

American Laser Centers



American Laser Centers

Hair Removal & Skin Rejuvenation

EMPLOYMENT HANDBOOK

Revised May 2008

THIS HANDBOOK SUPERCEDES ALL PREVIOUS HANDBOOKS
ISSUED BY AMERICAN LASER CENTERS

CONTENTS

I. Introduction

1.0	Introduction.....	Pg4
1.1	Letter from President.....	5
1.2	Consent.....	6

II. Hiring

2.1	Equal Opportunity Employer.....	7
2.2	Americans with Disabilities Act.....	7
2.3	Pre-Employment Screening.....	8
2.4	Privacy Policy.....	8
2.5	Confidential Company Information.....	9
2.6	Outside Employment/Non-Competition.....	10

III. Office Policies

3.1	Introductory Period.....	11
3.2	Hours of Operation.....	11
3.3	Pay Period and Hours.....	11
3.4	Scheduling.....	11
3.5	Attendance Policy.....	12
3.6	Lunches/Breaks.....	12
3.7	Employee Pay.....	13
3.8	Expense Reimbursement.....	13
3.9	Performance.....	13
3.10	Inclement Weather.....	13
3.11	Professional Conduct.....	14
3.12	Prohibited Conduct.....	14
3.13	Sexual and Other Harassment Policy.....	15-16
3.14	Conflicts of Interest.....	17
3.15	Use of Computer and Communications Systems.....	17
3.16	Client Satisfaction.....	18
3.17	Non-Revenue Provision of Services.....	19
3.18	Substance Abuse.....	19
3.19	Smoking.....	19
3.20	Leaving Employment.....	19
3.21	Safety.....	20

IV. Wage and Salary Policies

4.1	Full-Time.....	21
4.2	Exempt or Non-Exempt.....	21
4.3	Overtime Pay.....	21
4.4	Payroll Periods.....	21
4.5	Bonuses.....	21
4.6	Direct Deposit.....	22
4.7	Error in Pay.....	22
4.8	Pay Policy for Exempt Employees.....	22
4.9	Payroll Advances.....	22

V. Benefits

5.1	Health Insurance.....	23
5.2	Paid Time Off.....	23
5.3	Unpaid Time Off.....	24
5.4	401(k).....	24
5.5	Jury Duty.....	24
5.6	ALC Products & Treatments.....	25
5.7	Scrubs.....	25
5.8	Other Benefits.....	25

VI. Job Descriptions

6.1	Clinic Manager.....	26
6.2	Assistant Manager.....	27
6.3	Clinic Technician (full-time and par-time).....	28
6.4	Nurse Practitioner.....	29
6.5	Physician Assistant.....	30

1.0 Introduction

The Handbook of the Company, has been written to serve as the guide for the employer/employee relationship. The policies and procedures outlined in this Handbook do not constitute a contract, but are intended to guide the employment relationship between the Company and its employees. In fact, nothing contained in this Handbook is intended to change the fact that all employees of the Company are employed "at will." Both the Company and the employee are free to terminate the employment relationship with or without cause and with or without notice.

This Handbook supersedes all previous personnel policies of the Company. To the extent any earlier policy or procedure is inconsistent with this document, it is hereby revoked.

This Handbook is effective as of May 1, 2008. Any or all policies contained in this Handbook may be withdrawn or changed at any time, with or without notice, by action of the Director of Human Resources and/or the President of the Company. A decision by the Director of Human Resources and/or the President of the Company on the interpretation or application of these policies shall be final and binding on all employees. It is the intent of this Handbook to conform to all applicable federal, state and local laws. In the event any policy or procedure within this handbook conflicts with any such law, the federal, state, or local law shall prevail. **The handbook is not a contract.**

1.1 Letter from the President

Dear American Laser Centers Staff,

Welcome to a young, growing and successful company. American Laser Centers (“Company”) provide top-quality cosmetic services, at an affordable price, to a growing customer base across the United States. (Our top-quality services depend on the efforts of our top-quality managers, technicians and support staff —people like you!!)

Now that you have “made the team,” I want you to succeed here. I firmly believe that a company succeeds when its employees are well trained and well compensated, and when they believe that their hard work makes a difference. My vision for the Company is to create an environment where people take pride and ownership in their positions. It is my responsibility to instill in you this vision and create an opportunity for you to achieve your goals. Be assured, I take this responsibility very seriously. I truly believe our key to success and our greatest asset is our team!

This Employee Handbook (“Handbook”) provides answers to most of the questions you may have about the Company. There are several things that are important to keep in mind about this Handbook. First, If anything is unclear, please discuss the matter with Human Resources. You are responsible for reading and understanding this Handbook and adhering to the Company's policies and procedures. Second, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. Neither this Handbook nor any other Company document, confers any contractual right, either express or implied, to remain in the Company's employment. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by the Company or you may resign for any reason at any time. Third, the information contained in this Handbook may change from time to time. Notifications of key changes are usually communicated broadly. Finally, some of the subjects described here are covered in detail in official policy documents. You should refer to these documents for specific information, since this Handbook only briefly summarizes those benefits.

I hope that you find at the Company the best employment experience of your life. This has certainly been the most satisfying and rewarding work experience for me. Let us build together a company that will help us all reach our dreams — personally and professionally.

I look forward to working with you.

Very Truly Yours,
Dr. Neel Kanase,
President & CEO

1.2 Consent

On _____, 20____, I was given a copy of the Employment Handbook of the Company. I have reviewed the Handbook and I have had the opportunity to ask Human Resources any questions regarding the policies and procedures outlined in it. I agree to abide by the policies contained in the Handbook as a condition of my continued employment with the Company.

Signature: _____

Printed name: _____

Date: _____

Please return this form to your manager as well as completing the electronic form found on alcteam.com under Human Resources, New Hire.

A copy shall be included in your employment file located in the Human Resources Department.

2.1 Equal Employment Opportunity

The Company is an Equal Opportunity Employer. The Company does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, military status, pregnancy, disability, sexual orientation, gender identity, genetics or due to refusal to submit to genetic testing, participation in discrimination complaint-related activities, or any other legally protected category in connection with any phase of the employment process, including, but not limited to, hiring, promotion, discharge, compensation, and benefits. This also applies to all aspects of customer service. It is the policy of the Company that all customers will be treated equally and fairly without any discrimination based on race, color, religion, national origin, ancestry, sex, age, military status, pregnancy, disability, sexual orientation, gender identity, genetics, or any other classifications protected by federal, state, or local law, ordinance or regulation. The Company will not tolerate discrimination by, or directed toward, any of its employees, applicants, customers or others.

