

# EMPLOYEE HANDBOOK



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# A Warm Welcome from Mike Weaver

Thank you for choosing to work at Isaac's; I am glad you decided to join our team! I remember when I made the decision to join the team at Isaac's. I was attracted to Isaac's commitment to its customers, employees, and community. I also loved how it both accepted and celebrated the unique individuality of the people who worked here.

I thought I would start by sharing questions I might ask if I were in your shoes. If you have other questions, be sure to send give me a call: (717) 394-0623

## **Who is Isaac?**

Isaac Williams attended college with our founder, Phil Wenger. Isaac only worked for the company for three months, in 1983, before heading to Alaska. As a new young company, it was easier to keep the name "Isaac's" rather than change after he left.

## **Why are the sandwiches named after birds?**

Our founder had fond memories of "birding" with his family growing up in Africa. Birds come in all shapes and sizes and they are free to be who they are meant to be and, well, they can just be plain old fun. How does one not love to hear birds chirping on a sunny morning?

## **Will Isaac's Grow into other communities?**

Of course! Frequently I hear from guests who would love for our restaurant to open in their hometown. However, we focus on the growth of our employees and on continuously improving our product and service. As we do this, new opportunities and funding will present itself to add new restaurants in new neighborhoods.

## **Does Mike Weaver cook?**

Cooking is a hobby of mine and I love to cook meals for others be it large groups or just my wife. I find it rewarding to see others bite into some homemade bread, entrées, and desserts as they have a wonderful time around the kitchen table.



I do not know if you ever considered this before, but food brings people together. How cool is it that we get to be part of that? Some of our guests visit our dining room to celebrate birthdays, anniversaries, or promotions; other guests come for some rest from the stresses and struggles life can bring! Our mission is to give our guests the wonderful experience they deserve.

I know that this mission cannot be realized without caring for each other and helping each other first. I'm lucky to serve as the leader of a great team of managers and employees who have built a different kind of restaurant. We have a growing cadre of employees who are honing their crafts in the hospitality industry and in leadership.

I am always delighted to see employees celebrate their first 1<sup>st</sup>, 10<sup>th</sup> even 20<sup>th</sup> year work anniversary at Isaac's. It tells me there we as a team are supporting them as a co-worker.

You have joined an organization that has served the community for over 40 years. We now have parents visit who remember visiting Isaac's when they were children.

I am excited for you to learn more about this organization and the wonderful people who choose to work here. All the best to you as you embark on your journey to become a wonderful restaurant worker - - hopefully at Isaac's for the next 40 Years!

**Welcome Aboard!**

**Mike Weaver**  
**CEO, Isaac's Restaurants**



Thank you for choosing to work with us! Here at Isaac's our Brand Promise is to create Fanatical Customers, Engaged Employees, and Connected Communities. It is part of our mission each and every day to deliver an excellent dining experience for our customers, create a fun, safe, and fair work environment for our employees, and to be connected to the communities around our stores.

You will quickly discover that we are different from any other restaurant. We believe that a "people-intensive" business (like Isaac's) doesn't have to be an "employee-abusive" business. We will go the extra mile to turn you into a happy employee and, through our employee benefits program, give you a real stake in the company's success. Please read our Mission Statement, Values, Beliefs, and Vision to fully understand the unique company with which you now work!

## Our History

Isaac's was founded in 1983 by Phil Wenger and gets its name from Isaac Williams, his college friend. Isaac worked for the company for three months, in 1983, before heading to Alaska. It was easier to keep the name "Isaac's" rather than changing it to "Phil's" after he left.

Isaac's unique theme and menu item names are derived from bird watching, an activity that Phil enjoyed as a child. He discovered that bird names could be a lot of fun and with the Pink Flamingo as the logo they settled on a lot of fun bird and plant names. Can you say Gooney Bird or Pterodactyl without smiling?

In 2013 Phil stepped down as CEO of Isaac's and brought on Mike Weaver, who went to work quickly to grow a business he had already come to love.

In 2018 Mike bought Phil's remaining shares in the company and became the new owner of Isaac's. A lot has changed since then! Isaac's introduced fryers to our stores for the first time, added bars to several locations, opened two new locations, and Isaac's has even started in the business of brewing beer!



## A Word About the Employee Handbook

This Employee Handbook has been prepared to help you better understand your employment relationship with Isaac's Deli, Inc. It explains Isaac's Deli, Inc.'s personnel policies and employee benefits, as well as the specific opportunities and responsibilities that exist for you within our organization.

Isaac's Deli, Inc. and any and all wholly or partially-owned subsidiaries shall hereafter be referred to as "Isaac's" or "Company."

The Handbook summarizes the current benefit plans maintained by Isaac's. Every effort has been made to make these explanations as accurate as possible. Isaac's reserves the right to interpret the provisions of any benefit plan or policy, make determinations as to eligibility for benefits and otherwise use its discretion in interpreting and applying the provisions of this document and all other employee benefits. Should a conflict arise between the explanation of a plan or policy in the Handbook and the actual provision of the applicable plan or policy, or if any provision is not covered, the terms of the actual plan, policy, or contract, as the case may be, shall prevail in all such instances. The Handbook and any benefit plan documents and summary plan descriptions provided to you during the course of your employment represent descriptions of the current benefit plans maintained by Isaac's.

The policies outlined in the Handbook should be regarded as management guidelines only, which in a developing business will require changing from time to time and Isaac's retains the right to amend, abolish, revise or terminate any of its benefit programs, at its discretion, without the consent of its employees and without prior notice, depending upon the needs of the business.

