pay over the span of a month
- Opportunities for growth
- Your strengths and accomplishments
- Your progress towards personal, professional and/or financial goals
- Any feedback the employee might have for PupLuxe Grooming to improve its operations and culture.

Employee Discipline

Discipline at PupLuxe Grooming shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behavior. There are 2 types of reprimands:

- 1. Verbal Reprimand:** We will verbally address minor performance or behavior issues. Verbal reprimands may still be documented in writing, but are not as formal as written reprimands. These are essentially “warnings.”
- 2. Written Reprimand:** A written reprimand will be addressed at the next scheduled 1-on-1, or prompted by an immediate in-person meeting, depending on urgency and severity of violation. A written reprimand may follow a verbal reprimand if the behavior or performance issue has been addressed before. However, depending on the severity of the violation, we may choose to immediately resort to a written reprimand even if it was not verbally addressed before.

Generally, **minor violations** such as tardiness or workplace incidents will be subject to a **“3-strike system.”** The goal of the strike system is to give employees the opportunity to correct their behavior or performance before making the determination of dismissal. **A “strike” can be either a verbal or written reprimand.**

Some circumstances may be serious enough that neither of these steps are used, and instead, we will immediately terminate the employee. Some examples of these types of situations, without limitation as to others, are theft, assault or willful neglect of duty.

In all cases, documentation should be included in the employees personnel file.

Understand that while PupLuxe Grooming is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

Incident Reporting

See something, say something! It is important that we report and document any incidents that happen at the workplace or while our groomers are out on the road. Some examples of incidents that would require us to fill out an Incident Report include, but are not limited to:

- A groomer causing accidental injury to a pet (cuts, scrapes, bruises, bleeding, twisted or sprained legs, etc)
- A pet fainting or having a seizure
- A pet biting or injuring a groomer (especially if blood is drawn)
- A car or roadside accident
- An employee is injured while on the job
- A hostile interaction between an employee and another person (pet parent, colleague, or other people while at work)
- A hazardous workplace scenario (fire, smoke, dangerous vehicular failure)
- Robbery or physical assault to any employee
- Verbal threats to any employees or clients
- Theft of money, tools or equipment, either belonging to the company or its employees
- An employee exhibiting verbally or physically abusive behavior that can be deemed as a danger to themselves or to others

Note: An incident report **DOES NOT** necessarily precede disciplinary action, especially if it's an accident. Do not be afraid of reporting workplace incidents out of fear of being reprimanded. On the contrary, **if you witness an incident and choose not to report it, you may face disciplinary action.** Safety is our #1 priority, and we cannot maintain a safe working environment without everyone in our team being committed to safety.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy, a violation of law, or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

Workplace Security

All employees are responsible for helping PupLuxe Grooming be a secure work environment.

- Always lock your doors while on the road or when grooming in the van.
- Never leave valuables in plain sight inside your personal vehicle while being stored in the storage units, nor in the front seats of the vans while at work.
- Lock the cashbox and put away any electronic devices in the locked drawer above the cabin door at the end of each night.
- Never leave your car keys inside your personal car when it is parked at the storage unit.
- Always check to remember that you don't forget your van keys at the end of each night (and don't forget them before you leave home for work in the morning).
- Avoid texting customers with your personal phone. Use the provided business phone inside each van.
- Always return the van to the storage unit at the end of each night. Do not take it home with you the next day, even if you work the following morning.

Workplace Injuries

Workers' compensation is a no-fault system designed to provide benefits to all employees for work related injuries. If you are injured on the job while working at PupLuxe Grooming, no matter how slightly, you are to report the incident immediately to your Supervisor.

Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits. To receive workers' compensation benefits, notify your Supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an Incident Report. You will be required to submit a medical release before you can return to work.

Inclement Weather, Emergencies & Business Closure

PupLuxe Grooming recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

We are open for business unless there is a government-declared state of emergency or if a tropical storm/hurricane will affect our service areas. In an emergency, we will make every effort to notify you of the closing via text message or phone call.

In the event of business closure, hourly or salaried employees may continue to work from home if it is safe to do so and authorized by management. Grooming staff may choose to move their appointments to their normally scheduled days off, if possible, and/or use their PTO to receive pay for business downtime.

Extending Leave

In the event that an emergency or catastrophe has made you unable to return to work, please contact your Supervisor immediately. We understand that you may need to take additional time off to repair extensive home damage and deal with the aftermath of an emergency. We will make any reasonable accommodations we can in order to cover your absence.

Social Media Guidelines

At PupLuxe Grooming, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to PupLuxe Grooming, you are expected to follow our guidelines for appropriate use of social media. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with PupLuxe Grooming, as well as any other form of electronic communication.