It is the responsibility of each employee to make certain that the working environment is free from discrimination and to report such discrimination to his or her manager, Human Resources Representative, or the Director of Human Resources. Employees can raise concerns and make reports without fear of reprisal or retaliation. The Company will investigate each complaint and take all reasonable steps to prevent any form of discrimination engaged in by its employees or directed at its employees or customers. The Company considers any discrimination to be serious misconduct, which may result in disciplinary action up to and including termination of the person engaging in the discrimination.

2.2 American with Disabilities Act

The Company is committed to compliance with the Americans With Disabilities Act (ADA), which prohibits discrimination against a qualified individual with a disability, and provides that private employers are obligated to provide reasonable accommodation to qualified disabled individuals, unless such accommodation would cause undue hardship. The ADA defines a disability as follows:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such impairment.

In accordance with the law, the Company will require that disabled applicants and employees be able to perform the essential functions of their job (with a reasonable accommodation if necessary). The Company will take all reasonable steps to provide access to disabled applicants in the hiring process.

If an accommodation is needed, it is the responsibility of the individual applicant or employee to notify the Company of the existence of a disability, the nature of the resulting limitations, and the need for an accommodation. If you are a qualified individual with a disability, you should discuss your concern and/or needs with your manager and/or the Director of Human Resources. Upon request for a reasonable accommodation, the Company will engage in a timely and good faith interactive process to determine if the Company can make a reasonable accommodation.

If an applicant's medical condition poses a direct threat to the health and safety of others, despite reasonable accommodation, the applicant will not be hired. If a current employee poses a direct threat to others, the Company will provide a reasonable accommodation, if one is available.

2.3 Pre-Employment Screening

As part of the process of finding the best-qualified persons for employment, the Company reserves the right to conduct a rigorous pre-employment screening process that may include reviewing work permits and visas (alien applicants), and contacting former employers, personal and professional references, and neighbors. Knowing that many employees will handle large sums of money in the course of their employment and will have access to certain confidential information, the Company may also request written consent to check an applicant's credit history and seek to find whether he/she has a criminal record.

All information discovered by the Company during this pre-employment screening process will be kept in the strictest confidence and will be used only for the purpose of determining an applicant's fitness for employment. No confidential information obtained will be retained by the Company for those applicants not hired.

Also, no confidential information obtained at any time by the Company about an employee or an applicant for employment will be released to any third party without the written consent of the employee or the applicant.

2.4 Privacy Policy

The Company has instituted the following policy concerning protecting the Private Personal Information of its employees, clients and customers. "Private Personal Information" includes, among other things, Social Security numbers, home addresses, phone numbers, medical/health information, financial or credit card information, information regarding services sought or rendered by the Company, and any other personal information of a private or sensitive nature which is not generally known to the public.

It is the policy of the Company to protect the confidentiality of Private Personal Information obtained in the ordinary course of business. The Company restricts access to Private Personal Information or documents or files containing such information to employees, contractors or third parties who have a legitimate business reason to access, obtain, store, transfer, use, disclose or dispose of such information or documents. Documents and other materials containing Private Personal Information must be retained in accordance with the provisions of state and federal laws.

Employees with access to Private Personal Information must adhere to the following guidelines, whenever possible:

- Paper files, CDs, floppy disks, drives, tapes and backups containing Private Personal Information must be kept in locked drawers and file cabinets, except when employees are using or working with the information for legitimate business purposes.
- Put away files, properly log off computers, and lock file cabinets containing Private Personal Information at the end of each business day. Private Personal Information shall not be stored on computers or other electronic devices that are not secured against unauthorized access. Be sure to lock all doors to offices and clinics at the end of each business day.
- Do not keep files or papers, or computer screens showing Private Personal Information out or publicly displayed at any time.
- Keep alert and notify your Clinic Manager/supervisor if you see an unfamiliar person on the premises or otherwise believe that any person is attempting to compromise the security or confidentiality of any Private Personal Information.
- Dispose of documents and other paper records containing Private Personal Information in manner which reduces the risk of unauthorized access to or use of the information, such as American

Laser Centers shredding. Likewise, electronic files, CDs, computers and drives, tapes and backups must be destroyed in a manner designed to protect against the risk of unauthorized access and in accordance with the provisions of applicable law.

Specific Rules Regarding Social Security Numbers

Company employees shall protect Social Security numbers obtained, transferred, or used in the ordinary course of business in accordance with the provisions of this policy and all relevant laws. In addition to the requirements set forth above, Company policy with regard to Social Security numbers is as follows:

- Documents containing all or more than four sequential digits of a Social Security number will only be sent or mailed in cases where state or federal law, rule or regulation or court order or rule permits, authorizes or requires that the number appear in the document.
- Documents containing all or more than four sequential digits of a Social Security number sent through the mail shall not reveal the Social Security number on or through the envelope or otherwise be visible from outside the envelope or package.
- All or more than four sequential digits of a Social Security number shall not be printed on any identification card or badge.
- All or more than four sequential digits of a Social Security number shall not be used as a primary account number for an individual, except for certain administrative purposes permitted under applicable state or federal law.
- All or more than four sequential digits of a Social Security number shall not be used or transmitted on the Internet or computer system or network, or used to access the Internet or computer system or network, unless the connection is secure or the transmission is encrypted.
- Violations of the Company's Privacy Policy may result in disciplinary action, up to and including termination of employment. Individuals who violate this Policy may also be subject to the civil and criminal penalties provided for in any applicable state or federal law. The Company will cooperate with appropriate law enforcement or administrative agencies in the apprehension and prosecution of any person who knowingly obtains, uses or discloses Private Personal Information for unlawful purposes.

2.5 Confidential Company Information

In the course of your employment, you may have access to the Company's confidential information and trade secrets, which are not known to the industry at large ("Confidential Information"). Confidential Information includes, but is not limited to, specialized business methods and agreements, techniques, plans, strategies, forecasts, projections, financial information and know-how relating to the business of the Company; advertising and marketing materials and concepts; sources of supplies and materials for the Company's products; client or patient information, lists, credit information and preferences; methods for developing and maintaining business relationships with clients and prospective clients; price lists and pricing modes, procedural manuals and employee training and review programs and techniques; and other information or data (i) which is divulged to employees in confidence during their employment with the Company, or (ii) which is otherwise acquired by employees during their employment with the Company, and which is not published or generally known in the trade. Such Confidential Information, knowledge or data does not include general skills, general knowledge and overall business expertise acquired by employees during Employee Handbook their employment with the Company.

