**A SAFE WORK ENVIRONMENT**

**SAFETY IN THE WORKPLACE**

**POLICY**

It is Isaac’s Deli, Inc. company policy to provide employees and customers with a safe, hazard-free environment. The prevention of employee and customer accidents and injuries is an important part of our objective. As an employee, you shall be expected to share in the commitment to safety. Accidents cannot be prevented unless you are willing to do your part.

All Isaac’s Deli Inc. employees must wear slip-resistant shoes at all times, beginning with the first day of employment. Slip resistant shoes will be periodically checked for tread quality to ensure protection from slips and falls. If flat spots or missing tread are found, the employee is required to replace them.

All employees are required to participate in a knife demonstration ***before*** using a knife. In addition, you should be aware that you are expected to follow all established safety and health policies in the workplace. These include, but are not limited to:

* **Following posted slicer rules when operating or cleaning automatic slicer**
* **Practicing proper procedures when lighting a grill**
* **Wearing approved slip-resistant footwear in accordance with company policy**
* **Wearing approved cut-resistant gloves in accordance with company policy**
* **Following proper techniques of knife use, handling, and storage**
* **Following proper procedures for handling all spills and dropped food items**
* **Practicing safe usage of toothpicks in sandwiches**

Please see your General Manager for a complete list of established guidelines for workplace safety.

If you are injured, no matter how minor, an Employee Injury Report must be filed with the manager-on-duty immediately. Always give as much detail as possible when reporting an injury—as this may assist in preventing future accidents.

A representative from the Central Office will investigate injuries that require medical treatment. The purpose of this investigation is to determine the cause of the injury, ways to prevent similar injuries of the same nature from occurring, and, if necessary, retrain employees on proper technique.

In order for this investigation to be successful, the injured employee, Manager on Duty at time of injury and the General Manager, must be in attendance. The central office may, at their discretion, require other employees/witnesses to attend as well.

Should you ever witness an unsafe act, it must be reported to the manager immediately. Your Training Manual will go into great detail concerning how you can be a safe employee and help others do the same!

Failure to abide by accepted safety standards will result in disciplinary action, up to and including verbal or written warning or termination. Additionally, should this failure result in injury to you or any other employee, it may result in a written warning for you, the manager on duty at the time of violation, and your General Manager.

Isaac’s Deli, Inc. has a Safety Committee. This Committee is comprised of a two-tiered representational system. The stores are divided into two- and three-store districts—each of which is represented at the Safety Committee meetings by a Safety Specialist. The Committee meets monthly in an effort to make the work environment safer. Each store that does not have a Safety Specialist has a Safety Representative who is responsible for ensuring compliance to safety standards in his store. It is the responsibility of the Specialists to thoroughly communicate the activities of the Committee to the individual store Safety Representative. The goal of the Safety Committee is to monitor compliance and exceed all safety and health regulations to promote safety in the workplace.

**PERSONAL ELECTRONIC DEVICES**

# POLICY

This policy was created to address all “at work” use of personal electronic devices. Isaac’s Deli, Inc. cares about its employees and wants to provide a safe work environment, whether employees are working in the workplace or working on the road. This employer takes its personal electronic device policy seriously. Any violations, of this policy, will subject employee to disciplinary action up to, and including, termination of employment.

# PROCEDURE

On the premises-

All personal electronic devices shall be turned off and stored away from the employee, at all times, when at work. The only exception is if a personal electronic device is required for work-related use. Employees who choose to use their personal electronic devices for work-related use should take necessary precautions to protect the information therein, such as password protecting the device.

Operating a vehicle-

Isaac’s recognizes that it may be necessary, at times, to use a cell phone while operating a vehicle. Employees are required to comply with all state and local laws regarding the use of wireless communication devices.

All employees shall use a hands-free device while driving. Employees without hands-free devices shall not make or receive telephone calls while driving. Regardless of the circumstances, including slow or stopped traffic, employees shall not make or receive emails or text messages while driving. Employees shall let incoming calls terminate and then find a safe place to pull over and park before initiating a call. Under no circumstances shall employees use phones during adverse weather or difficult traffic conditions.

