

SONG - Salon Owners Networking Group

Membership Handbook

Kim Russell -President

Effective Date:

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1. Mission Statement

S.O.N.G. is the harmony of innovative, creative and likeminded salon owners coming together in a safe space for support, growth, education, personal development and community connections.

S.O.N.G. is the sound of salon owners working together to elevate the future of the beauty industry through scholarship contributions while supporting our communities through the act of volunteering.

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2. Code of Conduct

SONG maintains a Code of Conduct that all members agree to abide by as part of their membership. This Code of Conduct corresponds with the core values and SONG's mission statement. Members agree they shall abide to the following Code of Conduct:

- 2.1 *Scholarship and Community.* Members shall continue to educate themselves on the requirements for ownership of a salon and strive to follow all industry and legal standards within their jurisdiction. Members shall act in such a way to provide a sense of community amongst SONG members. Everyone should feel safe, accepted and welcomed at all SONG events and meetings.
- 2.2 *Open and Honest Communication.* SONG is about educating its members in order to empower them as individuals and in their businesses. All members should feel that they may safely and openly communicate with other members and SONG staff. All members shall conduct themselves in such a manner that supports open and honest communications and support.
- 2.3 *Giving Back.* Members are encouraged to (at least once per year and on the honor system) find ways to give back to others within their communities through charitable giving or volunteer activities.
- 2.4 *Integrity.* Members shall always do the right thing and conduct themselves in an honest and fair manner with other members.
- 2.5 *Maintain Professional Licensure.* Members must remain in good standing in their professions and hold license or certifications as required by the applicable jurisdiction. SONG reserves the right to verify licensure status at time of application and at any time during membership.
- 2.6 *Encourage Respect and Dignity Amongst Members.* SONG encourages its members to collaborate and maintain an environment that ensures all members treat each other with dignity and respect. Always maintain professional and respect for your fellow members and any staff, or visitors to any SONG function. SONG seeks for all members to treat each other with respect and that all interactions with fellow members are free from any type of inappropriate conduct, harassing or discriminatory behavior, or any type of bullying or intimidating behavior. The members shall abide by all discrimination and other policies that SONG may enact that is focused on maintaining good relationships and conduct amongst SONG members.
- 2.7 *Work Together to Resolve Disputes.* All members shall work together in order to resolve any disputes with other SONG members. Members shall not engage in negative or abusive communications amongst members and it will not be tolerated. No member may involve other members or SONG staff in any dispute with another member. SONG encourages all members to resolve disputes amongst themselves or seek out SONG staff's assistance with the resolution of disputes.

2.8 *Maintain Privacy and Confidentiality.* Members may communicate struggles they are facing in their business. This requires that members conduct themselves in a way so as not to disclose the private business information of other members. We expect that members will maintain privacy and confidentiality for all members and SONG's business matters. You should seek a member's permission before disclosing any business information about another member.

3. Membership Policies and Responsibilities

- 3.1 *Responsibility to Abide by Code of Conduct and Policies.* Members will agree to abide by SONG's Code of Conduct and its policies. In any case where a SONG member fails to act with such professionalism or respect, SONG Staff will investigate any reports of members or staff failing to act in accordance with these policies and its Code of Conduct. SONG may revise and amend any policy or its Code of Conduct at any time.
- 3.2 *Membership is Limited to Salon Owners.* Membership in SONG is limited to only salon owners. Each member will establish that they own their business. As part of the application process, an applicant will provide information relative to their business, including the number of years in business, the applicant's EIN number or other documentation establishing that applicants own their businesses. If you plan to sell or terminate your salon business, please contact Kim Russell to discuss your membership status.
- 3.3 *Membership is Not Transferable.* Each membership in SONG is not transferable to another person and the membership fees are non-refundable. Membership renewal is subject to review and approval by SONG executive staff.
- 3.4 *No Discrimination or Harassment.* All members and Staff of SONG shall not discriminate or harassing any other member or SONG's staff due to a status protected by law or for any other reason. For purposes of these policies, any conduct that rises to harassment, discrimination, retaliation or bullying shall be a violation of these policies and SONG's Code of Conduct. Harassment of another member includes any conduct that could interfere with a member's ability to avail themselves of SONG membership or its benefits. Examples of harassment include:
- Threatening comments or threats of violence
 - Sexual remarks, inappropriate jokes, or request for sexual favors
 - Repetitive negative communications
 - Comments or jokes that may relate to an individuals' age, race, disability, gender, sexual orientation, identification or any other statuses protected by law
 - Threats of or actual physical altercations
 - Retaliatory conduct against any member for reporting violations of any SONG policy or Code of Conduct
 - Threats of or the intentional disclosure of another member's confidential business information

Anyone who may witness or experience such conduct shall report it to SONG Staff or its President. SONG will promptly investigate any complaint and work with the members to stop the harassing and discriminatory behavior. Membership shall be immediately terminated if SONG executive staff determines that a member has violated this policy.

- 3.5 *Professionalism and Respect for Members and SONG Staff.* SONG members should always communicate with fellow members and SONG staff with professionalism and respect. We strive to cultivate a supportive environment within this group so that salon owners will have a safe and open environment to ask questions and communicate with other members about

issues they encounter in their businesses. If you encounter an issue with a fellow member, SONG encourages that you work out any issue with your fellow member, but SONG Staff will always be available to assist you if you are unable to resolve the issue.

