

PALOMA ATTENDANCE & TIME OFF POLICY FOR SERVICE PROVIDERS

Purpose: The purpose of this Time Off Policy is to establish guidelines and procedures for the allocation and usage of time off for Associates at PALOMA. This policy aims to promote work-life balance, employ well-being, and ensure the smooth functioning of our organization.

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Attendance & Punctuality

Associates are expected to maintain regular attendance. Frequent or excessive absences may result in disciplinary action. If there is something in your personal life that may prohibit you from being able to adhere to your schedule, please speak with your Manager.

ARRIVING ON TIME:

- All Service Providers are **required to arrive 15 minutes before their scheduled shift** to allow time to setup and prepare for the day (prep the treatment room, review appointment books, and connect with the Manager or Key Holder on duty).
- **Upon arrival**, please find the Manager or Key Holder on duty to **get any important downloads** that might impact your day or the Guest experience.

Why Is This Important? It allows you to arrive before your Guest and prepare for connection points with your Guests for the day. Repeated tardiness will be subject to disciplinary action (starting with a conversation, followed by a write-up, and could ultimately result in termination or a reduced schedule).

UNBOOKED TIME WITHIN YOUR SCHEDULED SHIFT:

- Although you might have open time at the beginning of your day, PALOMA will look to **maximize your book rate** through service time upgrades, same day bookings, and leveraging our waitlist. While we do not require Therapists to be on-site during unbooked time, we do ask that you are **accessible by phone and able to make it to PALOMA within one hour of a potential scheduled appointment**.

Online Bookings: Guests are unable to book within 60 minutes of an appointment start time.

Phone Bookings: If a Guest wants to book within an hour, and the Service Provider is off-site, we will hold the appointment and confirm with the Service Provider (via text/phone) that they will be able to make it back to accommodate the requested appointment. If the Service Provider is on-site, the appointment will be booked.

- Service Providers are **responsible for checking their bookings**. The front of house, as a courtesy, will always try to communicate with you to ensure that you are aware of same-day or last-minute appointments.

Note:

To ensure that we maintain availability on our books, we do not allow the front of house to block out more than 30 minutes of open time on a Service Provider's books. If there is a same-day emergency that would require time off, please refer to the Time Off Policy.

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Clocking In & Out

CLOCKING IN & OUT:

PALOMA requires all Associates to **clock in and clock out using Sling**.

- ♦ If a clock in or out is missed, contact your Manager immediately. Frequent missed clock in/clock outs will result in a conversation with Management, followed by an action plan to improve compliance. If lack of compliance continues, schedule adjustments or termination could take place.

Why Is This Important?

- ♦ It logs Associate hours.
- ♦ It allows us to process payroll accurately.
- ♦ It helps support operational efficiencies.



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Time Off Policy

AT-A-GLANCE: Types of Time Off

	Planned Time Off	Unplanned Time Off
Overview	<ul style="list-style-type: none"> ♦ This program provides Associates the opportunity to take time off for personal reasons, rest, and relaxation. ♦ The amount of Planned Time Off available will be based on the Associate's schedule and weekly hours worked. ♦ see Time Off Limits/Budget section 	<ul style="list-style-type: none"> ♦ Intended for Associates unable to work due to illness, injury, or personal emergencies. ♦ The amount of Unplanned Time Off available will be based on the Associate's schedule and weekly hours worked. ♦ see Time Off Limits/Budget section
Requirements	<ul style="list-style-type: none"> ♦ Planned Time Off requests must be requested at least four (4) weeks in advance via Sling. ♦ You have stayed within the allotted time off for the year or have accrued additional hours through pick-up shifts. ♦ Only one Associate's time off request per day will be approved without coverage; this is on a first-come, first-serve basis. 	<ul style="list-style-type: none"> ♦ Notify all members of the Management team via text (Owners, Managers, Key Holders) at least 4 hours before the start of your shift.
Fine Print	<p><i>What if I am denied for one of the above reasons?</i> You have options!</p> <p>Option 1: Find another Provider who can pick up your shift on the day you requested. Contact your Manager to inform them who is covering, and resubmit your request.</p> <p>Option 2: You can make up this shift, as long as the pickup shift is 30 days before your requested day off. Contact your Manager and let them know what day/shift you would like to pick up, then resubmit your request.</p>	