Employees who are charged with traffic violations resulting from the use of their wireless communication device while driving will be solely responsible for all liabilities that result from such actions.

**RECORDING DEVICES PROHIBITED**

Isaac’s Deli, Inc. respects the privacy of its employees and strives to protect all confidential Company information.

Isaac’s prohibits the use of any recording device on Company property or during working hours unless specifically permitted by Isaac’s. Isaac’s Deli, Inc. prohibits the use of picture phones or any other camera or device that may capture visual images without the Company’s prior written permission. More specifically, the use of picture phones or other recording of visual images is prohibited in restrooms and any other area where members of the public or co-workers would expect a reasonable degree of privacy and in any areas in which sensitive or closely guarded corporate or business materials are used or housed.

Any employee found in violation of this policy will be subject to disciplinary action and may also be subject to prosecution to the fullest extent permitted under the law.

**DELIVERY DRIVER POLICY**

**POLICY**

This policy is aimed at protecting Isaac’s Deli, Inc. and its employees at all levels, general hourly employees through management, and informing all parties about the risks and responsibilities associated with operation of a motor vehicle on company business.

Isaac’s Deli, Inc. recognizes that no policy can completely eliminate all risk associated with conducting driving deliveries. The following procedures will ensure that safer driving is observed. This policy is not intended to discriminate against any driver. However, we believe that drivers who have demonstrated safer driving practices in the past will be more likely to continue these practices.

# PROCEDURE

In order to conduct driving deliveries for Isaac’s Deli, Inc., drivers must meet the following criterion:

* Have and provide proof of a valid Driver’s License.
* Have attained a minimum age of 18 years.
* Have a minimum of two years driving experience.
* Have and provide proof of valid automobile liability insurance as provided under statutes of the Pennsylvania Department of Transportation.
* Abide by all laws governing the operation of motor vehicles, including but not limited to observing posted speed limits and wearing seatbelts.
* Refrain from transporting passengers in vehicles while operating a motor vehicle for Isaac’s Deli, Inc., except in those cases where the passenger is also in the employee of Isaac’s Deli, Inc. and is assisting in the delivery.
* Refrain from operating a motor vehicle for Isaac’s Deli, Inc., while using or under the influence of illegal drugs or alcohol, in accordance with the Isaac’s Deli, Inc.

Drug and Alcohol Policy.

* Refrain from operating a motor vehicle for Isaac’s Deli, Inc., while using or under the influence of prescription or over-the-counter medications that may adversely affect ability to safely operate a motor vehicle.
* Sign a motor vehicle record release form, authorizing Isaac’s Deli, Inc., or its agents, to perform a driving record check. This check will be limited to serious moving violations occurring in the last three years, such as DUI, fleeing the scene of an accident, or traveling in excess of 25 MPH above the posted speed limit.
* Achieve “Approved Delivery Driver” status by Isaac’s Deli, Inc. This is accomplished by completing the “Isaac’s Deli, Inc. Delivery Driver Application” form, successfully completing an observed road test, and receiving an acceptable Experience Modification from the Motor Vehicles Record check.
* Failure to abide by this policy may result in disciplinary action.

# HARASSMENT: WORKPLACE BULLYING POLICY

Isaac’s Deli Inc. defines bullying as *“repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others.” Such behavior violates Isaac’s Core Belief which clearly states that all employees will be treated with dignity and respect.*

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives that the Isaac’s Deli, Inc. will not in any instance tolerate bullying behavior towards fellow employees, supervisors, customers or purveyors. Employees found in violation of this policy will be disciplined, up to and including termination.

Specifically, no person in a supervisory position shall engage in bullying behavior towards an employee, customer or purveyor.