The Company's Confidential Information constitutes a valuable asset that has been developed and perfected over considerable time and at substantial expense to the Company. The Company has taken significant measures to insure the secrecy of its Confidential Information. The disclosure of any Confidential Information to competitors of the Company or other third parties would cause serious harm to the business of the Company.

Employees are absolutely prohibited from directly or indirectly disclosing the Company's Confidential Information to any third party and from using the Company's Confidential Information for the benefit of any person or entity other than the Company, at any time during or after their employment with the Company.

The Company expects employees to protect all confidential or proprietary information. Any violation of this policy will subject the employee to immediate discipline up to and including termination. Any questions regarding this policy should be directed to the Company's Privacy Officer at Corporate Headquarters.

2.6 Outside Employment/Non-Competition

Employees of the Company may not during their employment directly or indirectly engage in or have an ownership interest in or be associated with (whether as an officer, director, shareholder, partner, member, associate, employee, consultant, owner or otherwise) any person, partnership, limited liability company, sole proprietorship, corporation, firm, or other enterprise that provides any service similar to or that competes with any service provided by the Company.

This provision does not prohibit an employee from holding additional employment or providing services that do not compete with services provided by the Company, provided that the employee gives notice of any such employment or service to his or her Clinic Manager or immediate Supervisor. Any outside activity or employment must not interfere with your ability to properly perform your job duties at the Company. No employee may engage in work, whether paid or voluntary, for a person or entity outside the Company during hours for which they are paid by the Company or using any materials, office equipment, or supplies purchased by the Company.

III. Office Policies

3.1 Introductory Period

The first 3 months of employment with the Company are considered an introductory period. During that time a newly hired employee is expected to complete all necessary training for his/her position. Supervisors will also determine during this period whether a newly hired employee will likely meet performance standards.

At the completion of the introductory period, the employee will receive a performance assessment by his/her manager. While successful completion of the introductory period does not guarantee continued employment with the Company, after 3 months, certain employees may be offered benefits.

3.2 Hours of Operation

The hours of operation at the various locations where the Company does business will vary. Whenever hours of operation are published in an advertisement and/or promotional literature, it is the clinic manager's responsibility to ensure that the office is staffed during those hours.

Every effort will be made to ensure that at least two persons will be scheduled to work during regular business hours. For the safety of employees and customers alike, Company offices should be kept locked outside of regular business hours or when only one person is working at a particular location, whether or not during regular business hours.

3.3 Pay Period and Hours

For payroll purposes, the Company's work week begins on Wednesday at 12:00 am and ends on Tuesday at 11:59 pm. Pay periods are bi-weekly or every other Friday. All employees are required to keep a daily time record that indicates when they arrived at work, break and lunch periods, and the time they leave work. This is accomplished by using the time clock and clocking in/out at your work site computer or clinic computer. Employees are expected to work their full, scheduled hours unless the needs of the business require otherwise.

- Time Records: All employees are required to use the time clock to record start and stop times. Supervisors are to review their employee's times for accuracy.
- Employees are not permitted to clock in/out for one another.
- In the event of a missed clock in/out, a manual adjustment will be made to ensure the employee is paid appropriately. The supervisor must approve and enter the time adjustments.
- Lunch and break times will be arranged with the supervisor. Lunch is not paid.
- Failing to adhere to the guidelines laid out can result in disciplinary action.

3.4 Scheduling

Full-time, salaried employees are expected to work all regular business hours at their office/work location. Hourly employees will work those hours as determined by their manager. For purposes of this Handbook, full-time hourly employees work at least 34 hours each week.

Frequent lateness and/or leaving early may result in discipline up to and including termination. Where the needs of the business require managers to post weekly work schedules for a particular office/work location, the schedule will run Monday through Saturday and will be posted no later than 10:00 A.M. the

Friday before the scheduled Monday. Unless approved by the President, the Vice President of Sales and Marketing, a Regional Manager, the Marketing Department or the Director of Human Resources, no employee will be allowed overtime hours.

While employees may request days off, these requests cannot be guaranteed. An employee of the Company who fails to report to work as scheduled, except in cases of emergency or illness, has abandoned his/her job and may be terminated. In cases of emergency or illness, an employee must contact their manager before the beginning of their scheduled work day.

3.5 Attendance Policy

Regular attendance is essential to the Company's efficient operation and is a necessary condition of employment. When employee's are absent, schedules and work loads fall behind and other employee's must assume added workloads.

All employees are expected to report to work as scheduled and ON TIME. If it is impossible to report for work as scheduled, employees must call their manager or supervisor BEFORE their starting time. If the absence is to continue beyond the first day, the employee must notify their manager on a daily basis. Calling in is the responsibility of every employee who is absent. If you are absent for 3 consecutive work days, a doctor's note must be provided to return to work. Absences for three consecutive work days without notifying the manager and HR is considered a voluntary termination. If an employee leaves at any time (other than schedules lunch/breaks) during their scheduled shift and does not contact their manager, this will be considered a voluntary resignation.

All clinic employees must notify their Clinic Manager of an absence. If a Clinic Manager is to be absent, he or she must notify the Human Resources Director. All corporate staff must notify the Human Resources Director of an absence. Ultimately, all absences must be reported to the Human Resources Director, either by the employee themselves or their manager. It is the responsibility of each employee that is absent to ensure that the Human Resources Director is notified. Failure to do so may result in disciplinary action.

Working from home is typically not approved; however, at times the requirements of the business may allow this. All work from home must be approved by your manager BEFORE the work is done. All deviations from your regular work schedule (which includes any work from home) MUST be sent to the HR department along with the written approval of your manager. This notification can be emailed. If approval is not obtained prior to the work being performed, it will not be considered work and you will not receive any time or pay. Failure to notify HR may result in disciplinary action.

3.6 Lunches/Breaks

Hourly employees who work at least six consecutive hours in a day must be given a 30-minute (unpaid) meal break. Hourly employees scheduled to work at least eight consecutive hours in a day must be given a 30-minute (unpaid) meal break along with two 15-minute (paid) breaks. Employees will not be on-call or required to remain at the office/work location during their meal break. Sometimes marketing events will cause an employee to work through lunch at which they will take a lunch break when deemed possible by the requirements of the event.