- 3.6 *Establishing Strong Relationships and Giving Back to Your Community.* SONG encourages its members to work together to support one another by sharing information and challenges each salon owner has encountered while building their businesses. We also encourage members to find ways to give back to their community through donations or volunteer work. SONG will work with members to promote such charitable activities within members' communities with any resources available to SONG.
- 3.7 *No Business Promotion or Solicitation of Employees or Clients.* We encourage owners to educate and share information with one another. SONG is a safe place for salon owners to obtain education and share challenges within their business. Members shall not use SONG meetings, platforms or its social media platforms for purposes of a member's self-promotion, sharing or selling the member's products or other salon business promotional activities. Additionally, members may not promote any other businesses they may be engaged in, such as coaching or consulting. Members shall not solicit other members' employees or clients away from other members' businesses.
- 3.8 *Drama Free Zone.* SONG promotes positive interactions and education between its members. We want each member to have a positive experience whenever they participate in a SONG activity or meeting. Members shall not engage in any conduct that may involve or result in negative communications or misinformation being communicated to other members. We want each member to feel supported and safe in any SONG-related activities and members cannot engage in any conduct that would harm another SONG member or their business reputation.
- 3.9 *Prohibition of Using Membership Lists.* Members shall not use SONG membership information, membership lists, vendor lists or other directories for their personal or business benefit. The information is the exclusive benefit of SONG membership. Members shall not sell, rent or share SONG member information to a non-SONG member.
- 3.10 *SONG is Not Liable for Member-to-Member Business Interactions or other Members' Misconduct.* While members are certainly welcome to conduct business with one another and interact outside of SONG events, SONG and its officers, members, employees, contractors, agents and the like shall not be responsible in any way for any misconduct or business conducted between its members, including disputes related to personal matters, a member's products, services, representations or advice that a member may receive from another member.
- 3.11 *Confidentiality and Intellectual Property.* SONG and its members shall respect the property rights of others. We will not acquire or seek to acquire improper means of another's trade secrets or other proprietary or confidential information. We will not engage in unauthorized use, copying, distribution or alteration of SONG's or any other member's intellectual property. You may not use or share information that is confidential, proprietary or trade secret in nature relating to the business of SONG or any of its members. Do not give out any information about a fellow member without prior approval from that member.

You agree that you will keep confidential all SONG's Confidential Information and that you will not, directly or indirectly, either while you are a member of SONG, or at any time after: (i) use, publish, or otherwise disclose to any third party any of SONG's Confidential Information in any format or medium, or (ii) use, publish, or otherwise disclose SONG's Confidential Information in any format or medium for your benefit to compete with SONG or to use for spamming or other unauthorized contact with members, or for the benefit of any other person or entity to compete with SONG or to use for spamming or other unauthorized contact with members, or (iii) publish or allow to be published or disclosed, any SONG's Confidential Information to any person who is not affiliated with SONG.

"Confidential Information" means information, whether or not marked as "confidential" or "proprietary" and whether or not in electronic or documentary form, relating to, without limitation, past, present, or future research, development, financial, technological, or business activities of SONG, including, but not limited to, SONG's Member Handbook, member lists, strategic partner lists, data about members and their businesses, marketing information, SONG's website or social media content and design, computer software, research, designs, know-how, inventions, methods of operation, copyrightable material, patentable material, trademarkable material, and other intellectual property and trade secrets (as defined in the Massachusetts Uniform Trade Secrets Act).

- 3.12 *Arbitration and Venue of any Arbitration.* Any controversy or claim ("Claim") you may have that arises out of or relates to your membership in SONG shall be resolved by final and binding arbitration. The arbitration shall be held in Massachusetts and shall be conducted in accordance with the rules of the Massachusetts Uniform Arbitration Act. The arbitration shall be administered by JAMS pursuant to its Streamlined Arbitration Rules and Procedures. All submissions to the arbitrator, the arbitration proceedings and the award shall be confidential.

Notwithstanding the foregoing, either the member or SONG may, in aid of the arbitrator's jurisdiction, bring a proceeding seeking a temporary restraining order and preliminary injunctive relief in either federal or state court with appropriate jurisdiction. Such an order shall remain in effect until a final award is made in the arbitration described above. The arbitrator shall have the power to award permanent injunctive relief as part of the arbitration award. Additionally, a court action may be brought to enforce any arbitration award.

4. Complaints and Membership

- 4.1 *Filing a Complaint with SONG.* If you witness or experience a member violating the Code of Conduct or the policies in this handbook, or any other conduct that may harm another member, you should report such to SONG's president.
- 4.2 *Investigation.* Kim Russell or one of SONG's executive staff will strive to timely investigate the allegations of a complaint by speaking to the relevant parties. If the SONG investigator determines that a member has violated the Code of Conduct or these policies, the appropriate consequence will be given in the form of either a warning or termination of membership. If the investigation is not conclusive, a notice will be provided to the member that any future confirmed breach may result in the termination of membership. Confidentiality will be maintained in the investigation process to the extent practical and appropriate under the circumstances and to the limits allowed by law.
- 4.3 *Violations of Code of Conduct or Policies.* A member's membership in SONG may be terminated or non-renewed if a determination is made by Kim Russell or one of her executive staff members that a SONG Member violated the Code of Conduct or these policies. SONG will only investigate complaints about a violation of the Code of Conduct or these policies. SONG is not responsible to investigate disputes between members that may relate to business activities amongst members. However, SONG reserves the right to terminate or not renew a membership of any member who may be the subject of recurring disputes with other members.

5. Acknowledgment by Member

I have read the Member Handbook. I agree to abide by all Codes of Conduct, responsibilities and policies contained herein. I understand that SONG may amend or revise this Membership Handbook at any time. Faxed, scanned or electronic signatures on this handbook/agreement, as well as on any, amendments, modifications or ancillary agreements, shall be considered as binding as original signatures and may be relied upon.

Signature of Member:

Date:

Printed Name:

