GRIEVANCES

Isaac’s Deli, Inc. is committed to providing the best possible climate for employee development and achievement. Isaac’s Deli, Inc. strives to treat each employee as an individual and with respect. We have always sought to develop a spirit of teamwork to provide the best for our customers. This takes superior individuals working together to attain a common goal.

No one is perfect, and misunderstandings and disagreements do arise. When an employee has a grievance regarding policies, procedures, wages, or any other work related situation, he is encouraged by Isaac’s Deli, Inc. to discuss it with the appropriate personnel as outlined in the following paragraph. We firmly believe that by our communicating with each other directly, we can resolve any difficulties that may arise and develop a mutually beneficial relationship. Isaac’s Deli, Inc. is always interested in its employees' constructive ideas and suggestions for improving operations.

Grievances should first be discussed with an employee's immediate supervisor, unless the employee is not comfortable doing so. In that case, he should go to the next higher management level. It is the responsibility of the individual, with whom the grievance is discussed, to objectively review the grievance and take all necessary steps to help resolve the grievance.

If the employee feels the grievance has not been resolved, he will be given an opportunity to discuss the grievance with a Senior Manager. All grievances and their final resolution will remain confidential except as to those individuals who need the information to investigate, evaluate, or take action in response to the complaint. Isaac’s Deli, Inc. will conduct all investigations in a discreet manner.

Isaac’s Deli Inc. strongly prohibits retaliatory acts or adverse employment actions against an employee who has a grievance and discusses it with his/her supervisor or Senior Manager.