Isaac’s Deli, Inc. shall not tolerate bullying behavior from a customer, visitor or purveyor towards anyone in the restaurant including other customers, visitors or purveyors and employees. Approprate legal actions will be taken in such cases.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual which is important. Isaac’s Deli, Inc. considers the following types of behavior examples of bullying:

* **Verbal Bullying:** slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
* **Physical Bullying:** pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person’s work area or property
* **Gesture Bullying:** non-verbal threatening gestures, glances which can convey threatening messages
* **Exclusion:** socially or physically excluding or disregarding a person in work-related activities

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

* Persistent singling out of one person
* Shouting, raising voice at an individual in public and/or in private
* Using verbal or obscene gestures
* Not allowing the person to speak or express him/herself (i.e., ignoring or interrupting).
* Personal insults and use of offensive nicknames
* Public humiliation in any form
* Constant criticism on matters unrelated or minimally related to the person’s job performance or description
* Public reprimands
* Repeatedly accusing someone of errors which cannot be documented
* Manipulating the ability of someone to do their work (i.e., not calling their name when their food is up, deliberately double/triple seating them)
* Spreading rumors and gossip regarding individuals
* Encouraging others to disregard a supervisor’s instructions
* Taking credit for another person’s ideas
* Refusing reasonable requests for time off
* Deliberately excluding an individual or isolating them from work-related activities
* Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual’s property (defacing or marking up property)

Employees subjected to Workplace Bullying should immediately inform their Direct Supervisor or any member of the Senior Manager Team. The employee shall be asked to be interviewed and to sign a statement detailing the conduct they felt constituted a violent threat or act of violence against them. The investigation may include interviews handled privately and confidentially. Reports dealing with this investigation shall be revealed only to those individuals with a “need to know.” The investigation of such a complaint shall generally require disclosure to the accused party and other witnesses in order to gather pertinent facts. All information obtained in the investigation shall be held in the strictest confidence and anonymity, except where the safety of others is concerned, and unless a lawsuit involves Isaac’s Deli, Inc. concerning the matter. All parties to this investigation are assured that they shall not be retaliated against, in any way, because of their participation and cooperation in the investigation. The employee issuing the complaint shall be advised of the findings and conclusions.

**VIOLENCE IN THE WORKPLACE**

It is Isaac’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, Isaac’s Deli, Inc. will not tolerate violence or threats of violence of any form in the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to Isaac’s employees, clients, customers, guests, vendors and persons doing business with Isaac’s.

It is a violation of this policy for any individual to engage in any conduct, verbal or physical, that intimidates, endangers or creates the perception of intent to harm persons or property. Examples include but are not limited to:

* Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax or email).
* Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
* Any other conduct or acts that management believes represent an imminent or potential danger to work place safety or security.

Anyone with questions or complaints about workplace behaviors that fall under this policy may discuss them with their General Manager or any Senior Manager. Isaac’s Deli, Inc. will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate

termination of employees. Where such actions involve non-employees, Isaac’s will take action appropriate for the circumstances. Where appropriate and/or necessary, the Isaac’s will also take whatever legal actions are available and necessary to stop the conduct and protect our employees and property.

**WEAPONS IN THE WORKPLACE**

To ensure that Isaac’s Deli, Inc. maintains a workplace safe and free of violence for all employees, the company prohibits the possession or use of dangerous weapons on company property. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination.

"Company property" is defined as all company-owned, leased or rented buildings, vehicles and other property.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

Isaac’s Deli, Inc. reserves the right at any time and at its discretion to search all company property and employee personal effects (such as, but not limited to purses, backpacks, coats) entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy.

Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including a termination.

**VIDEO SURVEILLANCE**

Isaac’s Deli, Inc. utilizes video surveillance for specific business reasons such as ensuring the safety and security of our guests, employees and facilities. In addition, cameras may be used to verify policy compliance and assist in protecting proprietary information.

Because of this, employees should not expect privacy in specific work-related areas that are open/visible to the public, customers or other employees, including the Manager’s office. However, cameras will never be used in areas where employees have the expectation of privacy, such as customer and employee restrooms.

