



Employee Handbook

Introduction

Welcome to LGI, we are a smoke free work place.

This booklet was written to give you the answers to those most often asked questions, policies and benefits, what we expect from you, and what you may expect from us in our combined efforts to serve our customers. The more you learn about us, the better employees you will be, so study this handbook and refer to it often. If your questions are not answered, talk to your supervisor.

The growth of this organization can be attributed to our employees' knowledge, skill and commitment to providing outstanding customer service. Our employees are a part of a team that values the individual strengths that each employee contributes.

This employee handbook has been prepared to give you general information about some of the work rules, work environment, and policies under which LGI operates. More extensive information is available from our human resources department should you have any questions concerning interpretation of specific sections.

This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although we hope that your employment relationship with us will be long term, either you or LGI may terminate this relationship at any time, for any reason with or without cause or notice. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by any LGI employees or representatives, or set forth in any other document. No employment agreement shall be enforceable unless it is in writing and signed by an authorized LGI representative.

Equal Opportunity Employment Policy

LGI serves in, and practices, the principles of equal opportunity employment. It is our policy to recruit, hire, train and promote individuals, as well as administer all employment decisions, conditions of employment, and personnel actions, without regard to race, color, religion, age, sex, national origin or ancestry, marital status, status as disabled or veteran, or status as qualified person with a disability, or other protected status, in accordance with applicable laws. In this regard, we will take continuing action to ensure that knowledge and skill, and potential of all employees are fully utilized throughout the organization to the greatest extent possible. Any incident or situation that you believe involve illegal discrimination should be brought to the immediate attention of your supervisor or human resources department.

Americans With Disabilities Act

LGI strongly supports the policies of the Americans with Disabilities Act and is completely committed to treating all applicants and employees with disabilities in accordance with the requirements of that act. LGI judges individuals by their abilities not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in the company's positions. LGI will provide reasonable accommodations to any persons with disabilities who require them, who advise the company of their particular needs. Information concerning individuals' disabilities and their need for accommodation will be handled with the utmost discretion.

Smoking Policy

I understand that all MVC / Le Tache retail stores are smoke free work environments. There will be no smoking on any company property. I also understand that my employment is conditional on the fact that I will not smoke while at work and on company property. Anyone caught smoking on Company property or time will be terminated.

Company property definition

Interior retail store , street in front , side or rear of store, store doorway or exit , store parking lot , trash dumpster ,alley way or any property within 300ft of our place of business

Company employee and time definition

Any employee being paid on company time , Any employee signed out for a break while on duty.

Employee are free to smoke at any other time or place ass they chose

LGI

Management

Sales Associate Job Preview

Welcome to LGI! We are pleased that you are interested in employment as a sales associate. We want to preview the job you can expect if hired as a sales associate in our stores. Your job with us is selling. Your job depends on it. We are a smoke free work place

We find that many applicants do not really understand what a sales associate does, that is why we want to take the time to make sure that you understand.

Primary Responsibilities

- **Sales**
You are responsible for selling product directly to the consumer in one of our retail locations. You will help the customer find product they are looking for and answer any questions they may have about the product.
- **Customer Service**
Besides helping the customers finding products they would like to purchase, you will also help them with any problems they may encounter after the purchase. This includes defective merchandise, incorrect package labeling, and other similar problems. You will find out how to deal with each of these in this handbook.
- **Merchandising/Cleaning**
Your responsibilities will include vacuuming the floors, dusting the racks, straightening the product and keeping the counter clean and neat. You will also alternate cleaning the restrooms with other sales associates in the store.
- **Cash Management**
You are required to go to the bank to get change for your shift daily. This includes both the open and closing shifts. You also must count your drawer before and after each shift. During the shift you will drop money as instructed by our point of sale software.

A sales associate position can be very rewarding if you enjoy selling and helping people. Meeting sales and customer service goals will be challenging. There is a good bit of physical work as well.

This job is not for everyone. Read this handbook carefully. Your manager will answer any questions you may have.