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Time Off Policy (continued)

PLANNED TIME OFF REQUESTS:

- ♦ Planned Time Off requests must be requested **at least four (4) weeks in advance** via Sling.
- ♦ **NOTE** ♦ Time off requests may not always be guaranteed. Managers and Supervisors are responsible for reviewing time off requests based on operational requirements, team workload, and staffing needs.
- ♦ Only **one Associate time off request per day will be approved without coverage**, this is on a **first come, first serve** basis. Your request will be approved if:
 - ◊ It is submitted 4 weeks in advance
 - ◊ You have not exceeded your time off limits for the calendar year
 - ◊ There are no other Providers who have requested and been approved for time off on that specific day
- ♦ In cases where multiple Associates have requested off for the same dates, **priority will be given to the first request.**

What if I am denied for one of the above reasons? You have options!

- ◊ Find another Provider who can pick up your shift on the requested day. Reach out to your Manager to let them know who is covering, and resubmit your request.

OR

- ◊ You can make up this shift, as long as the pickup shift is 30 days prior to your requested day off. Reach out to your Manager and let them know what day/shift you would like to pick up and resubmit your request

MATERNITY/PATERNITY LEAVE & PERSONAL LEAVE:

- ♦ Tenured Associates who have been with the business for more than 1 year and have **worked more than 1,250 hours** (the equivalent of 24 hours in an average week) are eligible to take up to a 12 week unpaid leave of absence from the business for the birth or adoption of a child.
- ♦ This also applies to illness and medical injury.
- ♦ Where possible, Associates should **notify Management in advance** of their leave and must provide a doctor's note.

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Time Off Policy (continued)

PLANNED TIME OFF LIMITS/BUDGET

To provide consistency in our schedule and to ensure that all Associates can take Planned Time Off, Associates are granted an **annual budget** of planned days off based on their scheduled hours. This budget is split evenly between two bi-annual time periods:

- ♦ **January – June:** 50% of annual Time Off budgets
- ♦ **July – December:** 50% of annual Time Off budgets
- ♦ **An Associate’s annual budget (amount of available Planned Time Off)** is based on the Associate’s schedule/weekly hours worked.

Full Time (30+ hours/week)	Part Time (15-29 hours/week)	Part Time (15 hours or less/week)
4 weeks annually 2 weeks bi-annually	3.5 weeks annually 1.75 weeks bi-annually	3 weeks annually 1.5 weeks bi-annually

How do I understand my available Planned Time Off?

1. Identify your weekly scheduled hours (excluding breaks).
My budgeted # of weeks is:
2. My # of shifts per week is:
3. Multiply budgeted # of weeks (Step 1) by # of shifts per week (Step 2) to get your # of unplanned days off or annual budget.

Example: If you work 30 hours a week, your Time Off budget is 4 weeks. If within those 30 hours, you work 5 days per week, you would multiply 4 by 5 and your Time Off budget would be 20 unplanned time off shifts.

- ♦ Planned Time Off budgets are annual and **start at the beginning of the year** (January 1st). They are prorated based on your hire date. All unused, budgeted hours **expire at the end of the calendar year** (December 31st).

EARNING ADDITIONAL PLANNED TIME OFF: PICKING UP SHIFTS

Picking up shifts for co-workers who are unexpectedly out, or vice versa and covering for your own time off requests, can help offset Planned Time Off. All **pickup shifts will be applied as a credit** to your annual budget for Planned Time Off.

Example: If you call off for a 6 hour shift, and pick up for a co-workers call off for a 4 hour shift, your net time off is only 2 hours.

Note:

Once you have reached your budgeted unplanned hours, you will be responsible for picking up shifts to offset your additional time off. These pickup shifts must be worked 30 days prior to your additional time off requests.