3.7 Employee Pay

Employees are paid biweekly. If pay day falls on a weekend or holiday, employees will be paid on the first regular work (business) day before the weekend or holiday. However, this payment schedule may be changed at any time by the Company, with or without notice. Certain employees will receive quarterly sales-related bonuses. Those bonuses normally will be paid the second pay day of the month following the last month of the quarter in which the bonus was earned. Employees who qualify for bonuses must be employed by the Company at the time the bonus is PAID. This bonus is paid at the discretion of the Company. See the Bonus Program policy for detailed information pertaining to the Bonus program. Employees will continue to earn wages at the rate at which they were hired until otherwise notified. The Company may choose to raise the pay of its employees or award bonuses/incentives depending on the performance of the employee and the resources of the Company. The Company also reserves the right to reduce an employee's pay or dismiss an employee if he/she does not meet performance objectives.

3.8 Expense Reimbursement

Occasionally employees will incur expenses related to Company operations. Certain employees may be issued company credit cards. Such credit cards are to be used only for Company business. Use of a Company-issued credit card for personal expenses is forbidden. Employees who use their personal funds for Company-related expenses will be reimbursed promptly. Monthly expense reports, accompanied with receipts, should be submitted to Accounting. Expense reports must be filed using the Expense Report form. This form can be found on the alcteam.com website under the Accounting display menu. All Company-related expenses that exceed \$100 must be approved by the Accounting Department, the Sales and Marketing Department and/or Human Resources. All purchases of IT equipment must be made and approved by the Director of Information Technology. Please refer to the Company Travel and Entertainment Policy.

3.9 Performance

Clinic Managers/Supervisors are continuously evaluating your job performance. Employees are expected to meet or exceed all performance expectations as listed in their job description or as explained or assigned to them by their Clinic Manager/Supervisor. After 3 months of employment, a performance evaluation may be given by the employee's Clinic Manager/Supervisor. At the completion of 6 months, another evaluation may be given. An annual review may subsequently be given at the employee's Anniversary Date, and then annually from that point forward as long as the employee is employed by the Company.

In addition to individual job performance reviews, the Company periodically conducts a review of job descriptions to insure that we are fully aware of any changes in the duties and responsibilities of each position.

3.10 Inclement Weather

All employees are expected to report to work unless major thoroughfares that lead to their office/work location are closed. If weather conditions specific to an employee's home community make traveling to work hazardous, then that employee should contact his/her manager to report the conditions and tell when he/she expects to arrive at work. If poor weather conditions exist generally in the area, the employee should contact his/her manager at home or call their office/work location to determine if their office/work location is to be closed. If bad weather arises during the work day, employees may be directed to a place of safety within the office or asked to return to their homes. Employees will be paid for actual hours worked on days shortened or canceled due to inclement weather.

3.11 Professional Conduct

Employees of the Company must understand that they work in a professional setting and they should dress and behave accordingly.

a. Dress

All employees should report to work appropriately dressed and groomed. Makeup and hair styles should be conservative. Uniforms must be clean and worn in a non-provocative manner. Managers may establish additional guidelines for dress for specific locations.

b. Clear Desk

The Company expects its employees to follow a "clear desk" policy at those offices/work locations where employees work in view of customers. Jackets, sweaters and overcoats should be hung in a designated closet and not draped over chairs. No food items should be stored or consumed in view of customers. Work papers should be filed promptly and not left in view of customers. Documents that include confidential/private information must at all times be kept out of the view of customers, visitors, and vendors. Further, all confidential/private information must be filed promptly in secure, locked cabinets or closets. Only the Company employees with legitimate business purposes may review confidential/private information kept by the Company.

c. Professional Demeanor

At all times and in all interactions with fellow employees, vendors, and customers, employees must demonstrate a professional demeanor. Whenever a customer/vendor/fellow employee becomes confrontational or argumentative in the workplace, an employee must not respond in a confrontational or argumentative manner. Instead, the employee should contact immediately their manager or the Director of Human Resources who will then work to resolve the situation.

d. Miscellaneous

No gum chewing is allowed in the clinic.

3.12 Prohibited Conduct

The Company expects all employees to adhere to the highest standards of professional conduct. Employees who fail to meet these expectations will face discipline, up to and including immediate termination. By way of example, any of the following activities, as well as violations of any other Company rules, policies or standards of conduct, may result in disciplinary action, up to and including immediate termination. This list is not intended to be all-inclusive and the Company reserves the right to modify this list at any time:

- Violation of any Company rule, policy, or standard of conduct.
- Failure to observe safe practices or the Company's rules of safety.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on Company property or while on duty.
- Engaging in criminal conduct or acts of violence, making threats of violence, fighting, horseplay, using abusive language, provoking or participating in a fight on Company property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by a Clinic Manager, your immediate Supervisor, or anyone from Corporate management pertaining to your work.
- Threatening, intimidating, or coercing fellow employees, clients or others affiliated with the Company on or off the premises --- at any time, for any purpose.
- Engaging in any act of sabotage, causing the destruction or damage of Company property or the

- property of fellow employees, investors, clients, suppliers, or visitors in any manner.
- Theft of Company property or the property of fellow employees, clients, suppliers or vendors; unauthorized possession or removal of any Company property, including documents, from the premises without prior permission from management; unauthorized use of Company supplies, equipment, funds, or property for non-Company reasons; using Company equipment for personal profit.
- Fraud, embezzlement, or dishonesty; willful falsification or misrepresentation on your application for employment or other work records, including but not limited to your timesheets; providing false information regarding sick or personal leave; falsifying any information provided to or requested by the Company; alteration of Company records or other Company documents.
- Failure to fully cooperate in any investigation at the request of the Company.
- Driving pursuant to the Company's business without a valid driver's license.
- Failure to maintain accurate time records.
- Any act of harassment, sexual, racial, or other.
- Loitering or loafing during working hours.
- Creating or contributing to unsanitary conditions in the clinics.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities, organizations, or others without authorization during business hours, or at a time or place that interferes with the work of another employee on Company premises.
- Failure to follow client information confidentiality protocols.
- Unauthorized overtime.

Employees who witness a violation of this policy or any other policy, rule or procedure of the Company, or who have any concern regarding possible unethical or illegal behavior by a Company employee, contractor, client or vendor, are expected to notify their Clinic Manager/Supervisor of such violation or concern, or to contact the Company's Hotline at 888-355-9992.

Discipline and Termination

Individual Clinic Managers/Supervisors may, but are not required to, use progressive disciplinary measures when addressing violations of these and other policies. This may include, but is not limited to, issuing verbal and/or written warnings to an employee, suspensions, or terminations. Employment with the Company is "at will" in that termination can be with or without cause, and with or without notice, at any time, at the option of either the Company or yourself, except as otherwise provided by law.