The primary purpose of the video surveillance system is to aid in the after-the-fact investigation of crimes committed against the company, customers or employees. The system may also be used to assist in the investigation of certain types of occupational,

health, safety or other major policy violations brought to the attention of Management. The video surveillance system is not intended to be used as a method of tracking the

work habits or productivity of individual employees, but rather in response to a complaint or suspected criminal activity.

Video Surveillance Monitoring

The video surveillance systems are capable of being monitored from authorized devices by specific Isaac’s management personnel who have been granted access by the Senior Manager of Information Technology. Isaac’s management personnel generally view video surveillance cameras on a periodic basis or in response to a specific incident. The video surveillance system is not monitored on a continuous basis.

Video Surveillance Recording

All video surveillance cameras are capable of being recorded continuously by a digital video recording system.

The IT Department at Isaac’s Deli, Inc. is responsible for the management of the video surveillance system and has exclusive control of the release of video recordings produced by this system.

Recorded video is not made directly available to Isaac’s Deli, Inc employees or the general public. In the event that a security incident occurs, employees should report the incident to either the General Manager or any member of the Senior Manager team. If the event occurred in an area where video surveillance coverage is available, Isaac’s IT Department and security personnel they authorize will review the recorded video and make a determination if any video relevant to the incident is available. This video may be used by the General Manager or Senior Manager to investigate and resolve the reported incident.

Requests to provide video recordings directly to non-employees may not be accommodated. If a crime has been committed, non-employees should be encouraged to report it to the police. If it is believed that recorded video from Isaac’s Deli, Inc. would assist in the investigation of this crime, the police should be told to contact the Senior Manager of Information Technology.

Recorded video is generally stored until local media is full, and then it is overwritten, oldest first. Any video associated with a specific security incident or event is generally converted into a permanent video clip and stored for the duration of the investigation. Video clips which could become evidence in civil or criminal proceedings are kept indefinitely unless other direction is given by the Senior Manager of People.

Under NO circumstances may an employee other that of Isaac’s IT Department or security personnel, erase, copy, export, deactivate, or tamper with video or video equipment. Those who do may be found in violation of this policy and will be subject to

disciplinary action up to and including termination, depending on the intention and level of disruption to an investigation.

Limitations of Video Surveillance Systems

This policy does not require or guarantee that a camera or recording equipment will be recording or monitored in real time at all times. Employees should not have an expectation that they are under continuous surveillance when they are in the range of a camera.

Audit of Surveillance Policy and Practices

Isaac’s Deli, Inc. will ensure that the use and security of its video surveillance program and equipment is subject to regular audits, at least once a year, to address compliance with this policy and applicable laws.

Any questions or concerns related to Isaac’s Video Surveillance system and the use thereof can be directed to our Senior Manager of Information Technology.

#### SEXUAL HARASSMENT

**Policy**

It is the policy of Isaac’s Deli, Inc. that all employees have the right to work in an environment free from any type of discrimination, including freedom from sexual harassment. Isaac’s Deli, Inc. prohibits and shall not tolerate sexual harassment of its employees in the workplace by any person, in any form, including co-workers, supervisors and customers. We are committed to creating and maintaining a workplace free of sexual harassment.

**Procedure**

1. The sexual harassment of our employees, in any form and by any party, is prohibited. Such conduct may result in disciplinary action being taken against any employee who is found to have harassed another employee up to, and including, dismissal from employment.

2. Specifically, no person in a supervisory position shall threaten or insinuate, either explicitly or implicitly, that an employee’s refusal to submit to sexual advances shall adversely affect the employment, evaluation, wages, advancement, assigned duties, or any other term or condition of employment or career development of an employee.

3. Verbal, nonverbal, and physical sexually harassing conduct in the workplace, whether committed by supervisors or co-workers, is also strictly prohibited. Such conduct includes: repeated offensive sexual flirtations, advances or propositions, continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to

describe an individual, or the display, in the workplace, of sexually suggestive objects or pictures.