Because our organization is continually changing, adjustments and additions or deletions will be made to this Handbook when necessary. We will keep you informed when these changes are made.

If you have any questions or concerns about any of the material you have read in this Handbook, you may contact your General Manager or any Senior Manager at the Central Office.



## At Will Employment Policy

All employees have been offered employment based on their individual qualifications and their probability for achieving success with Isaac's. While Isaac's hopes that your employment will be a long one, nothing in the employment relationship or this handbook is intended to create a contract of employment for any definite period of time.

Your employment with Isaac's is on an at-will basis, which means that you and the other employees of Isaac's may terminate the employment relationship at any time, with or without prior written notice, for any reason, with or without cause. Likewise, Isaac's maintains a similar right to terminate your employment at any time, with or without prior written notice, for any reason, with or without cause.

Nothing in the employee handbook, or any other company document, should be understood as creating guaranteed or continued employment, termination "for cause", or of any other guaranteed or continued benefits. No manager or representative of the Company has the authority to enter into any agreement for the employment of a specified period of time or make any agreement contrary to this section. Only the President has the authority to make promises with regards to guaranteed or continued employment and any such promises are only effective if placed in writing and signed by the president.

## Mission, Values, Beliefs And Vision

### MISSION

*"To provide each guest with an extraordinary dining experience with quality food, a fun atmosphere and friendly service. To respect each employee as an individual and encourage personal growth. To be active partners with the communities where our employees work and live."*

### VALUES

- Excellence as the standard of performance in customer service and food.
- Leadership and professionalism as an example to our employees and industry.
- A work environment that is fun, fosters innovation, enhances growth, maximizes individual development and recognizes that employees are our greatest asset.
- Effective communication through a participatory style of management that treasures honesty, trust and teamwork.
- Commitment to superior service to our customers and communities.





## **BELIEFS**

- We believe that excellence is the standard by which our performance in customer service and food is measured. We believe in being passionately committed to this standard and will use our resources and technologies in order to attain it.
- We believe in leaders who are strong motivators and team players, who challenge employees and each other to grow through mutual respect and integrity, and set examples as future leaders in our industry and in life.
- We believe that employees are our greatest asset and deserve a workplace that is fun, fosters innovation, enhances growth and maximizes individual development. We believe that all employees are worthy of being treated with respect and dignity and must be provided with superior training to develop their full potential.
- We believe in effective communication through a participatory style of management that treasures honesty, trust and teamwork. We believe that there is a responsibility to share the financial bounty of our work with all employees who make a committed contribution to our financial success.
- We believe in a commitment to our customers to provide excellent service and a unique food and dining experience to achieve total customer satisfaction. We believe in giving back to our communities through investments of our financial resources and personal involvement in community activities.

## **COMPANY VISION**

To delight our guests, enrich our employees' lives, and help our neighbors. We make awesome food and beer, give incredible hospitality, and want to grow our impact.



## Overview and Definition of Terms

Isaac's prides itself in offering as many benefits as we can afford. Over the years, this list has grown to where we have some of the best benefits in the industry. Listed below are some of the benefits all employees are eligible for:

- 50% discount on food with your shift. It's no fun to work on an empty stomach!
- Performance Reward Plan for all Employees.
- Employee Assistance Program (EAP).
- Regular Evaluations and Feedback.
- Fair, Happy and Healthy Work Environment.
- Free Uniforms
- Growth and Opportunity. We promote first from within.
- Incentive Pay for Delivery.
- Health & Wellness Program.
- Paid Time Off.

Isaac's leads the industry by offering the following benefits to employees who meet specific qualifications.

- Excellent Group Health Plan, including Dental and Vision
- Supplemental Insurance such as long and short term disability.
- Prescription Drug Plan.
- Life Insurance.
- 401(k) Retirement Plan with Employer Match.
- Education, Expense and Wellness Reimbursement.
- Leave(s) of Absence: Family Medical Leave, Domestic Violence, Bereavement, and Other.

*\*Please continue reading for more information on detailed benefits explanations and specific qualifications.*



# Benefits Eligibility

50% Discount on Food	All employees.
EAP	All employees.
Health & Wellness	All employees.
Incentive Pay for Delivery	All hourly employees age 18 and older.
Regular Evaluations	All employees.
Free Uniforms	All employees, per Uniform Policy.
Paid Time Off	All employees, per PTO Policy.
Personal Leave of Absence	All employees, per PLOA Policy
Extended Leave	All employees, per Extended Leave Policy
Military Leave/Veteran Reemployment	All Employees, per USERRA
Life Insurance	Any Benefits Eligible employee is automatically enrolled.
Paid Bereavement Leave	Any Benefits Eligible employee who has been designated as benefits eligible for at least 12 months is eligible.
Jury Pay	Any Benefits Eligible employee is eligible.
Health, Dental and Vision Insurance	Any Benefits Eligible employee is eligible to enroll.
Education Reimbursement	Any Benefits Eligible employee is eligible, per Education Costs Reimbursement Policy.
Supplimental Insurance	Any Benefits Eligible employee is eligible.
401(k)	Any employee who works at least 12 months AND 1,000 hours during those 12 months, AND is at least 21-years old is automatically enrolled in the Plan.
Family Medical Leave	Any employee who has worked at least 12 months AND worked at least 1,250 hours during those 12 months is eligible.
Employee Performance Reward	Based on Plan in effect.

\*Benefits eligibility status will be achieved by meeting either the initial or standard measurement period qualifications (*defined in Benefits b-3*) that are in place for new or existing non-benefits eligible employees.