3.13 Sexual and Other Harassment Policy

The Company is committed to providing a work environment free of unlawful harassment. The Company prohibits any and all harassment because of race, color, religion, national origin, ancestry, sex, age, military status, pregnancy, disability, sexual orientation, gender identity, genetics or due to refusal to submit to genetic testing, participation in discrimination complaint-related activities, or any other basis protected by federal, state, or local law, ordinance or regulation.

The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including supervisors and co-workers, or by any independent contractors, and/or vendors and their employees.

Sexual harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,

- such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a manager for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment. The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment. While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances – whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

All employees should take special note that, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by the Company.

Prohibited unlawful harassment includes, but is not limited to:

- Verbal harassment such as epithets, derogatory statements, slurs;
- Physical harassment such as assault, physical interference with normal work activities;
- Visual harassment such as posters, cartoons, and drawings; and
- Disparate treatment based on race, color, religion, national origin, ancestry, sex, age, military status, pregnancy, disability, sexual orientation, gender identity, genetics or due to refusal to submit to genetic testing, participation in discrimination complaint-related activities, or any other basis protected by federal, state, or local law, ordinance or regulation.

If any employee believes that he or she is the victim of any type of harassment, including sexual harassment or has witnessed such harassment, that employee should immediately report the incident to the Director of Human Resources at 806.356.7770. This person is also available to discuss any concerns you may have and to provide information to you about the Company's anti-harassment policy and its complaint process.

The Company will investigate any such report and will take whatever corrective action is deemed appropriate, including disciplining or discharging any individual who is believed to have violated this policy. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. When the Company completes its investigation, it will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation. Additionally, the Company will not tolerate retaliation against an employee for reporting harassment or participating in a related investigation.

3.14 Conflicts of Interest

All employees are expected to serve the best interests of the Company through their employment. Accordingly, no employee shall work for or receive any type of compensation or value from a Company competitor. Also, no employee of the Company shall act as a manager of or have any influence over the compensation, promotion, or other employment decision of a family member. For purposes of this policy, "family member" includes any parent, grandparent, sibling, in-law, offspring, aunt, uncle, or cousin of the employee. Further, all family relationships between employees of the Company and other employees and potential employees must be disclosed to the Director of Human Resources.

Employees must also be careful when offered gifts from vendors and/or customers and should limit social interactions with them. Only gifts of nominal value (\$25 or less) from a customer or vendor may be accepted by an employee. Employees also may receive no more than one free meal or ticket to a sporting or entertainment event from a customer or vendor during a three-month period.

3.15 Use of Computer and Communications Systems

Employees may be given access to the Company's computer and communication systems (including computer hardware and software, the network, Internet, e-mail, phones, facsimile, and voicemail) (referred to in this policy as "Systems") to assist them in performing their job. The Systems belong to the Company and are intended to be used for business purposes. Employees have no expectation of privacy in anything they create, store, send, receive or print on the Systems. Any personal use of the Company's Systems, including but not limited to phones, e-mail and the Internet, should be made only during breaks or lunch, not during the employee's working time. Personal use is permitted so long as it conforms to this policy, is not excessive, and does not interfere with Company operations or an employee's performance of duties.

The Company may review any material created, stored, sent, or received on its Systems without notice, including any materials accessed via the Internet. By your continued employment at the Company, you consent to this monitoring and you further consent to the Company reading or accessing any such communication. The Company's policies against discrimination, harassment and retaliation apply to use of Company Systems and to any file, document or communication that is created on, transmitted over, received on, stored on or printed on any of them.

Prohibited use could include, but is not limited to, the following types of conduct:

- Sending, receiving, downloading, displaying, printing, or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory, or otherwise unlawful.
- Disseminating or storing commercial or personal advertisements, solicitations, promotions, destructive programs (that is, viruses or self-replicating code), political information, or any other unauthorized material.
- Using Company resources for personal financial gain in connection with outside consulting, business or employment.
- Sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic.
- Using computer peripherals, such as printers, digital cameras, scanners, or CD burners for excessive personal use without prior consent from the IT Manager.
- Using or copying software in violation of a license agreement or copyright.

- Violating any state, federal, or international law.

Systems Security

Unauthorized access to the Company's Systems is prohibited. No one should use the ID or password of another, nor should anyone provide his or her ID or password to another, except in the cases necessary to facilitate computer maintenance and repairs. When any user terminates his or her relationship with the Company, his or her ID and password will be denied further access to Company computing resources. Many computer viruses are transmitted (intentionally or not) through e-mail attachments; consequently, only attachments sent by people you know should be opened. If you receive an e-mail that you suspect contains a virus, inform a member of the IT department immediately.

Do not distribute your Company e-mail address to individuals or organizations with which you only have a personal (non-business related) relationship. Your Company e-mail address should be used for business purposes. Giving this address in Internet chat rooms, discussion groups, or online retailers is highly prohibited as it may result in the increase of unwanted mail (spam, viruses, etc.) on the Company network.

The policies in this document are not limited to computers physically located in the offices or clinics of the Company but include any device, such as laptops and home computers, which can be used to access Company computer and communication systems. Authorized users have a responsibility to ensure the security and integrity of system(s) accessing other computing and network resources of the Company. Company information electronically stored therein must be protected. Appropriate precautions for personally owned or managed systems include controlling physical and network access, using virus protection software, and keeping any software installed (especially anti-virus and operating system software) up to date with respect to security patches.

If you become aware of someone using computer resources for any of these activities, or for any other purpose that you believe may be improper, you are obligated to report the use immediately to the Clinic Manager or your immediate Supervisor. Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, as well as civil and criminal liability.

3.16 Client Satisfaction

The success of the Company depends upon the quality of the relationship between the Company, our employees, our clients, our suppliers, and the general public. Our clients' impression of the Company and their interest and willingness to engage us is greatly formed by the people who serve them. In a sense, regardless of your position, you are the Company's ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, the Company, and the Company's services. Here are several things you can do to help give clients a good impression of the Company:

- Act competently and deal with clients in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on comments and questions promptly, provide businesslike replies to inquiries and requests by clients and fellow employees, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.
- Inform a Company officer or the Clinic Manager or your immediate Supervisor of any known or suspected inconsistencies or errors relating to work you or your coworkers may be performing, including questionable work ethics or inadequate services being performed.
- Help keep all public areas in our clinics clean and presentable.

These are the building blocks of success for you and the Company. Thank you for adding your support.

