EMPLOYEE MEALS

The Employee Meal benefit is available to every employee working for Isaac’s Deli, Inc. Therefore, it is very important that you remember that food has a cost and wasting food, or abusing this benefit, leads to a decreased ability for the company to provide financial benefits for everyone.

Employee meals will be tracked, daily, in order to accurately determine the cost of this benefit to Isaac’s Deli, Inc. Although Isaac’s Deli, Inc. encourages the USE of this benefit, ABUSE of this benefit could result in the ultimate elimination of the benefit so please be considerate.

Managers will check all employee meals rung in each day for compliance with the employee meal rules. (*See General Manager for complete list of rules and procedures*) as well as for accuracy in regards to discounts and sales recorded. Failure to ring in your employee meal, thereby resulting in an inaccurate tracking of the cost of this benefit, or failure to provide proof of all items purchased as your employee meal will result in disciplinary actions including written warnings and/or termination.

### FREE UNIFORMS WHEN APPLICABLE

Deli/tron shirts, hats, visors, aprons, and nametags shall be provided by Isaac’s Deli, Inc., at no charge, to the employee. These items remain the property of Isaac’s Deli, Inc. and the employee is expected to maintain these items in a clean and neat manner. In the event of termination, these items shall be surrendered, upon request, in a reasonable condition.

Shirts, Hats and Visors

Uniforms are allocated to each restaurant on a monthly basis. Although the method for distribution is sometimes revised, the purpose is to provide free uniforms to employees on a regular basis and replace existing uniforms that show normal wear and tear.

# Nametags

Provided free of charge, upon hiring. If lost, there may be a charge for replacement.

\* Employees may purchase additional uniforms from the Central Office as desired.

**REGULAR PERFORMANCE EVALUATIONS**

Evaluations shall take place at the following intervals of employment: 90 days or 200 hours, six months, one year, and yearly thereafter. It should be noted that these evaluations are scheduled evaluations and can be scheduled at any time by your supervisor. The purpose of these evaluations is to determine job performance and knowledge. These evaluations shall also be used to set employment-related goals.

The employee should understand that the completion of an evaluation, no matter the outcome, does not necessarily imply that a pay increase is due. However, the results of these evaluations shall be considered when determining pay rates.

**HEALTHY WORK ENVIRONMENT**

Isaac’s Deli, Inc. always strives to provide a happy, healthy work environment for all employees. We feel it is absolutely essential to work in an environment that is clean and pleasant. Therefore, we will work diligently to provide this benefit for our employees. Isaac’s Deli, Inc. will always explore avenues of better communication between management and staff and encourage our employees to do the same.

**HEALTH AND WELLNESS PROGRAM**

Each year, Isaac’s Deli, Inc. looks at new ways to improve our benefits package. We have a Health and Wellness Program that is geared towards assisting our employees in staying healthy. We also try and save you a buck or two along the way by offering corporate health-related programs. Look forward to many health and money saving tips. If you are interested in becoming a member of our Health and Wellness Committee, please talk to your General Manager or contact the committee at [flockdocs@isaacsdeli.com](mailto:flockdocs@isaacsdeli.com).

**STUDENT RECOGNITION AND PLEDGE**

Students form an important component of Isaac’s Deli, Inc. workforce. Many high school and college students choose Isaac’s Deli, Inc. as their choice of employment while attending school. In support of this, Isaac’s Deli, Inc. believes that all students should graduate from high school and we pledge to work with student employees to support their academic success and personal growth.

Isaac’s Deli, Inc. strives to structure our work environment to encourage good work habits. We want to serve as positive role models—demonstrating and encouraging ethical behavior. As an employer of students, we will abide by all laws regulating student employment.

In return, we ask that students give us their best effort and be timely with submitting scheduling requests.

**INCENTIVE PAY FOR DELIVERY**

Isaac’s Deli, Inc. recognizes the need to recruit employees to deliver orders. Isaac’s Deli, Inc. also understands the need for General Managers to be able to offer incentives to encourage employees to use their own vehicles for delivery.

This policy allows the General Manager to ensure that our customers are receiving the quality delivery service they deserve.

**POLICY**

Incentive pay for delivery shall be provided to hourly employees age 18 and older who deliver orders to our customers. This incentive pay is in addition to the mileage reimbursement allowed under Internal Revenue Service Guidelines and as provided under the company policy, for expense reimbursements. Incentive pay shall be on a "per order delivered basis."

**PROCEDURE**

This incentive pay shall be included as an additional dollar amount on the employee’s pay and labeled as “Delivery”.

All requests for incentive pay shall be turned into the Corporate Office on a regular basis and at a minimum, monthly. Any requests for incentive pay, more than 90 days after occurring, will be denied. Every attempt will be made to include reimbursements with the payroll processing immediately following.