## Definition Of Terms

**Salaried Employee:** An employee whose compensation is established as an annual or bi-weekly amount. A salaried employee is considered exempt for the purposes of federal wage-hour law, which means salaried employees are ineligible for overtime pay for hours actually worked in excess of 40 in a given workweek.

**Hourly Employee:** An employee whose compensation is based on an hourly rate for the amount of time worked. Work beyond 40 hours per week is compensated as overtime.

**Full-time Employee:** An employee guaranteed to work more than 30 hours per week on a consistent basis. As a new hire, they reach benefits eligible employee status (defined elsewhere) after a 90-day waiting period. A full-time employee is not subject to either the initial or standard measurement periods (defined elsewhere) but will undergo hours monitoring to verify that a change in status to a variable hour employee (defined elsewhere) is not warranted.

**Part-time Employee:** An employee guaranteed to work less than 30 hours per week on a consistent basis.

**Seasonal Employee:** Any employee who customarily works less than 6 months over a prior 12 month period and typically works each calendar year in approximately the same part of the year, such as summer or winter.

**Spouse:** Any individuals who are lawfully married under any state law, including individuals married to a person of the same sex who were legally married in a state that recognized such marriages.

**ISAAC'S DELI, Inc.:** Isaac's Deli, Inc. and any and all wholly and partially-owned subsidiaries, unless otherwise stated within the individual policy.

**May:** The use of this word means an action is recommended but not required.

**Will/Shall:** The use of these words means an action is a requirement.

**Employment-at-will:** Isaac's Deli, Inc. adheres to the federal and state "Employment-at-will" rules. Under the federal and state "Employment-at-will" rules, either the employee or the employer remains free to terminate the employment relationship, with or without cause, and with or without notice.



**Hire Date:** The date an applicant has been informed they have been hired.

**Start Date:** The first day the employee is being paid for time worked.

**Benefits Eligible Start Date:** The date a variable hour employee (defined elsewhere) qualifies for health coverage and meets additional qualifications outlined in various benefit policies.

**Variable Hour Employee:** An employee whose hours fluctuate week to week, with no guarantee of a maximum or minimum amount of hours.

**Benefits Eligible Employee:** an employee who meets the ACA definition as being eligible for health insurance coverage and meets additional qualifications outlined in various benefit policies. Or a full time employee who has reached benefits eligible employee status after a 90-day waiting period.

**Non-Benefits Eligible Employee:** an employee who is not designated as a Benefits Eligible employee (defined elsewhere).

**Initial Evaluation Period:** Applies to variable hour employees only and is the first 90 days of employment where a variable hour employee is evaluated for benefits eligibility. If at the end of the initial evaluation period if it is determined the intent is they will reach benefits eligible status by the end of their initial measurement period, they will become benefits eligible at 90 days and the remainder of the initial measurement period (defined elsewhere ) will be waived. Those who are determined to be benefits eligible after the initial evaluation period will remain benefits eligible through the next full stability period (defined elsewhere) and fall into the standard measurement period (defined elsewhere) for existing employees.

**Initial Measurement Period:** Applies to variable hour employees only and is a period of time beginning the first day of the first payperiod following the date of hire and ending the last day of the last payperiod immediately prior to their 6 month anniversary used to determine whether a new employee has qualified as a benefits eligible employee (defined elsewhere) by working an average of 30hrs/week or more during the measurement period. Those who qualify as benefits eligible after the initial measurement period will remain benefits eligible through the next full stability period (defined elsewhere) and fall into the standard measurement period (defined elsewhere) for existing employees.



**Standard Measurement Period:** Applies to variable hour employees only. 13 consecutive pay periods typically May thru October and November thru April used to determine whether an existing non-benefits eligible employee has qualified as a benefits eligible employee or an existing benefits eligible employee has lost their benefits eligibility status. To either remain benefits eligible or achieve benefits eligibility status at the end of the Standard Measurement Period, an employee must have worked an average of 30hrs/week or more during the measurement period.

**Stability Period:** Applies to variable hour employees only. A 6 month period of time based on the standard measurement periods,(defined elsewhere) in which employees determined to be benefits eligible must remain benefits eligible. The stability periods run January 1 through June 30<sup>th</sup> and July 1 thru December 31<sup>st</sup>.

**Administrative Period:** A two month period of time after either the Initial Measurement Period (defined elsewhere) or the standard measurement period (defined elsewhere) before benefits eligibility changes take effect. This time is used to complete eligibility testing, paperwork processing and employee enrollment/disenrollment within the plan.



# Immigration Policy

It is the policy of Isaac's to all laws and statutes regarding the eligibility of employees to work in the United States:

- The Immigration Reform and Control Act of 1986 (IRCA) prohibits employers from knowingly hiring unauthorized aliens and hiring individuals without completing the employment eligibility verification process. This act established Form I-9, Employment Eligibility Verification, as well as prohibitions against national origin and citizenship or immigration status discrimination with respect to hiring, firing, and recruitment or referral for a fee.
- The Immigration Act of 1990 established document abuse prohibition, which prohibits discriminatory documentary practices during the eligibility verification process.
- The Illegal Immigration Reform and Immigrant Responsibility Act of 1996 removed documents from the statutory list of documents acceptable for Form I-9 and requires that any documents added to List A documents must contain security features.

