

TIGER LILY

Est.
1996



The Tiger Lily Way:
A guide to creating Charleston's
finest floral experiences.

The Tiger Lily Story

In an industry where many florists are owned by large corporations, Tiger Lily is proud to remain 100% locally owned.

Owner Lisa Hays Holmes purchased the business after serving for many years as General Manager and has thoughtfully grown it into one of the Southeast's premier floral companies while staying true to its founding values:

Exceptional Design, Outstanding Service,
and a Deep Commitment to the Charleston community

Lisa's passion for flowers began in her grandmother's gardens and was inspired by watching her father, a Minister of Music, use flowers to mark life's most meaningful celebrations. Those early experiences shaped her belief that flowers have the power to comfort, celebrate, and create lasting memories.

Today, Tiger Lily combines that tradition with innovation. Lisa and her team seek inspiration from leading floral markets around the world and local growers alike, blending global design trends with the timeless beauty of the Lowcountry.

Tiger Lily is also committed to giving back. Through partnerships with local charities, artists, theaters, and nonprofit organizations, the company proudly invests in the community it has called home for more than 30 years.

As a member of the Tiger Lily team, you'll often see Lisa in the shops and production facility, working alongside employees, greeting customers, and ensuring every arrangement reflects the company's promise to deliver The Finest.

At Tiger Lily, we believe every bouquet tells a story, every customer deserves an exceptional experience, and every employee plays an important role in making that happen.

A Welcome from the Owner

Our mission is simple: The Finest.

That means delivering the finest flowers, the finest hospitality, and the finest experience for every customer. Excellence isn't something we strive for occasionally, it's our standard every day.

As a locally owned, female-owned business, we're committed to a culture of creativity, teamwork, kindness, and respect.

We also believe in giving back to the Charleston community and are proud to support organizations that make the Lowcountry a better place.



Today, Tiger Lily serves customers from our Downtown Charleston and James Island locations, with a third location opening soon in Mount Pleasant.

In 2024, we were honored to receive the Society of American Florists' Marketer of the Year Award, recognizing our commitment to creativity, innovation, and excellence. Now you're part of that story.

Whether you're designing arrangements, serving customers, making deliveries, or supporting our team behind the scenes, your work matters. Every interaction helps create the exceptional experience that has made Tiger Lily one of Charleston's most trusted florists.

Thank you for bringing your talents, energy, and heart to Tiger Lily. Together, we'll continue delivering The Finest, one customer, one arrangement, and one memorable experience at a time.

Welcome to the Tiger Lily family!

Warmly,

Guiding Principles

OUR MISSION

To be Charleston's Finest by creating extraordinary floral artistry, delivering exceptional hospitality, and building lifelong relationships—serving every customer with the highest standards of creativity, care, and service.

OUR VISION

To be the Lowcountry's most admired florist, known for beautiful design, unforgettable customer experiences, and a culture where excellence, innovation, and community flourish together.

OUR PROMISE

At Tiger Lily, flowers celebrate life's most meaningful moments.

Whether a customer is purchasing a single stem, a birthday bouquet, or designing an elaborate wedding, we promise the same exceptional care, craftsmanship, and hospitality. We don't just create beautiful flowers—we create memorable experiences, lasting relationships, and customers for life.

Beautiful flowers bring customers in.
Extraordinary hospitality brings them back.



Core Values

HOSPITALITY FIRST

Every customer should feel genuinely welcomed, valued, and cared for. We don't simply provide service; we create memorable experiences.

THE FINEST STANDARD

From a single bloom to an elaborate event, every arrangement, every interaction, and every detail reflects Tiger Lily's commitment to excellence.

RELATIONSHIPS FOR LIFE

We're building lifelong relationships, not simply completing today's sale. Trust, kindness, and genuine care are at the heart of everything we do.

INTEGRITY ALWAYS

We do the right thing with honesty, professionalism, accountability, and respect for our customers and one another.

CHARLESTON PROUD

We're honored to be Charleston's finest florist. We celebrate the beauty, creativity, and spirit of the Lowcountry through our designs, our service, and our commitment to the community.

HOW WE SERVE EVERY CUSTOMER

We never pressure.

We listen.

We educate.

We recommend.

We guide.