**EMPLOYEE PERFORMANCE REWARDS**

Isaac’s Deli, Inc. is proud to lead the way in our industry when it comes to rewarding employees for taking pride in their jobs. Isaac’s Deli, Inc. believes in rewarding productive employees by offering a Performance Reward Plan, which is in place from time to time. Each member of our restaurant teams, from general hourly employees to assistant and General Managers, have the potential to earn additional income by doing their part in cost controls for profitability. Isaac’s Deli, Inc. also believes that, by instilling this ownership in our employees, we become successful at what we do.

**EMPLOYEE REFERRAL PROGRAM**

Isaac’s takes great pride in it’s recruitment and selection process-a process that resulted in you joining our flock. We know that one of our best sources for candidates is our existing employees.

Employees of Isaac’s are eligible to refer candidates, who if hired and completes 90 calendar days of service, will result in a referral bonus in the amount of $50.00 (less taxes).

**GROWTH AND OPPORTUNITY**

Isaac’s Deli, Inc. believes in growing great employees and leaders from within. As a result, opportunities for promotion and personal growth, in a career with Isaac’s Deli, Inc., are exceedingly likely for an employee demonstrating ability and determination.

As in all jobs, advancement is possible with ability, determination, and the availability of position openings. Whenever job openings and promotions are available, first consideration will be given to qualified employees. If there are no qualified employees to fill the available opening(s), an external search will begin to find candidates who are

qualified for the position(s). Many opportunities will present themselves to employees who choose to grow.

In developing great employees and leaders, Isaac’s Deli, Inc. offers numerous opportunities for personal growth. These include a Manager Training Program, Certified Trainer Program, and other educational offerings. In addition, employees are encouraged to participate in numerous venues that allow their opinions and leadership abilities to develop.

Remember, your General Manager, and most of your Central Office staff, started their career with Isaac’s Deli, Inc. by working in one of our restaurants as an hourly employee. Each of them is committed to your personal growth as well.

**JURY DUTY AND JURY PAY**

Isaac’s Deli, Inc. believes that jury duty is an important civic responsibility and encourages employees to serve.

**POLICY**

Upon receipt of notification from state or federal courts of an obligation to serve on a jury or act as a court witness, employees should notify their General Manager immediately. The employee is required to provide copies of the subpoena or jury summons to their General Manager. Employees appearing as a plaintiff, defendant or for a non-subpoenaed court appearance will not be eligible for this benefit. Paid Time Off or unpaid time should be used for these instances.

Benefits Eligible employees shall be paid for jury duty or acting as a subpoenaed court witness, up to 30 days in a rolling 12 month period (calculated by counting backwards from the first day of leave), when duty falls during a regularly scheduled shift. Hourly employees shall be paid for their hours at their current PTO calculated rate. When jury duty conflicts with work responsibilities, Isaac’s Deli, Inc. may, at the consent of the employee, use legitimate and necessary means to obtain postponements of service to a more convenient time.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Isaac’s Deli, Inc. recognizes that a wide range of problems, not directly associated with one’s job function, can have an adverse impact on any employee’s job performance. While many troublesome situations can be independently resolved without effect on job performance, some require assistance from professional sources so that job performance is not impeded. For this reason, Isaac’s Deli, Inc. has contracted the

services through an outside provider to provide assistance with our employees and their dependents if the need arises.

The program is designed to deal with a broad range of problems such as: mental or emotional distress, family or marital difficulties, alcoholism and/or drug abuse, financial stress, legal problems and many other concerns. This program provides up to three

sessions of assessment, diagnosis, counseling and/or referral per year. Isaac’s Deli, Inc. shall cover costs for these services. (Costs for additional services that are not covered by insurance are the responsibility of the employee.)

1. **ALL RECORDS AND DISCUSSIONS OF PERSONAL PROBLEMS ARE REGARDED AS HIGHLY CONFIDENTIAL. RECORDS ARE KEPT BY THE EAP AND DO NOT BECOME A PART OF THE EMPLOYEE’S PERSONNEL FILE.**
2. Participation in the program does not jeopardize an employee’s job security, promotional opportunities, or reputation.
3. In some cases, an employee may be referred to the EAP by Isaac’s Deli, Inc. because behaviors at work may represent a problematic situation, i.e. persistent tardiness, absence, erratic productivity, faulty judgments, memory lapses, etc. This referral is called a “Supervisory Referral.”
4. When job performance problems are the cause of referral to the EAP, it is the employee’s responsibility to comply with the referral for problem assessment and to pursue the EAP’s recommended course of treatment.
5. Nothing in this program, nor the implementation or operation of the EAP, is to be interpreted as constituting a waiver of Isaac’s Deli, Inc. responsibility to maintain a productive work environment. Isaac’s Deli, Inc. must reserve the right to follow the necessary performance management and disciplinary procedures if an employee is unable to perform the job as required. And, while every effort will be taken to encourage the employee to seek help for the source of the problem that is affecting his performance, the employee will ultimately be responsible for correcting the performance problem. Failure to correct the performance could lead to further disciplinary measures up to, and including, termination.

**ELIGIBILITY**

1. Any active employee is eligible to participate in the EAP. Inactive employees may participate in EAP services for up to 36 months after their termination date.
2. Eligible dependents are defined as immediate family members such as spouse, parents, children, brothers, and sisters. Any individual residing within the household of the employee. Any child living outside of the home to age 26.