## **PROCEDURE**

All Isaac's employees must complete a Form I-9 electronically through [www.harri.com](http://www.harri.com), the HRIS currently used by Isaac's (hereafter referred to as HARRI). Following the successful completion, the employee must present the required documents to a manager at their location for examination. The manager will then refuse them, or provide an attestation in HARRI that the documents were accepted.

Documents must meet ALL the following requirements:

- Must be the original document, not a copy
- Must be current and unexpired
- Information on the documents must match the information entered onto the electronic Form I-9
- Must be one (1) document from List A on the Form I-9 OR one (1) document from List B AND one (1) document from List C on the Form I-9

Documents are stored electronically by HARRI, with the exception of those completed prior to January 1, 2019, which are stored in print at the Central Office.



# Nondiscrimination & Anti-Harassment Policy

## **EQUAL OPPORTUNITY EMPLOYMENT STATEMENT**

It is Isaac's commitment to providing equal opportunity to all employees and applicants for employment in accordance with all applicable laws, directives, and regulations of federal, state, and local governing bodies and agencies thereof. All managers are expected to fully comply with all aspects of this policy and to conduct themselves in accordance with the principles of equal opportunity.

Demonstrated commitment to equal opportunity is an investment in our people and our future growth. Consequently, a company that attracts, selects, develops, and retains the best will remain an industry leader.

## **POLICY**

1. Comply with both the letter and the spirit of all applicable laws and regulations governing employment.
2. Provide equal opportunity to all employees and to all applicants for employment.
3. Take appropriate affirmative action to make equal opportunity a reality.
4. Prohibit discrimination or harassment because of race, color, creed, religion, national origin, citizenship, sex, marital status, age, physical or mental disability, one's status as a special disabled veteran or veteran of the Vietnam era, or because of a person's sexual orientation, gender identity, characteristics or expression or genetic information in any employment decision or in the administration of any personnel policy.
5. Make reasonable accommodations to the physical and/or mental limitations of qualified employees or applicants with disabilities.
6. Make Reasonable accommodations for a qualified employee or applicant's religious beliefs and practices.





## **AMERICANS WITH DISABILITIES ACT (ADA)**

### **SCOPE**

Under Title 1 of The Americans with Disabilities Act (ADA) individuals with disabilities are protected against discrimination in all employment practices including, but not limited to, recruitment, pay, hiring, firing, promotions, job duties, benefits, etc. This also requires employers to make reasonable accommodations for qualified individuals to perform the essential functions of the job.

### **POLICY**

It is the policy of Isaac's to comply with all federal and state laws regarding the employment of individuals with disabilities.

All qualified individuals with disabilities will be given equal consideration so long as they can perform the essential functions of the job with or without a reasonable accommodation. Individuals should refer to the job description for each position to determine their ability to do so.

Under Title 1 reasonable accommodations must be made for qualified individuals with disabilities so long as it does not create undue hardship, i.e. unduly costly or disruptive to the business. Per the EEOC reasonable accommodations may include job restructuring, part-time or modified work schedules and/or reassignment to a vacant position.

## **WORKPLACE BULLYING**

Isaac's 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 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.

### **POLICY**

Specifically, no person in a supervisory position shall engage in bullying behavior towards an employee, customer, or purveyor. Isaac's shall not tolerate bullying behavior from a customer, visitor, or purveyor towards anyone in the restaurant including other



customers, visitors or purveyors and employees. Appropriate 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 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 or non-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)
- Bullying via social media

## **SEXUAL HARASSMENT**

It is the policy of Isaac's that all employees have the right to work in an environment free from any type of discrimination, including freedom from sexual harassment. Isaac's 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.

### **POLICY**

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.

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.

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.

Isaac's 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.



## **INDIVIDUALS AND CONDUCT COVERED**

These policies apply to all applicants and employees, as well as customers and vendors who enter Isaac's.

Conduct prohibited by these policies is unacceptable in the stores and/or office, as well as in any work-related setting outside such as during business trips, business meetings, and business-related social events.

## **REPORTING AN INCIDENT OF HARASSMENT, DISCRIMINATION, RETALIATION, AND/OR OTHER GRIEVANCES**

All reports regarding harassment, discrimination, retaliation, and/or other grievances (hereafter referred to as complaint or complaints) 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 complaint is discussed, to objectively review the complaint and take all necessary steps to help resolve it.

If the employee feels the complaint has not been resolved, he will be given an opportunity to discuss the grievance with a Senior Manager at the Central Office. 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 will conduct all investigations in a discreet manner.

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

## **COMPLAINT INVESTIGATION PROCEDURE**

Any reported allegations will be investigated promptly. This may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have relevant knowledge.

Isaac's will make every effort to maintain confidentiality during this process, but cannot complete confidentiality in any situation.

Misconduct which violates one of these policies will be dealt with disciplinary action, ranging from a verbal warning to termination, depending on the severity of the offense.



# Dress and Uniform Requirements

Regardless of position, every Isaac's employee is representing the company while working. As such, all employees must be sure that they are presentable to our guests at all times. Employees must abide by the following requirements, in addition to making sure that they are neat and presentable.

In addition to the following uniform requirements, all employees are expected to maintain good hygiene prior to reporting work including, but not limited to cleanliness of hair, skin, fingernails, mouth/breath, and use of hygiene products.