Every customer has a story. Every purchase has a purpose. Whether they're buying a single stem, celebrating a birthday, or planning the wedding of a lifetime, our role is to help them find the perfect expression for the moment.



Guest Service Formula

WELCOME

Smile. Greet every customer warmly.

CONNECT

Listen first. Discover the story behind the flowers.

INSPIRE

Recommend the perfect flowers and gifts.

GUIDE

Never pressure. Help customers make the best choice for their occasion and budget.

CONFIRM

Review the order, delivery details, and card message.

GRATITUDE

"Thank you for choosing Tiger Lily. We'll take great care of your order."

FOLLOW UP

Send a handwritten thank-you note to first-time customers, orders over \$250, and anyone who deserves a personal touch.

Welcome

WELCOME EVERY GUEST

The first impression sets the tone for the entire experience. Whether a guest walks through our door or calls on the phone, they should immediately feel that they're in the right place.

OUR STANDARD

Smile before you speak. Your guest can hear your smile, even over the phone. Greeting examples:

IN STORE

"Welcome to Tiger Lily! We're so glad you're here."

IN STORE

"Thank you for calling Tiger Lily. This is (Name.)
How may I help you today?"

EVERY GUEST SHOULD FEEL

- Welcomed
- Appreciated
- Comfortable
- Confident they're in the right place

REMEMBER

The first 10 seconds create the first impression. Make them unforgettable.

EXERCISE: THE GOLDEN RULE

Mirror their communication style. Don't change who you are, adjust how you communicate.

DIRECT

Likes quick answers. Be brief. Recommend 2 or 3 options.

EXPRESSIVE

Likes conversation. Share excitement. Celebrate the occasion.

STEADY

Likes reassurance. Be patient. Guide with confidence.

ANALYTICAL

Likes details. Be prepared. Answer clearly.

Connect

CONNECT WITH YOUR GUEST

Every bouquet has a story.
Discover it.

Don't start with:

"What would you like?"

Start with genuine curiosity.

Ask Questions Like...

"What are we celebrating today?"

"Tell me about the occasion."

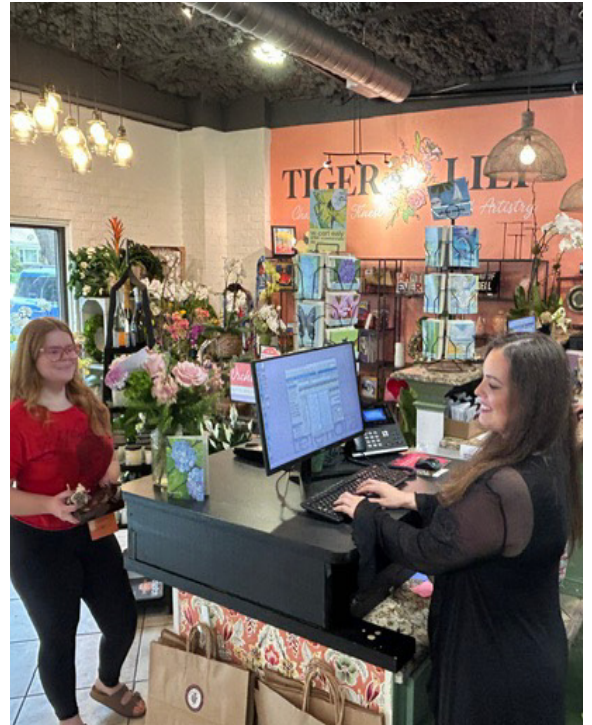
"Who are we sending flowers to?"

"When will they be receiving them?"

WHY IT MATTERS

The more you learn about your guest and the occasion, the better you can recommend the perfect flowers and gifts.

People remember how you made them feel. Listen first. Recommend second.



Inspire

Be the floral expert your guest can rely on.

Your knowledge gives guests confidence and helps them choose the perfect flowers for every occasion.

KNOW YOUR CRAFT

- Flower varieties and meanings
- Seasonal availability and substitutions
- Color palettes and design styles
- Occasion and sympathy etiquette
- Wedding and event floral styles
- Delivery options and procedures

OUR STANDARD

Guests aren't looking for a florist. They're looking for an expert who can guide them with confidence.

REMEMBER

Knowledge inspires confidence. Confidence builds trust. Trust creates lifelong customers.