**LEGAL CONSULTATION AND LAWYER REFERRAL SERVICES**

When legal concerns arise, knowing where to turn for professional guidance is essential. Your benefit, as an employee of Isaac’s Deli, Inc. includes free access to qualified and experienced attorneys. You are entitled to one free 30 minute office or

telephone consultation per separate legal matter. In the event you decide to retain an attorney after consultation, you will be entitled to a discounted hourly rate.

Types of issues for which an employee may use this program include, but are not limited to, civil/consumer issues, personal/family legal services, criminal matters, real estate and estate planning law.

Legal consultation and referral services are not available for second opinions, third party advice or employer-related issues.

**ELIGIBILITY**

1. Any employee is eligible to participate in obtaining Legal Consultation and Lawyer Referrals.
2. Eligible dependents are defined as immediate family members such as spouse, parents, children, brothers, and sisters. Any individual residing within the household of the employee. Any child living outside of the home to age 26.

\*See Isaac’s Deli, Inc.’s Human Resources Department for more information.

**EMPLOYEE CONCIERGE SERVICES**

Isaac’s Deli, Inc. believes it is important our employees maintain a healthy work-life balance. We understand that from time to time virtually everyone encounters situations which can feel overwhelming. That is why as an employee, you have access to confidential consultations to help you successfully manage life’s challenges. Via telephone, you are provided with in-depth resources and consultations until your concerns are successfully resolved.

Types of issues to which an employee may choose to use this program include Child Care Resources and Referrals, Eldercare Consultation and Referrals, College Planning, Continuing Education, Adoption Information, Wellness, Personal Financial Management and many others.

**ELIGIBILITY**

1. Any employee is eligible to participate in work-life connections.
2. Eligible dependents are defined as immediate family members such as spouse, parents, children, brothers, and sisters. Any individual residing within the household of the employee. Any child living outside of the home to age 26.

See ISAAC’S DELI, INC.’s Human Resources Department for more information.

**SMARTDOLLAR**

**Background.**

Isaac’s is committed to helping you improve your financial wellbeing. This has been part of the Flock Doc’s (Isaac’s Health and Wellness Committee) mission for years. Living paycheck to paycheck, being deeply in debt or having nothing in savings is not good for our employees overall wellbeing. We believe those who choose to participate in the 8-week SmartDollar program will start to take proactive control of their money-whether they are trying to get out of debt, save for college, buy a home or save for retirement.

**What is SmartDollar?**

SmartDollar is an 8 week, on-line educational program that walks you step by step through the money maze to the lasting behavior change that will lead you to financial success. It is a holistic, comprehensive approach to handling money. Engaging videos paired with useful tools will empower you to take control of your financial situation.

Understanding employees have unique money situations, SmartDollar provides the advice and tools you need whether you are paying off debt, saving for kids’ college, trying to graduate from college yourself-debt free or investing for retirement.

**Who can participate?**

Anyone employed by Isaac’s Deli Inc or its subsidiaries can participate. Involving spouses/significant others in the SmartDollar course is highly recommended.

**How does it work?**

SmartDollar is a structured 8 week educational program offered several times throughout the year. Your course coordinator will reach out to you each week to help guide you through the course. You will be watching On-Line SmartDollar Video Lessons then sharing your response to a weekly discussion question with others taking the course. These may be people who work for different organizations, some located throughout the country and around the world.

The cost of this program is covered 100% by our retirement plan advisory team. Because access is offered as a paid “Scholarship” the number of participants in each session is limited. If you enroll, we ask that you participate fully and complete the program. So, if you are not ready to make a commitment to improve your financial future just now, please do not take a scholarship away from someone who is motivated to participate fully in the program. We welcome you to come back when the time is right for you.

SmartDollar is not a magic pill that is going to automatically get you out of debt. It requires work to change the behaviors that will lead you to financial success.

**How do I get started?**

Visit [www.gainfinancialwellness.com](http://www.gainfinancialwellness.com) and **Register** and then **Enroll** in the desired SmartDollar course. Complete the Introduction Section. Your course coordinator will reach out to you when it is time to begin your 8 week course.

When you complete the course, a SmartDollar Certificate of Completion will be available for you to present to HR. Employees who successfully completed the program will receive the $60 wellness incentive currently in place for benefit eligible employees and $20 wellness incentive for non-benefit eligible employees\*. Isaac’s will not know what is discussed or any personal details of your financial situation, but only who participates in and completes the program. Once your Certificate of Completion has been received by HR, please allow at least 2-3 weeks for the wellness incentive to be paid out\*\*.

\*The wellness incentive paid out for the completion of this course is not in addition to other wellness incentive paid out for participation in other qualifying activities. Meaning, if you take the SmartDollar course during June and July, you cannot also receive gym membership reimbursements for June and July.

\*\*Certificate of Completion must be submitted to HR within 30 days of completion to receive the wellness incentive.