Thank you for your time.

We Require A Friendly Attitude

We expect our customers to be treated with an exceptionally friendly attitude at all times. We expect all customers to be greeted upon entering the store and to be offered assistance regardless of what you are currently doing. We are very serious about this and check frequently with “secret shoppers”.

Other Duties And Responsibilities

Selling involves lots of other tasks such as dusting, vacuuming, cleaning restrooms, picking up trash from around the store, receiving and restocking inventory and moving merchandise. You should also prepare any defective merchandise to be picked up along with any store supply sheets and other memos. You should constantly be helping customers, straightening merchandise, and maintaining the overall appearance of the store.

Often you will work alone and without supervision. You must be able to perform your duties on your own without a manager instructing you every step of the way. The job requires that you are “on your feet” at all times.

We work when our customers shop! Our stores are open seven days a week. Work schedules involve days, nights, and weekends. We usually run a rotating schedule so you will work in different shifts different weeks. If you are not able to work certain days or shifts, you need to inform us before you are hired. Emergency situations may require you to stay late or start early.

Work Schedules

Schedules are made weekly and will be available via our point of sale system and on our website. We expect our associates to be at work when scheduled and on time. Schedules may change at any time due to unexpected circumstances. You should check your schedule daily. **Management must approve all schedule changes. Requests must be given at least 7 days prior to the date that is to be changed.**

- **If you are opening the store you are required to report to work 30 min before shift begins**
- **Being late for work are grounds for immediate termination from Lgi / Mvc**

Performance

Poor sales, unclean stores and/or parking areas, and not abiding by company policy are grounds for immediate termination. This is a work environment and all employees are to conduct themselves in a professional manner at all times. When you arrive to work you should be ready to start working.

Your sales ranking and sales performance will be given to you every day with your end-of-shift/end-of-day report. You may also view your status online at anytime on the company website. Call the main office if you have any trouble viewing your stats.

Employee Benefits And Policy

- Schedules will be made for Monday to Sunday.

Any request for time off must be in writing, at least two weeks before the requested date. You must fill out a Time-off Request Form on our website. Management will review your request and let you know.

- Open and Closing Hours:
Opening shift is 9:30AM to closing Monday through Saturday
Sunday hours are 11:30AM-closing.
Leaving the store while on duty or closing the store early are grounds for termination
- Payroll is sent electronically to the main office.
 - The point of sale system will display the time you have worked in the current pay period minus the current day. If you see any errors in the time contact a manager to report the error.
 - Any attempt to defraud the payroll by clocking in and leaving when you are not working is fraud and you will be terminated. You are not to leave the premises while on the clock unless you are going to the bank to get change.
 - Paychecks are sent to the store every Friday for the hours worked the previous week. You are not to open any other employees' paychecks.
 - Family or friends MAY NOT pick up paychecks.
- If you are sick and cannot work, you must call your manager at least 3 hours before you are scheduled to report to work. In the event we cannot find someone to cover your shift, you will be required to come in until we can find a replacement. Management must approve any extra hours, overtime or changes to the schedule.
- Drugs or being intoxicated at LGI will not be tolerated. You will be terminated immediately. We may have random drug tests of our employees. If you test positive, you will be terminated. If you refuse to take the test, we will consider that your resignation.
- After one year of employment you are eligible for a five day paid vacation (40 hours). If you choose not to take the vacation, you may elect to receive pay for the 40 hours. Vacation days cannot be carried over to the following year.
- Pay increases are considered on the anniversary date each year of employment or from the date of your last increase (whichever is greater). Raises are based on sales performance and you are not guaranteed a raise on your anniversary. Pay increases are a reward for outstanding performance not length of employment.
- Personal phone calls are to be kept to a minimum with no call lasting longer than three minutes. This is a business. If you carry a cell phone or pager it is not to be used during your shift, unless in case of an emergency situation.
- **We are a smoke free work place. You may not leave the store to go outside and smoke. You are being paid to work. No smoking on company property.**
- DVD players are to be used only for checking defective merchandise. You are not to use the equipment for any entertainment purposes. You may not bring videos from home to watch while at work.
- TV, Direct TV, & Cable Stations are to be on news or special sporting events only. (i.e.: CNN, Headline News, Fox News Channel, MSNBC, CNBC, etc.)