3.17 Non-Revenue Provision of Services

The Company recognizes that certain services may be provided to persons free of charge, particularly for marketing purposes. The Clinic Manager must keep a log of every person who receives services at any American Laser Center. This log should indicate whether the services were paid for or were provided free of charge. Every person who receives services provided by an American Laser Center must complete all consent forms, and these forms must be kept on file. Every month the Clinic Manager must compile a list of all complementary services provided by an American Laser Center. This list should be sent to Marketing and must include the name of the person receiving complementary/promotional services, and the reasons why the services were given free-of-charge. Any employee who provides services to any person at an American Laser Center without approval or without obtaining necessary waiver forms signatures will be subject to immediate termination.

3.18 Substance Abuse

The Company is concerned about the safety and performance problems created at an office/work location because of the use of drugs and/or alcohol by employees. No employee under the influence of alcohol, illegal drugs, or controlled substances shall be permitted to come to or remain at work. Alcohol or illegal drugs should not be consumed during regular business hours or during breaks or meal times.

3.19 Smoking

Smoking is restricted by the Company. All offices/work locations are "smoke free." Smoking is only allowed in designated areas and employees must dispose of cigarette butts in the receptacles provided. Employees who smoke outside an office/work location should do so discretely, away from the main entrance/reception area at the designated management location and may only do so at break/meal times.

3.20 Leaving employment

Every employee of the Company serves as an important member of our team. However, if you decide to leave the Company for any reason, please discuss your decision with your manager. If after discussing your decision with your manager you still decide to leave, please give the Company a written, two-weeks' notice so that the Company may make proper arrangements for your replacement. Terminating employees who provide a written, two-week notice are eligible to receive any vacation time earned from their last anniversary date, but not yet taken. Payment for unused vacation will be forfeited if:

- less than a two-week notice is given
- a two-week notice is given but the departing employee violates work standards and policies during the two weeks
- the employee does not work out the entire 2 weeks notice, or
- the employee is terminated for misconduct.

Your employment with the Company will be considered a voluntary termination if you are absent three (3) consecutive scheduled work days without providing appropriate notice with a satisfactory explanation.

3.21 Safety

Safety is to be given primary importance in every aspect of planning and performing all the Company's activities. We want to protect you against injury and illness, as well as minimize the potential loss of production. The Company is very interested in the well-being of its employees, and takes every precaution to assure your safety. However, no precautionary measure will be effective without your complete cooperation.

If you are injured during working hours, no matter how slightly, you **MUST** report the accident to your Clinic Manager or your immediate Supervisor immediately. This will allow the Company to complete an incident report form.

Below are some general safety rules:

- Each clinic or work location must have a First Aid Kit and a designated Safety Officer.
- Each clinic or work location will have a working fire extinguisher, as well as visible exit signs.
- Follow all safety and maintenance protocols relating to laser operation.
- A sign must be posted outside of each laser treatment room warning that a laser is being used inside that room.
- Use of SAFETY GOGGLES during all procedures is required.
- Report to your Clinic Manager or your immediate Supervisor if you or a co-worker has become ill or is injured.
- Ask for assistance when lifting heavy objects or moving.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Sit firmly and squarely in chairs that roll or tilt.
- Avoid "horseplay" or practical jokes.
- Keep your work area clean and orderly.
- Watch out for the safety of fellow employees.
- Remember, failure to adhere to these rules will be considered infractions of safety rules and may result in disciplinary actions, up to and including termination.

Security

Maintaining the security of the Company is every employee's responsibility. Develop habits that ensure security as a matter of course.

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them should the need arise.
- Follow security alarm procedures.
- Keep any keys to the office secure. Should you lose your key, report it to the office administrator immediately.
- If you are the last person to leave a clinic, make sure that all entrances are properly locked and secured

IV. Wage and Salary Policies

Your individual compensation package will be discussed at your time of hire. You are employed by the Company and are carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed.

At the time you were hired, you were classified as a full-time or part-time employee, or temporary employee. Unless otherwise specified, the benefits described in this Handbook apply only to full-time employees who have completed their introductory period, unless otherwise required by applicable law. Other policies described in this Handbook and communicated by the Company will generally apply to all employees.

The date you first report to work becomes your official "Anniversary Date". Your Anniversary Date is used to compute certain benefits described in this Handbook.

4.1 Full-Time

Full-time hourly employees are required to be available to work a minimum of 36 hours per week, plus any overtime scheduled by the Manager. Full-time, salaried employees are expected to work all regular business hours as necessary to perform their duties.

4.2 Exempt or Non-Exempt

In accordance with federal and state law, all employees are classified as either exempt or non-exempt.

4.3 Overtime Pay

If you are a "non-exempt" employee and you perform overtime work, you will be paid one and one-half (1½) times your regular hourly wage for any time over forty (40) hours per week that you work. All overtime must be approved by your Clinic Manager/Supervisor. Overtime that is not approved will be paid but will result in discipline.

If you are an "exempt" employee, your salary is intended to compensate you for all hours worked and you are not eligible for overtime pay.

4.4 Payroll Periods

Employees are paid bi-weekly. If a pay day falls on a weekend or holiday, employees will be paid on the first regular workday before the weekend or holiday.

4.5 Bonuses

Certain employees may receive bonuses. Applicable bonus policies will be applied in accordance with applicable state law.

4.6 Direct Deposit

If you wish to have direct deposit so that your paycheck is deposited directly into your savings or checking account at a participating bank, you will be required to complete the necessary documentation at the time of hire.

4.7 Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your Clinic Manager or immediate Supervisor immediately. Your Clinic Manager or immediate Supervisor will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

4.8 Pay Policy for Exempt Employees

Exempt employees are paid salaries computed on a weekly basis. The salary is paid for any week in which an exempt employee does any work. No salary is due for any week in which no work is performed, unless vacation or sick time is available and is applicable.

It is the policy of the Company that exempt employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and state government, as applicable. However, the Company may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules.

It is the Company's intent to only deduct from an exempt employee's salary those amounts that are permitted by law. If an exempt employee believes that the Company or any of its management has improperly reduced the employee's weekly salary, he or she should immediately contact the Clinic Manager/Supervisor or the Human Resources Department. If it is determined that an improper deduction was made, the Company will promptly reimburse the employee for the deduction. This policy is to be interpreted and applied in accordance with the salary pay requirements for exempt employees under the federal Fair Labor Standards Act and applicable state law.

4.9 Payroll Advances

The Company does not allow advances on employee paychecks.