Guide

Thoughtful recommendations create memorable experiences.

Every order deserves consideration for enhancements that make the gift more meaningful.

SUGGESTIONS TO CONSIDER

- Premium flower upgrade
- Larger arrangement
- Coordinating vase
- Candle
- Chocolates
- Greeting card
- Plants
- Multiple arrangements
- Complementary gift items



NATURAL CONVERSATION STARTERS

"Many guests also add..."

"Would you like to make this arrangement even more memorable?"

"I have a beautiful premium version that really makes a statement."

"Our guests love pairing this with..."

OUR STANDARD

Always recommend because it enhances the guests experience—not because you're trying to make a sale. .

Confirm

ACCURACY IS AN ACT OF HOSPITALITY

Before completing every order,
review the details with your customer:

- Recipient's Name
- Phone Number
- Delivery Address & Business Name
- Billing Address and Email
- Delivery Date
- Occasion
- Floral Arrangement & Add-ons
- Card Message
- Total Price
- Guest Contact Information

OUR STANDARD

Never assume. Always confirm.

Every detail matters because every order represents someone's meaningful moment. Accuracy protects our customers, our reputation, and the Tiger Lily promise.



Gratitude

Leave every guest feeling appreciated.

A genuine expression of gratitude is the final step in creating an extraordinary customer experience.

OUR STANDARD

Smile

- Let your appreciation show

Express Gratitude

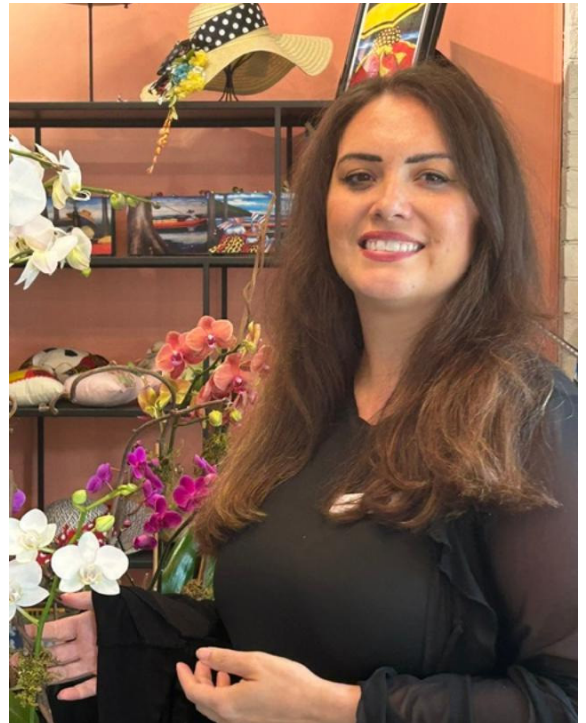
- Thank every customer, every time

Make It Personal

- Use the customer's name whenever possible

Reassure

- Let them know their order is in good hands



OUR TIGER LILY CLOSING

"Thank you for choosing Tiger Lily. We'll take great care of your order, and we hope to become your neighborhood florist."

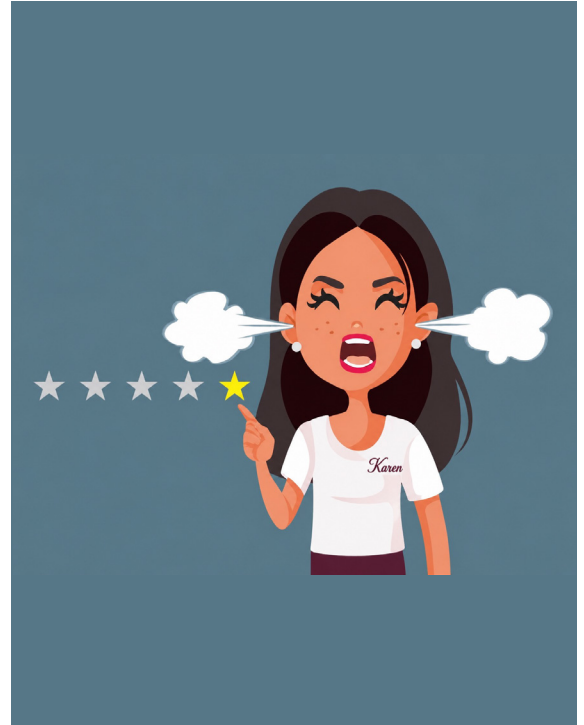
REMEMBER

Flowers create beautiful moments. Gratitude creates lasting relationships.