Our principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of PupLuxe Grooming.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

We cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, graphs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or our policies.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to PupLuxe Grooming.
- You may never Share any Confidential Information about our clients which include any of their personally identifiable information, including but not limited to their name, likeness and other personal data.
- Do not create a link from your personal blog, website, or other social networking site to any website that identifies you as speaking on behalf of PupLuxe Grooming.
- Never represent yourself as a spokesperson for PupLuxe Grooming. If PupLuxe Grooming is a subject of the content you are creating, do not represent yourself as speaking on behalf of us. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.
- Make sure you are always truthful and accurate when posting information or news regarding PupLuxe Grooming. If you make a mistake, correct it quickly and be open about any previous posts you have altered.

Media Contacts

- If you are not authorized to speak on behalf of PupLuxe Grooming, do not speak to the media on behalf of PupLuxe Grooming. Direct all media inquiries for official responses to Johan or Jessie Colon-Sanchez.

Please remember that in any communication you make to anyone, or publicly about PupLuxe Grooming, you are bound by the terms of your confidentiality agreements with PupLuxe Grooming.

Workplace Harrassment

Any form of harassment of, or by, employees, contractors, vendors, visitors, customers and clients will not be tolerated and can result in immediate termination (if employee) or legal prosecution (if non-employee).

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

The following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment.
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Important consideration regarding “sexual intention”

It is important to remember that “**sexual intention**” is **irrelevant** when it comes to sexual harassment. For example, let’s say there are 2 male colleagues: John and Brad. John continuously shows Brad lewd imagery of women during lunch break. Brad feels very uncomfortable with this and has already told him that he is not interested in seeing this content. **Even though John has no sexual interest in Brad, his lewd behavior is considered sexual harassment.**

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual’s age (40 and older), sex (including pregnancy, childbirth, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination & Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify human resources or any member of management. PupLuxe Grooming prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination. We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If PupLuxe Grooming determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, we may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, we will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Workplace Violence

The safety and security of our employees, vendors, contractors, and members is PupLuxe Grooming's top priority and we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

We have a **zero-tolerance policy** regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.
- We have a ZERO tolerance limit with regards to harassment and violence.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual.

If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination. If you believe you have been wrongfully retaliated against, immediately report the matter to HR.

Open Door/Conflict Resolution Policy

PupLuxe Grooming strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your Supervisor and, if necessary, to upper level management.

Most problems can be resolved informally through dialogue between you and your immediate Supervisor. If you have already brought this matter to the attention of your Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to upper management.

Background Screening During Employment

Employees agree, by signing the acknowledgment provision verifying agreement to this handbook, that PupLuxe Grooming may conduct occasional criminal, employment, driving and educational backgrounds on employees as it deems necessary to conduct its operation in a profitable, legal and safe manner. We reserve the right to take any and all action we deem necessary to act upon the results of such ongoing screening.

IMPORTANT NOTE: Having a valid and active Driver's License is **REQUIRED** for all grooming staff employed by PupLuxe Grooming. If during our background checks, we discover that your Driver's License has been suspended, your employment will also be suspended, without pay, until you reinstate your license.

If your license is suspended as a result of a DUI or DWI, your employment will be immediately terminated.

Substance Abuse Policy

Pursuant to our commitment to safety, we have a **zero-tolerance policy against substance abuse**. All our staff, grooming or otherwise, must report to work of sound mind and body. It is important to remember that we drive large vehicles and work with live animals. Employees who come to work under the influence of drugs and alcohol are putting the safety and lives of people and pets at risk.

The use or consumption of any of these substances are prohibited during any scheduled grooming shift:

- Alcoholic beverages
- Prescription drugs that can cause any motor impairment
- Any form of cannabis that can cause you to feel high, drowsy or impaired
 - Cigarettes and vapes must be smoked outside of the grooming vehicle during breaks between appointments.
- Use of any illicit drugs (heroin, cocaine, meth, etc)
- Use of any rave or party drugs (MDMA, ketamine, GHB, Rohypnol, LSD, etc)

If it is discovered that you have been operating any of our vehicles or grooming any pets while under the influence of drugs and alcohol, **you may be suspended without pay or terminated immediately, upon the discretion of management.**

PupLuxe Grooming's Stance on Recreational Drug Use

Using recreational drugs or testing positive for drug use will not automatically result in termination of your employment **unless we have reasonable concerns of your ability to perform your job safely and effectively**. We do not condone the use of illicit or “party” drugs on the grounds that we are a law abiding company, and supporting the use of substances that can be hazardous to your livelihood and health is in contrast with our commitment to safety.

If you or someone you love is struggling with addiction, please call the SAMHSA National Hotline at 1-800-662-HELP (4357).

Firearms & Self-Defense Policies

Florida's law states *“a person who is not engaged in an unlawful activity and who is attacked in any other place where he or she has a right to be has no duty to retreat and has the right to stand his or her ground and meet force with force, including deadly force, if he or she reasonably believes it is necessary to do so to prevent death or great bodily harm to himself or herself or another or to prevent the commission of a forcible felony.”*

At PupLuxe Grooming, the preservation of the lives of our employees supersedes all other priorities. It is for this reason that we will allow our staff to take **any reasonable measures** of their own to ensure their safety while out on the road.