V. Benefits

These benefits are provided at the discretion of the Company and may be discontinued or changed at any time, with or without notice.

5.1 Health Insurance

All salaried, full-time, and hourly employees who do not otherwise have coverage, will be offered health insurance after successfully completing their Introductory Period. **Additional information will be provided to eligible new hires or as employees become eligible or may be obtained from the Human Resources Department.**

5.2 Paid Time Off

Full-time employees of the Company will be provided paid time away from work. These days include:

a. Holidays

The Company recognizes six paid holidays each year. Employees in the following categories are eligible to receive holiday pay:

- Exempt (salaried) employees who have worked for the Company for at least 3 months.
- Nonexempt (hourly) employees who are classified as regular full-time employees and have worked for the Company for at least 3 months

The Company holidays are as follows: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Should a holiday fall on a weekend, the holiday will be observed on the work day closest to the holiday. The following conditions apply to the Company's holiday pay policy:

- Holiday pay will not be considered as time worked for the purpose of overtime calculations.
- Holiday pay is computed at individual employee's base rate of pay.
- Holidays will not be paid to employees on any type of unpaid leave.
- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.
- Employee must be present at work on his or her last scheduled day prior to the holiday and the first scheduled day after the holiday to receive holiday pay.

b. Vacations

Full-time employees will receive five paid days of vacation the year following the first anniversary of their date of hire. Ten days will be provided following the second anniversary of their employment date. After four years, employees will be given 15 days of vacation. Vacations must be used the year they are earned—they cannot be “carried over” to subsequent years. Employees must receive approval from their manager at least two weeks in advance before taking a vacation. Requests for vacation days off without sufficient notice will be denied. Requests should be made through the alcteam.com website. Terminating employees who provide a written, two-week notice are eligible to receive any vacation time earned from their last anniversary date, but not yet taken. Payment for unused vacation will be forfeited if:

- less than a two-week notice is given,
- a two-week notice is given but the departing employee violates work standards and policies during the two weeks,
- the employee does not work out the entire 2 weeks notice, or
- the employee is terminated for misconduct.

Please refer to the Vacation Policy for specific details.

c. Sick days

Following the completion of the introductory period, full-time employees will receive one paid day away from work for every three months actually worked (up to four each calendar year). These days must be used within the calendar year and cannot be “carried over” to subsequent years. Employees who take sick days immediately before or after a holiday or vacation day will not be paid for the sick day (unless a doctor's note is provided). Employees must contact their manager before their scheduled work time or they will not be paid for the day off. Employees who are sick three consecutive days must bring a doctor's note stating the nature of their illness.

d. Bereavement Leave

You will be entitled to take bereavement leave in the event of the death of an immediate family member, domestic partner, or grandparent, in accordance with applicable law. Immediate family is: father, mother,

wife, husband, son, daughter, brother, sister, mother-in-law, and father-in-law. Requests for special consideration for particular circumstances should be directed to your Clinic Manager or your immediate Supervisor.

5.3 Unpaid Time Off

Where the needs of business allow or applicable state and/or federal law requires, employees may be given unpaid leaves of absence for military duty, jury duty, bereavement and family leave.

a. Military Leave

An unpaid leave of absence will be approved for employees who are members of active or reserve military service and are called to duty, in accordance with the provisions of the Universal Military Training and Service Act, the Uniformed Services Employment and Reemployment Rights Act, and any applicable state law, statute or ordinance. This includes both field training and emergency duty. Reinstatement of the employee after completion of service will be conducted in accordance with federal and state law. To request military leave, a copy of orders, specifying date and duration of duty, must be submitted to your Clinic Manager/Supervisor or to the Human Resources Department. Employees taking a military leave may utilize accrued but unused vacation time for a portion of the military leave, unless otherwise required by law.

b. Voting Leave

The Company encourages its employees to vote in every election. The Company will comply with all federal and state laws in that respect. Employees should try to vote prior to or following normal work hours.

All time away from work, paid or unpaid, must be reported to the Director of Human Resources.

5.4 401(k)

A 401(k) fund allows employees to contribute a percent of pre-tax earnings into an investment fund. Additional information will be provided to eligible new hires or as employees become eligible or may be obtained from the Human Resources Department.

5.5 Jury Duty

To provide income protection while an employee carries out his/her civic responsibility, the Company provides the difference between jury duty pay and your regular day's pay for time spent serving on jury duty for all full-time and part-time regular employees. Income protection for time spent serving on jury duty will be provided for a maximum of five work days. Additional salary protected time away from the workplace for this purpose will be considered on a case-by-case basis.

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, the employee should notify his/her manager. The employee is required to provide copies of the subpoena or jury summons to his/her manager and Human Resources. The manager will verify the notification and make scheduling adjustment to accommodate the employee's obligation. The manager will also provide the court documentation to HR immediately.

5.6 The Company Products and Treatments

After completion of your introductory period, employees are eligible for free treatments on all laser and Microderm chemical peels. Employees are also eligible to receive Botox and filler injectables at cost as well as all products at cost. Once an employee completes their introductory period, all immediate family members are eligible to receive a discount of 50% off retail to a maximum of \$10,000 annually.

5.7 Scrubs

The Company employees can purchase their scrubs through a payroll deduction. Contact the HR department for more information.

5.8 Other Benefits

The Company may provide other benefits to its employees. Such benefits will conform with all applicable state and federal laws.

6.1 Clinic Manager

Status: Exempt

Summary

Purpose: To manage an American Laser Center. Scope: Responsible for the day-to-day management functions of a Center that includes supervising staff, meeting and consulting with customers, sales and marketing efforts, and keeping financial records.

Dimensions: Manage a Center with a staff of 2 to 4 persons; monthly sales exceeding \$60,000.