Exercise

HANDLING DIFFICULT SITUATIONS

Turn the problem into a lasting, 'positive', impression.



RECOVERY PLAN

- Stay Calm
- Listen Completely
- Acknowledge the Concern
- Take Ownership
- Offer a Solution
- Ask for help when needed

Follow-Up

The relationship doesn't end when the flowers are delivered.

The most memorable businesses stay connected. A thoughtful follow-up shows customers they matter long after the sale.

OUR STANDARD

Send a handwritten thank-you note to:

- First-time guests
- Orders over \$250
- Anyone who deserves a personal touch

KEEP IT PERSONAL

A handwritten note doesn't need to be long, just sincere.

"Thank you for choosing Tiger Lily. We truly appreciate your business and hope to help you celebrate many more special moments."

REMEMBER

Beautiful flowers create memorable moments. Thoughtful follow-up creates lifelong customers.



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Policies,
Procedures,
and Expectations

Who We Are

ONE TEAM, ONE EXPERIENCE

Every department depends on the others. When we communicate, support one another, and consistently follow the Tiger Lily Selling Process, we create the exceptional experiences our guests remember and recommend.

We don't just sell flowers. We create moments that matter.

GUEST EXPERIENCE

PURPOSE

Creates the first impression and guides every customer through our Selling Process.

KEY RESPONSIBILITY

Welcome guests, discover needs, inspire, recommend, complete accurate orders, and create memorable experiences.

DAILY DESIGN

PURPOSE

Brings every customer's vision to life with exceptional floral design.

KEY RESPONSIBILITY

Prioritize orders, design consistently, manage quality, create value, and maintain Tiger Lily standards.

WEDDINGS & EVENTS

PURPOSE

Delivers flawless celebrations for one of life's most important days

KEY RESPONSIBILITY

Consult with clients, prepare proposals, coordinate production, and execute perfect installations.

PURCHASING

PURPOSE

Ensures we have the freshest flowers and products available.

KEY RESPONSIBILITY

Order inventory, process flowers, manage quality, control inventory, and reduce waste.

DELIVERY

PURPOSE

Provides the final impression of the Tiger Lily experience.

KEY RESPONSIBILITY

Package arrangements safely, deliver professionally, communicate with recipients, and represent our brand with pride.

Presenting Yourself

DRESS CODE POLICY

Our goal isn't to restrict personal style. It's to present a polished, professional image that reflects the quality, creativity, and care our guests expect.

PROFESSIONAL STANDARDS

- Wear your name tag
- Arrive clean, well-groomed, and ready
- Practice professional hygiene and fresh breath
- Uniform shirts and name tags are required for all public events and installations

CLOTHING GUIDELINES

- Wear solid colors or Tiger Lily apparel
- No large logos, graphics, or slogans
- Choose neat, modest, professional attire
- No hats indoors

DEPARTMENT EXPECTATIONS

- Wedding Team: Tiger Lily Shirt + Black/Khaki Pants (no jeans)
- Managers: Lead by example; Business Casual
- Downtown: Tiger Lily Polo or Bright Solid Top with Jeans/Khakis

GROOMING STANDARDS

You Represent Charleston's Finest Florist
Our team is Tiger Lily's greatest asset.

Every day, our appearance should reflect the professionalism our guests expect.

- Professional Standards
- Excellent personal hygiene
- Clean, neat, well-groomed appearance
- Fresh breath, clean hands, and neat fingernails
- Friendly smile and positive attitude
- Hair & Personal Grooming
- Hair clean, neat, and well maintained
- Long hair secured when appropriate
- Facial hair neatly trimmed
- Makeup and jewelry should be tasteful and professional



THE "TIGER LILY CHECK"

Before every guest interaction, ask yourself:

- Hair neat
- Clothing clean and wrinkle-free
- Name tag on
- Hands and nails clean
- Fresh breath
- Ready to deliver Charleston's Finest experience

REMEMBER

Your appearance is the first impression of the Tiger Lily brand.
Every detail matters.