This includes:

1. **LEGAL** possession of **handguns** (no rifles or shotguns), electronic weapons/devices, knives, etc.
 - You must have a **Concealed Weapon Firearm License** in order to bring a concealed weapon to your van, even if you're just going to secure it in the vehicle. You must also remove it from the vehicle at the end of each work day.
 - All connected staff (coworkers) and managing officials must approve of the employee's authorization to bring a concealed weapon to work. All connected staff members must believe without reasonable doubt that the employee seeking authorization is a person of sound judgement.
 - Any employee's authorization to bring a concealed weapon to their van can be relinquished, at any time, for any reason, by any member of management. **Failure to abide by this decision will result in immediate termination of this employee.**
2. Possession of noise devices such as whistles, air and bull horns.
3. Possession of non-lethal deterrents such as pepper & bear sprays.
4. Using any self-defense tactics, including the ones listed above, to protect themselves against anyone seeking to harm them.



*“Such short little lives our
pets have to spend with
us, and they spend most of
it waiting for us to come
home each day.”*

– John Grogan



SECTION 7



Departing From PupLuxe Grooming



Leaving PupLuxe Grooming

If you wish to resign your employment with PupLuxe Grooming, we request that you notify your manager of your anticipated departure date as soon as possible and preferably at least two weeks in advance. This notice should be in the form of a written note or letter.

We ask all employees to participate in an exit interview with HR prior to leaving. This provides an opportunity to return parking passes, keys and other property and to tie up any loose ends. You will also receive preliminary information at that time regarding continuation coverage and any other continuation of benefits for which you may be eligible.

Post-Employment References

PupLuxe Grooming policy is to confirm dates of employment and job title only. With written authorization, we will confirm compensation. All requests and authorization must be submitted in writing and can be emailed directly to hello@pupluxegrooming.com.

Return of Employer Property

Upon termination for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to your supervisor, in good condition, promptly and without being requested to do so. **Any unreturned or damaged firm equipment will be deducted from final paycheck.**

Job Abandonment

If you fail to show up for work or fail to call in with an acceptable reason for the absence for a period of three consecutive days, you will be considered to have abandoned your job and voluntarily resigned from PupLuxe Grooming.

SECTION 8



Contact Sheet



Senior Management

Jessie Colon-Sanchez
Co-Owner & Chief Operating Officer
(321) 243-2540
jessie@pupluxegrooming.com

Johan Colon-Sanchez
Co-Owner & Chief Marketing Officer
(321) 614-0864
johan@pupluxegrooming.com

Business & Maintenance Contacts

Mercedes-Benz of North Orlando
For Vehicle Maintenance
1100 Rinehart Rd
Sanford, FL 32771
(407) 710-5111

NeoMotive LLC
For Generator Maintenance
(719) 200-5874
neomotive00@gmail.com

Wagn Tails Customer Service
For All Van Equipment Questions
(800) 513-0304
customerservice@wagntails.com

Insurance Scout Partners (ISP)
For Vehicle & Business Insurance
(407) 674-2083
Damon@insurancescoutpartners.com

Employee Support Resources

Worker's Comp Hotline (if you did not receive medical treatment)
(855) 365-6010

Worker's Comp Service (if you already received medical treatment)
(888) 682-6671

Groomer.io Support
For any app related questions/issues
support@groomer.io

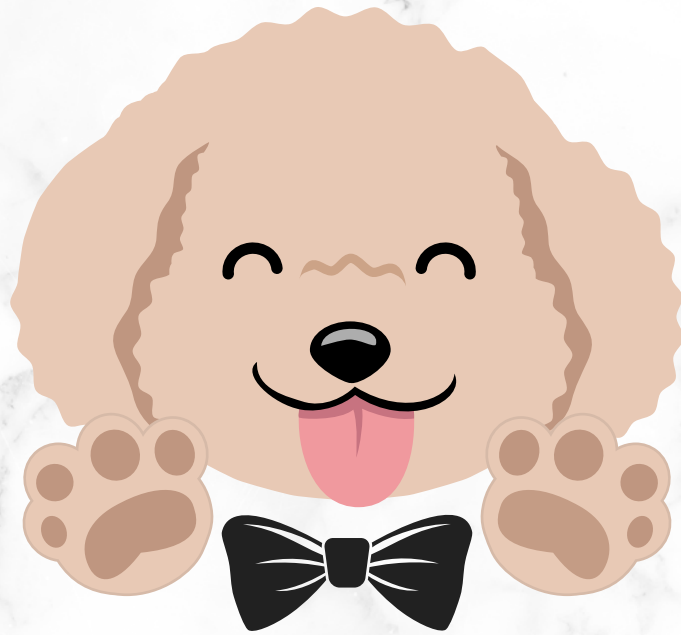
Square Support
For any app related questions/issues
(855) 700-6000

SurePayroll
For Payroll Related Questions
(877) 956-7873

— Welcome To —

PUP  LUXE
GROOMING





“Dogs are not our whole life, but they make our lives whole.”

– Roger Caras



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