Employee Benefits And Policy (continued)

- Stores are to open and close on time. If customers come in or are still in the store a few minutes

before closing, give them a friendly reminder of the time the store closes.

- You are to ask for identification for anyone who appears under the age of twenty one (21) years old. NO EXCEPTIONS.
- You may not switch shifts with another employee without first obtaining approval from your manager. All employees involved must also agree to the switch.
- All employee purchases will be handled by calling the main office M-F 10am to 5pm. The sale will be processed and a 25% discount given. The employee must pay the amount due at that time. Any employee who does not follow this procedure will be terminated. You may not “borrow” merchandise overnight. Employee discount can only be given during office hrs M-F. Discounts are for our employees only
- You are not to bring DVD’s, books, magazines, games, computers, PDAs, backpacks, gym bags, or briefcases into the store during your shift. You are here to work.
- If you are working less than six hours, you are not allowed to bring food into the store. If you are working more than six hours, you may bring something to eat. It is your responsibility to clean up any mess you make and dispose of your garbage.
 - You may only bring a bagged lunch or SMALL personal cooler.
 - No carry out or delivery of food.
 - Lunch may be taken after 1:00 PM for the opening shift.
 - Do not place food on the top of the counter. Keep all food under the counter.
 - You may not leave the store to get lunch or dinner.
- Music in the store is for the customers. You may not listen to the radio, tapes or CDs. Each store has a sound system with a set “playlist”. You are not to alter the music in any way including volume.
- You may not enter the store thirty minutes before the store opens or be in the store thirty minutes after it closes unless approved by management.
- No unauthorized persons may be in the store before opening or after closing.
- No personal visitors are allowed in the store or behind the counter. No unauthorized persons may be behind the counter at any time. This includes employees who are not working.
- There is to be no gossip or calling other stores to talk to employees. You are here to work not talk on the phone.
- Employees may not discuss his or her pay rate with any other employees. Pay rates are based on performance.
- Employees may not make long distance phone calls for any reason on store phones. Store phones are for business use only.
- Employees may not use personal cell phones and/or pagers while they are working unless in the case of an emergency. This includes texting on your cell phone.

Employee Benefits And Policy (continued)

address every Friday. Lastly, employee's who are working in the stores (shift) Friday may not leave the store to go and deposit/cash their check.

Dress Code

- The proper dress code is Business Casual. No Exceptions.
 - Dress pants, Dress Collared shirt, Business Casual , Dress skirts , blouse and dresses are all acceptable items. Business casual dress shoes required ,Tennis shoes must be clean in either white or Black leather laced and tied
 - If you fail to come to work properly dressed you will have to go home and change. If you fail to comply you will be terminated immediately.
 - No ball caps or hats.
 - Shirts should be tucked in and pants belted.
 - No athletic shoes other then stated above , work boots, sandals, open toe shoes , jeans, T-shirts, shorts, see through clothing, midriff or crop tops, micro mini skirts or dresses
 - Clothing is to be neat and clean.
 - Coats should not be worn while working. Exception is allowed ONLY if the heating unit of the store is not functional.
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- **Managers are required to wear a dress shirt, tie and dress pants at all times**
 - **Ask your self, is this what a sales associate in a major department store would where to work, if the answer is NO, then you need to change.**

Adjustments/Defective Merchandise

- No returns of thongs or panties.

All other exchanges of Lingerie must have the tag, not worn, and returned within 7 days.