Employment Basics

EMPLOYMENT STATUS: FULL-TIME

Our full-time team is the foundation of Tiger Lily. As leaders of our culture, full-time employees set the standard by living our values every day being positive, professional, dependable, and committed to delivering Charleston's Finest experience.

A full-time employee is regularly scheduled to work an average of 34 or more hours per week.

FULL-TIME BENEFITS*

A positive workplace where you'll be appreciated, challenged, and recognized. Medical benefit contribution of up to \$250 per month, beginning after 6 months of employment.

Two weeks (10 days) of paid vacation annually, earned at 5 days every 6 months.

20% employee discount on Tiger Lily merchandise.

Eligibility after 1 year to participate in a SIMPLE IRA with up to a 3% company match.

VACATION POLICY

Vacation must be used by December 15 each year.

Unused vacation is forfeited and is not paid upon separation from employment.

PROFESSIONAL EXPECTATIONS

Full-time employees may not work for a competing florist while employed by Tiger Lily.

We request a minimum 30-day notice when resigning to allow time for hiring and training.

Wedding Sales team members are expected to complete all scheduled weddings for their clients whenever possible.

Department Heads, Purchasing, and General Managers may be asked to provide 30–90 days' notice, depending on the time needed to ensure a smooth transition.

*Benefits, policies, and eligibility are subject to change at Tiger Lily's discretion.

EMPLOYMENT STATUS: PART-TIME

Our part-time team is the backbone of Tiger Lily. Whether you work a few hours each week or help during our busiest seasons, you play an important role in delivering Charleston's Finest experience. We value your commitment and strive to make Tiger Lily a rewarding place to work.

A part-time employee is regularly scheduled to work less than 34 hours per week.

PART-TIME CLASSIFICATIONS

Part-Time Department

- LEAD
 - Leads a key function or department and helps support daily operations.
- REGULAR PART-TIME
 - Works a consistent weekly schedule.
- SEASONAL PART-TIME
 - Works as business needs require during peak seasons or special events.

PART-TIME BENEFITS

A positive workplace where you'll be appreciated, challenged, and recognized. Flexible, preplanned scheduling whenever possible.

20% employee discount on Tiger Lily merchandise.

Opportunities to learn floral design, retail, and small business skills.

Advancement opportunities based on performance and development.

Part-time employees are not eligible for paid vacation, paid holidays, or company-sponsored medical benefits.

On-Boarding

PROBATIONARY PERIOD

All new employees serve a 90-day probationary period beginning on their hire date. This period allows both the employee and Tiger Lily to determine if the position is a good fit. During the probationary period, either the employee or Tiger Lily may end the employment relationship at any time, with or without notice.

ATTENDANCE

Dependable attendance is essential to serving our customers and supporting your team. Employees are expected to arrive on time and ready to work for every scheduled shift.

ABSENTEEISM

Employees are expected to report for every scheduled shift. If you are unable to work, notify a General Manager as soon as possible and before your scheduled start time. Excessive or unexcused absences may result in disciplinary action, up to and including termination.

TARDINESS

An employee is considered late if they arrive after their scheduled start time. There is no grace period.

IF YOU WILL BE LATE

- Notify a General Manager before your shift begins
- Explain the reason for the delay

Management will determine whether the tardiness is excused.

Three tardies within a 30-day period may result in a written warning. Any additional unexcused tardy or absence within the following 30 days may result in further disciplinary action, up to and including termination.

WORK SCHEDULES

Weekly schedules are posted in the QuickBooks Workforce app, which is also used to clock in and out. It is your responsibility to check the app regularly for your schedule. Tiger Lily strives to post schedules up to three weeks in advance whenever possible.

IF YOU NEED TO CHANGE A SCHEDULED SHIFT

First, arrange for a qualified coworker with the same job qualifications to cover your shift. Notify a General Manager of the proposed change. Do not assume a shift swap is approved until it has been confirmed by management. Employees are responsible for working all scheduled shifts unless an approved schedule change has been made.

PEAK BUSINESS, TIME-OFF BLACK OUT DATES

Tiger Lily understands the need for time off to recharge our batteries, however we also must have our employees available during key times in our industry.

VALENTINE'S DAY WEEK AND MOTHER'S DAY WEEK

Black out dates for all employees. Any requests are considered based on seniority, day of the week, position, and the time in which they are submitted.