## **NON-ALCOHOL LOCATIONS (NON-MANAGEMENT EMPLOYEES)**

1. Every employee is required to purchase a pair of slip resistant shoes, which must be worn starting with the first day on the job.
2. All clothing is to be clean and neat, not faded, torn, or soiled.
3. Isaac's nametag must be worn on the right side chest area of shirt at all times.
4. Isaac's shirt must be worn at all times. Sweatshirts and jackets worn over the shirt are not permitted, but a long sleeve solid-colored, plain shirt may be worn underneath.
5. Server aprons must be worn and must be clean and neat.
6. Plain black hat or visor provided by Isaac's must be worn and must be clean and neat.
7. Deli aprons must be worn properly, with the neck strap up and around the neck when working with food. Aprons must be changed every four hours.
8. Pants must be worn between November 1<sup>st</sup> and March 31<sup>st</sup>. The only acceptable pants are jeans and dress pants, regardless of color; no sweat pants, skintight leggings or skintight pants, yoga pants, no skirts or dresses. Pants must be in a state of good repair, ripped or torn jeans are not permissible attire. This includes pre-distressed jeans and jeans/pants that are torn either on the legs or the cuffs of the pant leg.  
Shorts and capris may be worn instead of pants between April 1<sup>st</sup> and October 31<sup>st</sup>; this includes pants that are rolled up to capris length. Shorts and capris must be either denim or khaki and must be in a state of good repair.
9. Socks or hose at all times.
10. Clothing must be appropriately worn and fitted – undergarments and/or midriff may not be visible at any time.
11. Hair that touches the shoulders must be put up and contained securely in a way that prevents it from falling out, no messy buns or long ponytails that can fall into the face. Hair must look neat and presentable.  
Facial hair longer than a ½ inch must be covered while working with food. Mustaches may not extend over the top of the lip and all facial hair must be kept neatly maintained.



12. Jewelry – only small hoop and stud earrings smaller than a nickel are permissible. Finger rings may only be worn if they are plain bands free of design and engraving. Facial piercings may be worn so long as they are small, well secured, and in good taste, such as small studs or rings. Nothing may be worn on your wrists, including medical bracelets. Necklaces must be kept to minimal length so as not to fall into food and adornment must be kept minimal. No jewelry considered a safety hazard to the other employees or customers shall be allowed. Acceptable jewelry is ultimately left to the discretion of the General Manager.
13. Fingernail length and adornment is to be kept minimal; fingernails may not exceed ¼ of an inch past the end of the fingertip and decoration is to be limited to paint/polish only, no fake nails, rhinestones, glitter, etc. Fingernails must also be kept trimmed, filed, and well maintained. No false nails may be worn while working.
14. Clothing, including server aprons, is not to be stored on the premises.
15. Personal cell phones may not be visible on your person at any time while on the clock (i.e. sticking out of your back pants pocket).

## **ALCOHOL LOCATIONS**

1. Every employee is required to purchase a pair of slip resistant shoes, which must be worn starting with the first day on the job.
2. All clothing is to be clean and neat, not faded, torn, or soiled.
3. No nametag must be worn.
4. Craft Kitchen & Brewery shirt must be worn at all times. Sweatshirts and jackets worn over the shirt are not permitted, but a long sleeve plain solid-colored shirt may be worn underneath.
5. Server aprons must be worn and must be clean and neat.
6. Plain black hat or visor provided by Isaac's must be worn and must be clean and neat.
7. Deli aprons must be worn properly, with the neck strap up and around the neck when working with food. Aprons must be changed every four hours.
8. Pants must be worn between November 1<sup>st</sup> and March 31<sup>st</sup>. The only acceptable pants are jeans and dress pants, regardless of color; no sweat pants, skintight leggings or skintight pants, yoga pants, no skirts or dresses. Pants must be in a state of good repair, ripped or torn jeans are not permissible attire. This includes pre-distressed jeans and jeans/pants that are torn either on the legs or the cuffs of the pant leg.  
Shorts and capris may be worn instead of pants between April 1<sup>st</sup> and October 31<sup>st</sup>; this includes pants that are rolled up to capris length. Shorts and capris must be either denim or khaki and must be in a state of good repair.
9. Socks or hose at all times.
10. Clothing must be appropriately worn and fitted – undergarments and/or midriff may not be visible at any time.



11. Hair that touches the shoulders must be put up and contained securely in a way that prevents it from falling out, no messy buns or long ponytails that can fall into the face. Hair must look neat and presentable.  
Facial hair longer than a ½ inch must be covered while working with food. Mustaches may not extend over the top of the lip and all facial hair must be kept neatly maintained.
12. Jewelry – only small hoop and stud earrings smaller than a nickel are permissible. Finger rings may only be worn if they are plain bands free of design and engraving.  
Facial piercings may be worn so long as they are small, well secured, and in good taste, such as small studs or rings. Nothing may be worn on your wrists, including medical bracelets. No jewelry considered a safety hazard to the other employees or customers shall be allowed. Necklaces must be kept to minimal length so as not to fall into food and adornment must be kept minimal. Acceptable jewelry is ultimately left to the discretion of the General Manager.
13. Fingernail length and adornment is to be kept minimal; fingernails may not exceed ¼ of an inch past the end of the fingertip and decoration is to be limited to paint/polish only, no fake nails, rhinestones, glitter, etc. Fingernails must also be kept trimmed, filed, and well maintained.
14. Clothing, including server aprons, is not to be stored on the premises.
15. Personal cell phones may not be visible on your person at any time while on the clock (i.e. sticking out of your back pants pocket).

## **MANAGERS (ALL CONCEPTS)**

Dress is business casual. When choosing clothing, consider the nature of the business you are working in, but also remember that you are to be dressed nicely and professionally enough to distinguish you as a manager.