4. Isaac’s Deli, Inc. shall not tolerate any customer, guest, or visitor engaging in any of the aforesaid types of harassment with any of its employees. Appropriate remedial action shall be taken against any such non-employee who sexually harasses any employee of Isaac’s Deli, Inc.

1. Employees subjected to acts of sexual harassment should promptly inform their General Manager, Senior Manager of People or any other member of the Senior Manager team. Employees subjected to such acts shall be asked to sign a

statement detailing the conduct which they felt constituted harassment. The investigation may include interviews handled privately and confidentially. Reports dealing with this investigation shall be revealed only to those individuals with a “need to know.” The investigation of such a complaint shall generally require disclosure to the accused party and other witnesses in order to gather pertinent facts. All information obtained in the investigation shall be held in the strictest confidence unless a lawsuit involves Isaac’s Deli, Inc. concerning the matter. All parties to this investigation are assured that they shall not be retaliated against, in any way, because of their participation and cooperation in the investigation. The employee issuing the complaint shall be advised of the findings and conclusions.

1. Employees in a supervisory position are required to report any allegations of verbal, non-verbal or physical sexual harassment in the workplace, to their General Manager, Senior Manager of People or any other member of the Senior Manager Team.
2. Allegations of retaliatory action by an employee against another employee who charges sexual harassment, or against anyone who helps investigate the harassment, shall be immediately investigated and could lead to penalties ranging from a written warning to termination.
3. Any employee proven to have engaged in sexual harassment of another employee shall be subject to penalties ranging from written warning to termination. Penalties shall be determined by the severity of the harassment, the frequency of the harassment, and to the extent the perpetrator is successful at discontinuing the unacceptable behavior.

**ROBBERY, BURGLARY & DISHONESTY**

POLICY

All employees must work towards ensuring the safety and security of employees, customers, and property at all times.

A person does not need to enter the restaurant with a mask and a gun to scam Isaac’s Deli, Inc. out of money. They can easily accomplish this either over the phone or by trying to confuse an employee at the register.

**PROCEDURE**

The back entrance door must be locked at all times and opened only for authorized employees and/or vendor deliveries. Delivery personnel must be identifiable before allowing them access to the establishment.

Any area not normally used by a customer is considered off-limits to unauthorized personnel and includes, but is not limited to, areas used for preparation and storage and the restaurant office.

“Authorized Personnel” is defined as employees of Isaac’s Deli, Inc. who are on the clock and vendor delivery employees. Employees who are off the clock, family members and friends are not permitted in preparation or storage areas. Vendor sales staff is also not permitted unless purposely invited by the manager on duty. Only persons with managerial approval are permitted in the restaurant office.

Isaac’s Deli, Inc. maintains a security system that must be activated at all times when the restaurant is unoccupied. Policies and procedures for the security system are discussed further in the Facilities Manual. Additional safety procedures are discussed in policies that deal with cash and money handling.

During a robbery, it is most important to protect people. Do what the robber tells you to do. Be honest if he asks you a question but don’t simply volunteer information. Money and valuables can be replaced—people cannot. Remain calm and use your powers of observation to assist the police later.

After any robbery or burglary, call the police and then call Isaac’s Deli, Inc. Corporate Office. Do not disturb the crime scene until authorities arrive. Take a moment to jot down everything you remember about the robber including estimated height, weight, clothing description, and any noticeable marks such as scars, tattoos, and so on. Doing this before you talk with different people may help you keep the details fresh and untainted in your mind. Do not touch anything or snoop around—just make the call and wait.

When answering the phone, don’t accept charges for collect phone calls. Also, do not place any personal calls, long distance or local, without a manager’s approval. The same policy applies to the fax machine.

Be wary of people who want to sell you supplies or verify your address for any type of listing. Always refer these phone calls to a manager. It could be a scam!

When working the cash register or your server bank, keep the following policies in mind:

* If a customer is paying in cash, do not put the money they give you directly into the drawer. Place it on top of the register and count out their change. Then, count their

change a second time into the customer’s hand. Once they have agreed that the correct change has been given, place the cash into the drawer and close it.