February

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

May

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

EASTER WEEK, THANKSGIVING WEEK AND CHRISTMAS WEEK

Full Time Employees:

You may request time off starting on the actual day of the holiday and afterwards, providing we have coverage for your area. No predate time off within that week is allowed due to high volume of sales (unless your position is not a critical role to our organization's business on the days requested). Unless a proven emergency or special approval, there will be no exceptions for time off within the week prior to these holidays.

Part Time Employees:

Same black out times for major holidays as full time. We would appreciate your support as they are very busy. We request that drivers, phone answering personnel, processors and designers be available for your scheduled production hours. For designers, depending on if you are doing menu production, or daily production -we appreciate your being available.

PAYROLL SCHEDULE

Tiger Lily employees are paid twice each month:

- **First payroll**
 - Covers the 1st–15th of the month and is paid on the first business day after the 15th.
- **Second payroll**
 - Covers the 16th through the last day of the month and is paid on the first business day of the following month.

All pay is made by direct deposit. Bank holidays may delay deposits by one business day.

PAYROLL DEADLINES

Requests for reimbursable expenses, including approved vacation pay, mileage, or other reimbursements, must be submitted no later than one business day before the end of the applicable pay period to be included in that payroll.

OVERTIME POLICY

Non-exempt employees are eligible for overtime pay at 1.5 times their regular hourly rate for all hours worked over 40 in a workweek (Monday through Sunday). Paid vacation and holiday hours do not count toward overtime.

COMPENSATION PRIVACY

Compensation is a personal matter. Tiger Lily encourages everyone to respect the privacy of others and to keep compensation discussions professional and appropriate.

Questions regarding pay, compensation, or payroll should be directed to the Owner or a General Manager. Compensation decisions are based on factors such as job responsibilities, experience, performance, skills, and market conditions. Employees should avoid speculation or misinformation regarding another employee's compensation.

This version reinforces professionalism while avoiding language that could conflict with federal labor law.

Workplace Conduct & Culture

EQUAL EMPLOYMENT OPPORTUNITY & NON-DISCRIMINATION

At Tiger Lily, everyone is welcome, always. We are committed to creating a workplace where every employee, customer, vendor, and business partner is treated with dignity, respect, and professionalism.

Tiger Lily provides equal employment opportunities and does not discriminate in hiring, compensation, promotion, training, scheduling, discipline, termination, or any other aspect of employment based on race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by applicable law. We also expect every employee to contribute to an inclusive, respectful workplace.

Discrimination, harassment, bullying, or disrespectful behavior toward coworkers, customers, or vendors will not be tolerated and may result in disciplinary action, up to and including termination. Our commitment is simple: Everyone deserves to feel welcomed, valued, and respected at Tiger Lily.

CONFIDENTIALITY

All Tiger Lily information is confidential and not allowed to be discussed outside of our shop with anyone.

If you are terminated for any reason, this will be strictly enforced, especially if we are informed of your discussing Tiger Lily confidential information or using slander in which proof is given.

An infraction for sharing private information of our products, sales, practices, accounts, customer lists, or private information can result in legal action.

CONFIDENTIAL INFORMATION

Tiger Lily's guest information and business records are confidential and are among our most valuable assets.

Employees may not copy, print, photograph, download, email, text, remove, or share confidential company information without authorization. This includes, but is not limited to:

- Guest names, addresses, phone numbers, email addresses, and order history.
- Pricing, proposals, contracts, and financial information.
- Vendor and supplier information.

EMPLOYEE INFORMATION

Proprietary business processes, recipes, designs, and operating procedures. Confidential information may only be used to perform your job responsibilities and must never be used for personal benefit or shared with anyone outside the company.

Upon separation from employment, all customer lists, records, documents, passwords, electronic files, and other company information must remain the property of Tiger Lily and be returned immediately.

Unauthorized use, disclosure, or removal of confidential information may result in disciplinary action, up to and including

HARASSMENT-FREE WORKPLACE

Tiger Lily is committed to providing a workplace where everyone is treated with dignity, respect, and professionalism. Harassment, discrimination, bullying, intimidation, or inappropriate conduct of any kind will not be tolerated.