1. Slip-resistant shoes must be worn at all times.
2. All clothing is to be clean and neat, not faded, torn, or soiled.
3. Isaac's nametag must be worn on the right side chest area at all times, regardless of concept.
4. Shirts must be business casual and can include: oxford shirts, polo shirts, sweaters, and cardigan sweaters. No sleeveless shirts without a sweater or t-shirts may be worn. Shirts do not have to be collared, but must still be dressier than an average t-shirt.  
Managers may only wear Isaac's shirts while clocked in as a server or server trainer. When clocked in as a manager all the only acceptable shirts are as outlined above.
5. Plain black hat or visor provided by Isaac's must be worn and must be clean and neat.
6. Deli aprons must be worn properly, with the neck strap up and around the neck when working with food. Aprons must be changed every four hours.



7. When clocked in as a manager, only pants/jeans/slacks may be worn. While serving shorts and capris may be worn. Refer to the following regarding seasonal changes:  
Pants must be worn between November 1<sup>st</sup> and March 31<sup>st</sup>. The only acceptable pants are jeans and dress pants, regardless of color; no sweat pants, skintight leggings or skintight pants, yoga pants, no skirts or dresses. Pants must be in a state of good repair, ripped or torn jeans are not permissible attire. This includes pre-distressed jeans and jeans/pants that are torn either on the legs or the cuffs of the pant leg.  
Shorts and capris may be worn instead of pants between April 1<sup>st</sup> and October 31<sup>st</sup>; this includes pants that are rolled up to capris length. Shorts and capris must be either denim or khaki and must be in a state of good repair.
8. Socks or hose at all times.
9. Clothing must be appropriately worn and fitted – undergarments and/or midriff may not be visible at any time.
10. Hair that touches the shoulders must be put up and contained securely in a way that prevents it from falling out, no messy buns or long ponytails that can fall into the face. Hair must look neat and presentable.
11. Jewelry – only small hoop and stud earrings smaller than a nickel are permissible. Finger rings may only be worn if they are plain bands free of design and engraving.  
Facial piercings may be worn so long as they are small, well secured, and in good taste, such as small studs or rings. Nothing may be worn on your wrists, including medical bracelets. No jewelry considered a safety hazard to the other employees or customers shall be allowed.  
Necklaces must be kept to minimal length so as not to fall into food and adornment must be kept minimal. Acceptable jewelry is ultimately left to the discretion of the General Manager.
12. Fingernail length and adornment is to be kept minimal; fingernails may not exceed ¼ of an inch past the end of the fingertip and decoration is to be limited to paint/polish only, no fake nails, rhinestones, glitter, etc. Fingernails must also be kept trimmed, filed, and well maintained.
13. Clothing, including server aprons, is not to be stored on the premises.
14. Personal cell phones may not be visible on your person at any time while on the clock (i.e. sticking out of your back pants pocket).





## **CENTRAL OFFICE STAFF**

1. Dress is business casual. More casual dress may be acceptable occasionally, shorts during the summer, for example.
2. Pants must be jeans or slacks. Skirts and dresses no higher than 1 inch above the knee are also permitted.
3. Shirts must be business casual and can include: oxford shirts, polo shirts, sweaters, and cardigan sweaters. No sleeveless shirts without a sweater or t-shirts may be worn. Shirts do not have to be collared, but must still be dressier than an average t-shirt.
4. Ultimately Central Office staff must keep the nature of their work and work days in mind when choosing how to dress. The following must be considered:
  - a. Less casual dress is preferred for meetings
  - b. When working in a store, safety and food safety precautions must also be considered; CO staff must abide by some of the dress requirements for the staff in our locations.

## **Time Keeping**

In order for Isaac's to accurately pay you for the hours that you have worked, it is important that the time clock is used properly. Employees must clock in on both the ALOHA POS system as well as the HARRI tablet.

The following policy outlines basic time clock usage:

### **START OF SHIFT**

An employee is required to clock in at their scheduled time.

### **BREAKS**

Minors (employees under the age of 18) are required to be given a 30 minute unpaid break for every five hours worked. Breaks are not legally required to be given for employees 18 years or older and will be given at supervisor discretion based on time of day and business and staffing levels.

Employees 18 years or older are not required to clock out for breaks less than 30 minutes in duration. However, since the employee is being compensated during these breaks, the immediate supervisor can restrict the number and duration of breaks, or call the employee back to duty at any time.

Employees are required to clock out for any break period exceeding 30 minutes during which the employee is relieved of all job duties.

### **END OF SHIFT**

Employees are required to "clock out for the day" at the end of each shift. Failure to clock in or out properly, excluding mechanical failures, could result in disciplinary measures. During this time all tipped employees must accurately claim cash tips received when prompted.



## **OVERTIME**

In accordance with the Federal Labor Standards Act (FLSA), nonexempt employees are eligible to receive overtime pay at a rate of one and one-half times their regular pay for time worked in excess of 40 hours per workweek. The workweek begins at 4:00am and ends at 3:59am on each Monday.

Employee overtime must be approved by a manager. Overtime worked, but not approved, may be subject to disciplinary measures.

Exempt employees are not eligible for overtime; they are expected to work as many hours as required to perform the duties of the position. If there is a reduction in a salaried employee's pay, it is possibly an error or can be explained. It is not an attempt to avoid overtime.

Approved paid time off and Jury/Bereavement leave are paid and are not counted as time worked for the purposes of calculating overtime.

## **LACTATION BREAK POLICY**

As part of our family-friendly policies and benefits, Isaac's supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. The provisions of this Lactation Policy meet the requirements of the Fair Labor Standards Act as it relates to breaks for nursing mothers.