Duties

- Is required to clock in/out daily using the time clock system.
- Oversee daily Center operations;
- Conduct consultations with potential patients/clients;
- Schedule and reconfirm patient appointments, answer customer questions/concerns; Follow-up on no-shows;
- Maintain positive client relations to assure customer satisfaction;
- Review client treatment plans with technician to assure that all the Company treatment protocols are followed;
- Set and report monthly clinic sales goals;
- Make bank deposits as necessary;
- Order treatment and office supplies as necessary;
- Perform outside marketing strategies;
- Generate monthly financial reports;
- Update sales figures daily;
- Attend bi-weekly conference calls with corporate staff;
- Update Call Center on availability;
- Ensure patient files are organized, up-to-date, and conform with state and federal laws relating to confidentiality/privacy;
- Answer telephone calls and respond to voice mail messages first thing in the morning and throughout the day with immediate response to all issues;
- Be qualified to perform all treatments offered by clinic.
- Make sure clinic is organized and clean daily;
- Constantly monitor schedule. Follow up on missed appointments, consults and review for consults added by call center.
- Constant contact with call center to send leads
- Assist call center and schedule consults daily
- Confirm next days schedule
- Make monthly staff schedule. Ensure appropriate coverage.
- Keep office supplied with medical and business needs
- Monitor HIPAA compliance/charts/correct chart setup
- Run end of day or end of month reports and put in appropriate binders.
- Daily balancing of petty cash
- Set monthly goals and send to corporate

Relationships

Clinic Managers are required to work Monday through Saturday with 2 weekends off per month. Clinic Managers are required to take 2 weekends off per month. The Clinic Manager reports directly to the Regional Manager responsible for his/her American Laser Center. The Clinic Manager will work closely with corporate staff. Annual performance evaluations will be based on meeting sales goals, medical, patient relations and peer relations.

6.2 Assistant Manager (Full-time)

Status: Hourly Worker

Summary

Purpose: To assist Clinic Manager.

Duties

Is required to clock in/out daily using the time clock system.

To assist clinic manager in:

- Oversee daily Center operations;
- Conduct consultations with potential patients/clients;
- Schedule and reconfirm patient appointments, answer customer questions/concerns; Follow-up on no-shows;
- Maintain positive client relations to assure customer satisfaction;
- Review client treatment plans with technician to assure that all the Company treatment protocols are followed;
- Set and report monthly clinic sales goals;
- Make bank deposits as necessary;
- Order treatment and office supplies as necessary;
- Perform outside marketing strategies;
- Generate monthly financial reports;
- Update sales figures daily;
- Attend bi-weekly conference calls with corporate staff;
- Update Call Center on availability;
- Ensure patient files are organized, up-to-date, and conform with state and federal laws relating to confidentiality/privacy;
- Answer telephone calls and respond to voice mail messages as soon as possible;
- Be qualified to perform all treatments offered by clinic.
- Must do consults, upsells and marketing.
- Coach and assist technicians with treatments.

Relationships

The Assistant Manager reports directly to the Clinic Manager. Annual performance evaluations will be based on meeting sales goals, medical, patient relations and peer relations.

6.3 Clinic Technician (full-time and part-time)

Status: Hourly worker

Summary

Purpose: To perform all treatments offered by American Laser Centers.

Scope: Responsible for providing patient treatments and maintaining treatment equipment. Must assist in sales & marketing efforts through “upselling” services and products. Under the direction of the Clinic Manager, the Technician will perform other daily tasks.

Dimensions: Part of a staff of 2 to 4 persons.

Duties

- Is required to clock in/out daily using the time clock system.
- Sanitize treatment instruments; fill gel bottles;
- Check Microdermabrasion machine—fill and empty crystals as needed;
- Run checks on Aurora and all laser and non laser equipment per schedule/or LightSheer; each Monday morning check water level; calibrate machine every morning;
- Clean and prepare treatment room(s);
- Shave patient treatment areas, if necessary;
- Perform all procedures; keep accurate records in patients’ files;
- Sell additional services to patients (“upselling”);
- Sell products to patients;
- Check inventory levels and advise clinic manager of items needed;
- Prepare orders for clinic manager as requested; verify that received orders/ supplies are correct and put away;
- Assemble patient files with correct forms for patient treatments;
- Pull and file patient charts as needed;
- Label and display brochures as needed;
- Copy all forms from master file copies as needed;
- Answer telephones; schedule appointments;
- When clinic manager not available, give consultations to potential patients.

Relationships

The Clinic Technician reports directly to the Clinic Manager of the American Laser Center. The Clinic Technician must maintain positive, professional relationships with the Clinic Manager, patients, vendors, and corporate staff. Annual performance evaluations will be based on meeting sales goals, successful completion of work duties, medical, patient relations and peer relations.

6.4 Nurse Practitioner

Status: Exempt

Summary

Duties

- Is required to clock in/out daily using the time clock system.
- Medical authority for the clinic while the Physician is not present.
- Initial contact in the event of an adverse result during a procedure.
- Signs, and approves patients for treatments as per state mandated directive, (eg. medical board.)
- Appropriately assesses skin, and appropriateness for procedures.
- Has the ability and certifications to perform all procedures in the clinic.
- Perform procedures.
- Prescribe appropriate medications, upon Physician's approval and according to the Company protocols.
- Insures all charts are documented appropriately according to medical standards.
- Is available for medical supervision, so that staff may perform procedures.
- Implements and monitors safety measures.
- Upon approval of the Physician, and successful training administers Botox, Restylane, other fillers.
- Assists in consultations, and upsells. Recommends procedures. Promotes the clinic.
- Must be able to use the 'Scheduler'.
- Handle phone calls, if necessary.
- Any other duties requested by the Clinic Manager or Corporate Staff.

Relationships

The NP is independent for medical and thus, is the medical authority of their respective clinic. The NP reports directly to the Clinic Manager for administrative issues. The NP will also work closely with the Physician. The NP is to follow all directives required by the Company corporate to ensure the safe, successful and cohesive environment of the Company clinic.

6.5 Physician Assistant

Status: Exempt

Summary

Duties

- Is required to clock in/out daily using the time clock system.
- Medical authority for the clinic while the Physician is not present.
- Initial contact in the event of an adverse result during a procedure.
- Signs, and approves patients for treatments as per state mandated directive, (eg. medical board.)
- Appropriately assesses skin, and appropriateness for procedures.
- Has the ability and certifications to perform all procedures in the clinic.
- Perform procedures.
- Prescribe appropriate medications, upon Physician's approval and according to the Company protocols.
- Insures all charts are documented appropriately according to medical standards.
- Is available for medical supervision, so that staff may perform procedures.
- Implements and monitors safety measures.
- Upon approval of the Physician, and successful training, administers Botox, Restylane, and other fillers.
- Assists in consultations, and upsells. Recommend procedures. Promotes the clinic.
- Must be able to use the 'Scheduler'.Handle phone calls, if necessary.
- Any other duties requested by the Clinic Manager and Corporate Staff.

Relationships

The PA is independent for medical and thus, is the medical authority of their respective clinic. The PA reports directly to the Clinic Manager for administrative issues. The PA will also work closely with the Physician. The PA is to follow all directives required by the Company corporate to ensure the safe, successful and cohesive environment of the Company clinic.