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Time Off Policy (continued)

TIME OFF LIMITS/BUDGET (based on hours worked per week)

Weekly Scheduled Hours	40	39	38	37	36	35	34	33	32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3
Annual Planned Time Off Budget	4 weeks								3.5 weeks										3 weeks																			
Annual Unplanned Time Off Limits	8 shifts								6 shifts										4 shifts				2 shifts															

UNPLANNED TIME OFF REQUESTS:

PALOMA recognizes that when you are sick, you may need days off from time to time, to heal and recover. Our Unplanned Time Off policy is in place to allow Associates to take unexpected time off, while also establishing guidelines to maintain regular attendance and to meet the needs of our Guests and our Team.

CALL-OFF POLICY

If you need to call off for any reason, you are to **notify all members of the Management team** via text (Owners, Managers, Key Holders) at least 4 hours before the start of your shift.

UNPLANNED TIME OFF LIMITS

Parameters of sick days/unplanned emergencies are based on the Associate's schedule/weekly hours worked.

Full Time (30+ hours/week)	Part Time (20-29 hours/week)	Part Time (10-19 hours or less/week)	Part Time (9 hours or less/week)
8 shifts/call-offs annually	6 shifts/call-offs annually	4 shifts/call-offs annually	2 shifts/call-offs annually

- Unplanned Time Off that exceeds these limits may result in schedule adjustments, change in role, and/or separation from the business.
- Unplanned Time Off limits are annual and start at the beginning of the year (January 1st). They are prorated based on your hire date. Unused unplanned budgeted shifts will be paid out at the end of each year at a rate of \$125 per unused shift. This payout will happen in the second payrun of the calendar year.

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Calendar/Important Dates



PALOMA CLOSED

- ◆ 4th of July
- ◆ Thanksgiving Day
- ◆ Christmas Day
- ◆ New Year's Day
- ◆ Quarterly Cleaning Days
(3rd Monday of January, April,
July, October)*
*subject to change



PALOMA MODIFIED HOURS

- ◆ Christmas Eve
(close at 4pm)
- ◆ New Year's Eve
(close at 6pm)

BLACKOUT DATES

Based on the needs and demands of our industry, there are certain peak time periods we **do not allow for time off requests.**

- ◇ Valentine's Day and the weekend before Valentine's Day (Fri/Sat/Sun)
- ◇ Mother's Day weekend (Fri/Sat/Sun)
- ◇ Thanksgiving weekend (Fri/Sat/Sun)
- ◇ Every weekend in the month of December (Fri/Sat/Sun)
- ◆ **NOTE** ◆ Time off requests may not always be guaranteed. Managers and Supervisors are responsible for reviewing time off requests based on operational requirements, team workload, and staffing needs.

CLOSING DOWN YOUR ROOM:

- ◆ **At the end of each shift,** Service Providers are required to close down their room **utilizing the Massage Therapist or Esthetician checklist.** (Exception: When another Therapist will be in your room after you on the same day).

S.O.A.P. NOTES:

- ◆ Every Guest needs personalized SOAP notes in their Guest profile by the end of your shift.

Why this is important? If a Guest calls with discomfort post session, it provides Leadership with an understanding of details related to the service provided. If the Guest books with another provider, this provides the healer with insight to what was worked on previously. It's also required by law, and could jeopardize your license if not completed.

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Schedule Updates

SCHEDULE CHANGES:

Your schedule will be determined upon your start date.

Looking to make a change to your PALOMA work schedule?

- ♦ We think of the schedule like a good game of Tetris, a puzzle game featuring uniquely shaped requests, each needed to make a complete appointment book to serve our amazing community.
- ♦ To initiate a schedule change, send the Manager a note to find time to sit down and review room/shift availability and timing.
- ♦ **THE FINE PRINT** ♦
 - ◊ We need a **60 day notice** to make a long term schedule change. If we are able to accommodate the request sooner, we will.
 - ◊ These are **requests**. While we will do our best to accommodate each individual, we cannot guarantee that they can be approved. Requests are based on room and shift availability.

MODIFICATIONS TO THIS POLICY:

This policy may be subject to modification, revision, or amendment at any time at the discretion of PALOMA.