1. For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her newborn. Isaac's has designated the restaurant office (restaurants) and small meeting room (Corporate Office) for this purpose. Refrigeration for the storage of breast milk is available. Any breast milk stored in refrigeration must be labeled with the name of the employee and the date of expressing the breast milk and stored in a designated space, clearly marked. Any non-conforming products stored in refrigeration may be disposed of. Employees storing milk in refrigeration assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering.
2. Lactation breaks of more than 30 minutes in length will be unpaid.
3. If you are returning from maternity leave, speak with your General Manager regarding your nursing needs. They will work with you to accommodate your break schedule as needed, knowing that your breaks may differ on a day-to-day basis.
4. Per Pennsylvania law lactation breaks may be taken for up to two years following the child's birth



# Attendance

## **POLICY AND PROCEDURE**

Attendance and punctuality are very important parts of the employee job performance. Absenteeism places a burden on other employees who have to perform the absent employees' duties. Absenteeism can cause scheduling problems and can adversely affect our ability to serve our customers. For these reasons, excessive absenteeism, defined as 3 or more unexcused absences in a 30 day period, will not be tolerated and is subject to discipline up to and including termination.

## **ILLNESS/ATTENDANCE**

**Before making your decision to call off, please consider the following:**

1. If you are sick, stay home! You are working with food and are in close contact with other people, both employees and customers. It would be better to stay home and go to the doctor to avoid spreading your illness.
2. If you are not very ill and your illness is not contagious, we expect you to report to work. It is difficult to replace you when you call off. Often it will mean that the restaurant is short staffed.

**When calling off work, use the following guidelines:**

1. Always call in yourself. Don't have a friend or family member call for you.
2. Always call the store and talk directly to a manager. Leaving a message with another staff member, through a manager's personal cell phone, or simply sending a message via email or other electronic messaging method does not constitute an acceptable notification of absence.
3. Call as soon as possible so there is more time to try to replace you. Understand that trying to replace you takes up valuable time. Not only are Managers picking up the extra work, but must also take the time to call in a replacement. In call off situations, other than personal illness, you may be asked to help by contacting other employees to cover your shift through calling, texting, or offering shifts for pickup online.
4. Give the manager an idea of how you think you will be feeling by your next scheduled shift. Call the manager back if you are not feeling well enough to work your next shift.
5. If you call in sick, you are expected to be at home resting or at the doctor/pharmacy. If found otherwise, you may be subject to disciplinary action.
6. Due to the nature of our business, in order to maintain a work environment that is free from disease outbreaks, Managers reserve the right to request a doctor's excuse for unscheduled absences due to illness. Typically, absences for duration of three or more days may need a doctor excuse.
7. If you call off for a scheduled shift to see a physician or visit an urgent/emergent care facility, be prepared to produce an excuse from said facility on your next scheduled shift.



8. Failure to make up lost time or provide a doctor's excuse for illnesses covering several shifts could result in loss of benefits.

## **LATENESS**

What is late? If you are scheduled at 8:00 a.m., you are to be at work, clocked-in and ready to work at 8:00 a.m.

1. Call the restaurant as soon as you know you will be late.
2. Lateness and/or absence, 3 or more times in a 30-day period, may result in termination.
3. No call/No show may result in immediate termination.
4. Any employee who fails to report to work without notification to his/her supervisor for a period of 3 or more days will be considered to have voluntarily terminated their employment with Isaac's.
5. Lateness in excess of one hour without prior notice to the manager-on-duty may result in immediate termination.
6. Imprisonment, incarceration and lawful detainment are not acceptable excuses for missing or being late for work and may result in disciplinary measures up to and including termination.

## **TYPES OF ABSENCES: EXCUSED, UNSCHEDULED & UNEXCUSED**

Excused absences are defined as those scheduled in advance (i.e. vacations/ROs/PTO and any absences covered by company policy or federal law, such as jury duty, bereavement leave, FLMA, etc).

Unscheduled absences include call offs due to personal or familial illness with at least two hours notice and emergencies. Emergencies are defined as an unexpected event that occurs, affecting the health or safety of your family. It could be a sudden illness, injury from an accident, or another devastating event.

All other absences will be considered Unexcused and may cause the employee to be subject to Section L "Discipline and Termination Policy and Process." The same will apply to employees who frequently use emergencies as an excuse to miss work more frequently than is reasonable.



# Open Kitchen Policy

Isaac's kitchens are all open kitchens or mostly open kitchens where all employee conversation and activity can be seen and heard by customers. Because of this, it is critical that our behavior and conversations be above reproach. The physical layout of our kitchen mandates that all areas of the kitchen are kept tidy at all times as customers are able to watch us while we work.

## **PROCEDURE**

1. The use of profanity is prohibited.
2. Employees must always be in proper uniform including nametag.
3. Employees should portray themselves in a professional manner at all times. No horseplay, excessively loud conversation or public display of affection is permitted.
4. No eating in the kitchen except in designated areas, outside of customer view. Any personal beverages must be covered, kept out of sight, and away from food, food prep items (storage bins, storage bags, cutting tools, etc.) and in a designated employee drink area such as a bottom shelf that meets all this criteria.
5. Hands should be washed frequently—especially after handling money or dirty dishes, before handling food and when changing gloves.
6. All dirty dishes should be stacked neatly by the dish window. Do not stack excessively as customers may see this.
7. Employees, who are off the clock, should remain out of the kitchen.
8. No personal cell phone use is allowed while on the clock unless it is for company business—such as calling about catering delivery information or when business phone service is interrupted.
9. No personal listening devices of any type allowed while on the clock, including head phones, earbuds, wireless earbuds, etc.