Customer Relations

- Customers are to be greeted with a smile and hello when they enter the store. You should thank each customer as they exit even if they did not purchase any merchandise.
- All customers are to be thanked at the end of the transaction and given a receipt. If you fail to give the customer a receipt, you will be terminated.
- All employees are to be polite and courteous to all customers. Do not argue with the customer about store policy, call your manager immediately or get a phone number where the customer may be contacted.
- Customers are to be given all of your attention. This means being out on the sales floor asking if they need help finding something or have any questions.
- If a customer would like to speak to a manager, they may do the following, leave a message and contact information and a manager will contact them as soon as possible. Or they may go onto our website to voice concerns or make suggestions or call the main office M-F 10am – 5pm
- Baseball bats or weapons are not allowed in any of our stores. Any one found to be possessing any type of weapon will be dismissed .
- We do not discriminate against any customer for any reason
- If there is a problem you cannot handle, call your manager or the office. 703-331-3843

Store Procedure

- Stores are to be kept in a neat and orderly fashion. All merchandise should be in order and straight. Fill in open spaces on racks and shelves.
- Stores are to be vacuumed daily at closing. If necessary, the store should be vacuumed at the end of each shift. If the opening shift finds that the store was not vacuumed the night before, vacuum the store and report it to your manager.
- Behind the counter is to be clean and organized.
- Clean up all drink, food and personal effects BEFORE you leave. All drink and food items should always be kept away from the counter and out of sight of our customers.
- Trash is to be emptied daily by each shift.
- Bathrooms are to be cleaned at least twice a week either before the store opens or after it closes. The office will assign the person responsible for the bathrooms weekly.
- If you work a double shift (open and close) you MUST perform and End of Shift at the regular time. You do not carry the entire day as one long shift. The ONLY exception is Sundays where there is only one shift.

Emergency/Injury

- In the event a person becomes injured in our store (employee or customer) please follow these steps:
 - If it is a life threatening or serious injury call 911
 - Call the manager on duty to report the injury.
 - Call the office and report the injury.
- When you seek medical attention, give the company name and office number so we can take care of the necessary paper work.
- For any other emergency
 - Call 911 if required
 - Call the manager on duty to report the emergency.
 - Call the office to report the emergency.

Termination/Resignation

- In the event you resign or are terminated you must turn in all keys for the stores.
IF YOU DO NOT TURN IN THE KEYS YOU WILL BE HELD RESPONSIBLE FOR THE TOTAL COST INVOLVED WITH CHANGING THE LOCK(S) AND KEYS. CURRENTLY THE COST IS \$55 SERVICE CHARGE AND \$16 FOR LOCK AND KEY BUT MAY CHANGE DUE TO INFLATION.
- If you resign or are terminated during training, we reserve the right to pay the minimum wage, at the time you worked, for the hours you were employed.
- If you resign or are terminated after training you will be paid your normal wages for the hours worked minus any fees (such as keys as mentioned above).
- If you resign or are terminated you will not be paid any outstanding commissions or bonuses for the current month in which you worked. The commissions are NOT part of your wages they are a bonus we provide our active employees.
- When you resign or are terminated you must take any and all of your personal property with you. Any items you leave will be disposed of after 24 hours.
- If you are absent for 2 or more consecutive days without notice and cannot provide documentation (doctors note, etc), we will consider your actions your resignation.
- Your final paycheck will be held until all of your shift paperwork has been verified. This usually takes 7 to 10 days depending on the day of the week of your last day.
- Any paychecks you are due after your employment has ended will be mailed to you at the address on file. Your checks will not be sent to your former store.

Harassment Policy

We absolutely prohibit any form of employee harassment. This includes any and all harassment based on race, color religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status. Inappropriate interference with the ability of LGI employees to perform their expected job duties is not and will not be tolerated.

With respect to sexual harassment, LGI strives to foster a work environment free of unlawful sexual discrimination, sexual harassment or retaliation. Sexual harassment includes, unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Employees should not be made to feel that submission to sexual conduct is a term or condition of an individual's employment, or refusal of sexual favors creates an intimidating, hostile, or offensive work environment.

If you feel you may have been harassed, contact your manager or LGI human resources as soon as possible.