Employees are expected to:

- Treat coworkers, customers, vendors, and visitors with courtesy and respect. Refrain from unwanted physical contact, inappropriate comments, offensive jokes, or any behavior that creates an uncomfortable or hostile work environment.

- Maintain professional language and conduct at all times.

Any employee who experiences or witnesses' harassment or inappropriate behavior should report it immediately to a General Manager or the Owner. All concerns will be taken seriously and investigated promptly.

DRUGS AND ALCOHOL

Tiger Lily maintains a zero-tolerance policy for the use, possession, sale, distribution, or being under the influence of illegal drugs while working, on company property, or while conducting company business.

Employees may not consume alcohol during working hours or report to work under the influence of alcohol.

Exception: Alcohol may be served at authorized Tiger Lily-sponsored team social events.

Employees who choose to drink are expected to do so responsibly and professionally. Any inappropriate behavior, intoxication, or violation of company standards at these events may result in disciplinary action, up to and including termination.

WORKPLACE RELATIONSHIPS

Tiger Lily discourages romantic relationships between employees, as they can create conflicts of interest and affect workplace dynamics. Employees involved in a workplace relationship are expected to maintain professional behavior while at work.

Any relationship that creates a conflict of interest, favoritism, disruption, or discomfort for others may require management intervention.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

RESPECTFUL COMMUNICATION & CONFLICT RESOLUTION

Tiger Lily is committed to maintaining a respectful, professional, and collaborative workplace. We believe that open communication, mutual respect, and teamwork create the best environment for our employees and the best experience for our customers.

RESOLVING WORKPLACE CONCERNS

If you have a concern, disagreement, or conflict with another employee, bring the issue directly to your supervisor or the owner.

Employees should not attempt to resolve workplace conflicts through arguments, confrontations, or emotional discussions with one another.

Management will serve as a neutral facilitator to help resolve concerns fairly, professionally, and respectfully.

Our goal is to address issues promptly while preserving positive working relationships.

PROFESSIONAL CONDUCT

Employees are expected to:

- Treat coworkers, customers, and vendors with courtesy and respect.
- Communicate professionally at all times.
- Listen respectfully to differing viewpoints.
- Bring concerns to management rather than discussing them with other employees.
- Cooperate with management during conflict resolution.
- Bullying, gossip, intimidation, personal attacks, or disrespectful behavior are not acceptable and will not be tolerated.

CUSTOMER-FIRST EXPECTATIONS

Customers should never witness workplace disagreements or unprofessional behavior.

EMPLOYEES MUST NEVER

- Argue with another employee in front of customers.
- Raise their voice or display anger on the sales floor.
- Discuss internal conflicts, scheduling issues, or personnel matters where customers may overhear.
- Use profanity, vulgar language, or inappropriate remarks while working.

If a difficult conversation is necessary, it should be moved to a private area and handled with a supervisor or owner present.

RESPECTFUL WORKPLACE COMMUNICATION

Tiger Lily is committed to maintaining a positive, respectful, and solution-focused workplace.

If you have a concern, question, or conflict, address it promptly with the person involved or with a General Manager. Bringing concerns to someone who cannot resolve the issue rarely leads to a solution and can negatively impact the work environment.

If you have an idea for improvement, share it with the person who has the authority to make that change. We value constructive feedback and encourage open, respectful communication focused on solutions rather than complaints.

Day to Day Operations

TIGER LILY BREAK POLICY

Providing exceptional service requires our full attention, but we also recognize the importance of taking time to recharge during the workday. Breaks should be scheduled to ensure our customers continue to receive outstanding service.

MEAL BREAK

Employees scheduled to work more than five (5) hours are expected to take one unpaid 30-minute meal break. Meal breaks should be taken as business needs allow and with management approval.

Employees must clock out at the start of their meal break and clock back in before returning to work. If an employee forgets to clock in or out, they must notify their General Manager immediately so their time record can be corrected. Employees leaving the property during their meal break must notify a General Manager or Owner.

Employees scheduled for five hours or less are expected to eat before or after their shift unless otherwise approved by management.

PERSONAL BREAKS

As business needs permit, employees may take:

- One optional 15-minute personal break during the morning.
- One optional 15-minute personal break during the afternoon.

These breaks may be used for:

- personal phone calls,
- smoking,
- checking personal messages,
- or other personal activities.