* Never leave the cash drawer open or your server bank unattended
* Don’t give a customer cash straight from the drawer or your server bank to reimburse for a mistake. Always refer that situation to a manager.
* Don’t let a customer rush you when making change. If at any time you feel confused while at the register, ask a manager for assistance.
* Giving discounts/comps to friends or family who are undeserved is viewed by the company as theft and could lead to penalties ranging from a written warning to termination.

Employees are also expected to follow the guidelines set out in the employee meals (benefits c-1) section of the handbook. Employees shall not receive the Employee Meal 50% Discount for any food that is not on the list of items permitted for employee meal consumption. Failure to follow this procedure is viewed by the company as theft and could result in a written warning or termination.

Employees are also expected to follow the guidelines set out in the time keeping section (policies c-1) of the handbook. The constant editing of clock in/clock out times or the falsification of the time clock system to make employees appear to working when they are not may be viewed by the company as theft or dishonesty and could result in a written warning or termination. Adjusting times in the time clock system to account for off-site meeting attendance or work performed at home by exempt employees is an exemption to this policy.

**DRUGS AND ALCOHOL**

# POLICY

It is the policy of Isaac’s Deli, Inc. to maintain a work environment free from the effects of alcohol and drug abuse. Employees are expected to report to work in condition to perform their duties in an effective and efficient manner without endangering themselves or their co-workers. Abuse of drugs and/or alcohol can impact an employee's effectiveness and will not be tolerated. Isaac’s Deli, Inc. is primarily concerned with those situations where the use of alcohol or drugs adversely affects the employee, his relationship with other employees and customers, or his ability to successfully handle Isaac’s Deli, Inc. business.

## PROCEDURE

An employee experiencing adverse reactions or side effects due to the use of a drug prescribed by a physician which impact the employee's ability to effectively perform his job duties is encouraged to obtain immediate medical attention. Said employee may

use available paid time off and possibly available short-term disability or Family Medical Leave while obtaining the medical attention if necessary.

If alcohol or drug abuse becomes a problem for an employee, he is encouraged to seek professional treatment or rehabilitation as soon as possible. An employee's job will not be jeopardized for seeking assistance of this sort prior to the initiation of disciplinary action, prior to any violation of this or any other Company policy, or prior to the commission of any action or inaction which would subject the employee to

discipline. Constructive disciplinary measures may be used to motivate an employee to seek assistance.

Isaac’s Deli, Inc. benefits may be available to help in a rehabilitation process.

To assist employees in conquering alcohol or drug dependency problems, Isaac’s Deli, Inc. has established an Employee Assistance Program (EAP). All assistance is confidential. Please refer to the "Employee Assistance Program" section of this Handbook for program details.

The illegal manufacture, use, sale, purchase, transfer, or possession of narcotics, drugs, or other controlled substances while on the job, on Isaac’s Deli, Inc. property, or at Isaac’s Deli, Inc.-sponsored functions will be cause for immediate discharge. Any illegal substance discovered will be turned over to the appropriate law enforcement agency and may result in criminal prosecution. Off the job, illegal drug use which adversely affects the employee's ability to effectively perform in his position or which could jeopardize the safety of other employees, the public, or Isaac’s Deli, Inc. property is cause for disciplinary action up to and including discharge from Isaac’s Deli, Inc. Arriving on Isaac’s Deli, Inc. premises under the influence of any drug to the extent that an employee's performance is adversely affected is prohibited. Criminal convictions for drug-related acts could result in immediate termination.

Illegal drugs are defined here as drugs not legally obtainable or drugs legally obtainable, but which have been obtained illegally.

The consumption of alcohol or being under the influence of alcohol on the job may result in disciplinary action up to and including discharge from Isaac’s Deli, Inc.. Use of alcoholic beverages is prohibited on Isaac’s Deli, Inc. premises without specific Senior Manager authorization.

Disciplinary action may be taken for drug or alcohol related crimes, regardless of whether they happened during working hours or on an employee’s own time.