

# 4 POLICIES

## You May Want to Add in your Handbook

Let's be real—most salon and spa owners keep their employee handbook pretty basic. You might've started with a short and sweet version that covered the bare minimum: conduct, discrimination policies, and termination procedures. Why? Because you didn't want your team rolling their eyes at a 50-page rulebook they'd never read. But if your business has grown or you've run into management challenges, it might be time to beef up that handbook. Protecting your team and your business starts with clear policies, and a strong foundation can prevent a whole lot of drama down the road.



Here are five key HR policies you might not have thought about—but definitely should consider adding.

### Gifts & Favors Policy

Ever had a vendor try to sweeten the deal with a little “gift”? Or a client leave an expensive present for their favorite stylist? Without clear guidelines, these situations can turn into conflicts of interest.

#### **A strong gifts & favors policy should include:**

- Rules about not letting gifts or favors influence business decisions.
- What's acceptable to accept (small holiday gifts, business lunches, etc.).
- A dollar limit on gifts (e.g., under \$100).
- Where employees can go for guidance if they're unsure.

This keeps your business ethical and professional while avoiding awkward situations.

# EMPLOYEE DATING POLICY



We all know how tight-knit salon teams can be, but workplace relationships can get messy fast. A dating policy doesn't mean you're policing personal lives—it's about preventing conflicts, favoritism, and potential HR nightmares.

## A solid dating policy should:

- Discourage workplace romances when possible.
- Require disclosure if a relationship develops between coworkers.
- Prohibit relationships between employees of significantly different ranks.
- Set expectations for professionalism—no PDA, no drama.

Without a policy, you could end up dealing with major morale issues or even legal trouble if things go south.

# FLEXIBLE WORK ARRANGEMENT POLICY

Salon life isn't a 9-to-5 gig, and flexibility is often key to keeping a happy team. If you're constantly fielding requests for schedule adjustments, a flexible work policy can help set clear guidelines so it's fair for everyone.

## Your policy should cover:

- What types of flexibility are allowed (adjusted schedules, remote admin work, etc.).
- Who qualifies for flexible arrangements (based on business needs, not favoritism).
- A clear request and approval process.
- Trial periods to ensure the arrangement actually works.

This keeps things fair and prevents favoritism while giving your team the flexibility they need.

# EMPLOYEE COMPLAINT-RESOLUTION POLICY

No matter how strong your culture is, conflicts will come up. A solid complaint-resolution policy gives your team a structured way to voice concerns—and helps you address issues before they spiral.

## Your policy should:

- Clearly state who employees should go to with concerns (manager, HR, etc.).
- Outline steps employees should take before filing a formal complaint.
- Explain how complaints will be investigated and resolved.
- Include an acknowledgment form so employees confirm they understand the process.

This doesn't just help resolve workplace issues—it also protects your business in case of legal disputes.

## The Bottom Line

A great employee handbook isn't just a formality—it's a tool that helps you run a smoother, more professional business. Updating yours with these policies can save you from major headaches and help create a fair, drama-free workplace.

If you're thinking about making updates, don't overcomplicate it. Keep your policies clear, to the point, and aligned with your salon's culture. Your business (and your sanity) will thank you later.

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*Xo Xo,  
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