Personal breaks must be approved by the General Manager. Employees must clock out and back in for personal breaks.

Personal breaks are limited to 15 minutes. Breaks exceeding 15 minutes may result in additional unpaid time or corrective action.

COMBINING BREAKS

With prior approval from the General Manager, employees may combine their meal break and personal breaks into one continuous break of up to one hour, provided adequate staffing is maintained and business needs allow.

Employees are expected to return from all breaks on time and ready to work. Excessive, unauthorized, or extended breaks may result in disciplinary action.

CELL PHONE POLICY

Providing exceptional customer service requires our full attention. Personal cell phone use during working hours can distract from customer service, reduce productivity, and create safety concerns.

Employees are expected to keep personal cell phones put away while working and should not make or answer personal calls, send text messages, browse the internet, or use social media while on the clock.

Personal cell phones may be used:

- During approved breaks or meal periods.
- For Tiger Lily business when authorized.
- In the event of an emergency.

If an employee needs to take a personal call that cannot wait until a scheduled break, they must notify their General Manager before taking the call. If the call requires the employee to step away from work for more than a brief moment, the employee must clock out for the duration of the call.

We understand that family members or others may need to reach an employee in an emergency. In these situations, they should call the Tiger Lily store, and management will promptly notify the employee.

Employees are expected to use good judgment and remain focused on serving our customers and supporting their team. Excessive or unauthorized cell phone use during working hours may result in disciplinary action.

FOOD & BEVERAGE POLICY

To maintain a safe, clean, and professional workplace, food is permitted only in the kitchen or designated break area, unless management approves otherwise during busy holidays or special events.

No food is permitted at workstations, desks, offices, or in the showroom. Store food in the kitchen or your assigned cubby.

Staff celebrations may take place in the shop, but food should remain in the kitchen whenever possible.

After eating, employees are expected to:

- Wash, dry, and put away all dishes and utensils.
- Wipe down tables and counters.
- Dispose of trash properly and do not leave dishes or cups in the sink.

Beverages with secure lids are permitted in work areas except the showroom. Limit beverages to one at a time and dispose of or clean containers before leaving for the day.

Everyone shares responsibility for keeping Tiger Lily clean, safe, and welcoming for both our team and our customers.

Leaving Tiger Lily

SEPARATION OF EMPLOYMENT

Employees who choose to resign are expected to provide at least two weeks' written notice. Employees in leadership, department management, wedding, or other specialized roles are encouraged to provide additional notice whenever possible to allow for a smooth transition and training of a replacement.

Before their final day of employment, employees must:

- Return all Tiger Lily property, including keys, uniforms, jackets, name badges, company cell phones, computers, and any other company-issued equipment.
- Return all company files, records, and confidential information.
- Complete any reasonable transition responsibilities assigned by management.
- Final pay will be processed in accordance with applicable state law. Failure to return company property may result in the company pursuing all available legal remedies.

We appreciate employees who provide adequate notice and assist with a professional transition, helping ensure continued excellent service for our customers and team.

EMPLOYEE SOLICITATION

Tiger Lily invests significant time and resources in recruiting, training, and developing our team. Employees are expected to support the success and stability of the organization.

Current employees may not actively recruit or solicit other Tiger Lily employees to leave the company for employment elsewhere while they are employed by Tiger Lily.

Former employees are expected to honor any applicable confidentiality, non-solicitation, or other agreements they have signed with Tiger Lily.

We believe professional relationships should be built on mutual respect and integrity, and we ask all employees to support a positive and stable workplace.



ACKNOWLEDGE & AGREE

I acknowledge that I have received, read, and understand the Tiger Lily Employee Team Success Guide. I understand that it is my responsibility to become familiar with and comply with the policies, procedures, and standards of conduct described in this handbook and any future updates provided by Tiger Lily.

I understand that this handbook is intended as a guide to employment and does not create a contract of employment or guarantee employment for any specific period of time. My employment with Tiger Lily is at will, meaning either I or Tiger Lily may end the employment relationship at any time, with or without notice, and with or without cause, subject to applicable law.

I understand that failure to follow Tiger Lily policies may result in disciplinary action, up to and including termination of employment.

EMPLOYEE NAME (Printed)

EMPLOYEE SIGNATURE

DATE

GENERAL MANAGER/OWNER

DATE