Isaac's reserves the right to take disciplinary action for violation of this policy up to, and including, termination of employment.



# Personal Use of Company Equipment, Proprietary & Confidential Information

## **POLICY**

The personal use of Company equipment and property should be kept to an absolute minimum. This includes, but is not limited to, personal telephone calls during working time (except for emergencies), the use of computers, printers, copiers, tools, cell phones, tablets, etc. Employees may not use Company postage for personal mail. Employees are expected to reimburse Isaac's for any costs related to personal use of company property. Arrangements for payment should be made through Isaac's Accounting Department.

Willful damage or unintended damage due to negligence to Company property by an employee will result in disciplinary measures and the employee being held liable for damages incurred. This includes employees who are issued Company property (such as a laptop computer) and any employee using Company property on a daily basis in one of our locations.

Any personal or other information placed on Company e-mail, computer, computer systems, or the like shall be the property of the Company, and not the private or confidential property of any employee.

This policy is intended to protect Isaac's and employees who have access to a computer, e-mail, and the Internet. Isaac's respects the individual privacy of all employees. However, privacy does not extend to an employee's use of Isaac's provided equipment or supplies, including computers, e-mail, and the Internet.

Employees must respect copyright, trademark, trade secret, patent, license, policy and other proprietary rights and restrictions relating to the use, access, or download of software or information. No one may download any software or information unless it is directly related to Isaac's. In addition, employees must obtain prior permission from the IT Department to download and/or install any computer programs on company equipment. Employees who become aware of any misuse of software or documentation must notify their supervisor or any Senior Manager at the Central Office.



Employees must never compromise customers' and employee's personal identification with regard to banking, credit cards, Social Security numbers and other access to personal accounts and records. Any such information may never be transmitted using email, text, or other end-user messaging. This includes credit card numbers, PINs, passwords, and social security numbers.

Unacceptable non-work-related activities, including downloading, viewing, or sending offensive, derogatory, profane, or discriminatory messages or material, are prohibited. Examples of forbidden transmissions include sexually-explicit messages, cartoons, jokes, unwelcome propositions or love letters, ethnic or racial slurs, harassment or disparagement of others based on their sex, race, age, national origin, or religious beliefs.

Only system passwords issued or authorized by Isaac's may be used on Isaac's computers. Employees are prohibited from using passwords or encryption keys to gain access to unauthorized materials.

In addition to possible civil and/or criminal prosecution, Isaac's reserves the right to take disciplinary action for violation of this policy up to, and including, termination of employment.

## **PHONE CALLS**

It is the intention of Isaac's to reserve the use of company telephones for the transaction of restaurant business. These phone lines are our lifelines to the outside world and should be kept open for incoming orders. Employees are asked to refrain from using house phones for personal use.

- Before using the phone for personal use, you must ask permission from a manager.
- Please discourage family and friends from calling you at work unless it is necessary because of an emergency.
- If you do receive a call, a manager shall ask if it is an emergency. If it isn't, a message shall be taken for you to return the call at a later time.
- Personal cell phones must be turned off or to silent or vibrate and may not be visible on your person at any time. Cell phones should
- Please refer to the Cell Phone Use policy for any calls made using a personal cell phone.
- Long distance, personal calls are not permitted.

Your cooperation and respect in the usage of restaurant phones is greatly appreciated.



## Proprietary & Confidential Information

It is illegal to steal, copy or communicate, or transmit a former or current employer's confidential or proprietary information. Proprietary Information is defined as, "the whole, or any part of, any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons, other than those selected by the owner, to have access to for limited purposes".

Cell phones may not be used to record/document any sensitive or proprietary information. This includes, but is not limited to, audio, video, or still imagery.

Do not disclose confidential financial data or other non-public proprietary company information, such as recipes. The misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside of Isaac's cause for disciplinary action, up to termination. Isaac's may institute civil action against anyone who violates this policy.

## Personnel Records Policy

Isaac's strives to keep accurate and up-to-date personnel records. Employee personnel files may include the following:

- Job Application/Resume
- Job Descriptions
- Records of participation in training
- Wage history
- Records of disciplinary action
- Records of commendations
- Documents relating to employee performance reviews, coaching and mentoring

*\*employee personnel files at the store level may not include doctor's notes and other employee health-related documents. Such documents are sent to and retained at the Central Office.*

In order to ensure accuracy of your personnel records, please notify your General Manager immediately of the following changes:

- Name
- Address
- Phone number
- Marital Status
- Dependent Status
- Tax Status





## **PERSONNEL FILE ACCESS**

Personnel records are kept highly confidential and are not available to anyone outside of the company unless you have personally authorized the release, release is to an authorized governmental agency OR release is required by law.

An active employee, or an agent designated by the active employee may inspect his or her own personnel file. Requests to view personnel folders must be submitted in writing to Isaac's Human Resources Department and include either the purpose for which the inspection is requested or the particular parts of the personnel record they wish to inspect or have inspected by the employee's agent.

Employees or designated agents who are granted access to their personnel file, will do so in the presence of a member of Isaac's Human Resources department, at Isaac's Corporate Office and during normal business hours. Personnel files or any part thereof will not be removed, copied or photographed. However, the taking of notes by the employee or designated agent is permitted.

Active employees or designated agents are limited to one inspection of their personnel file every calendar year, except where there is reasonable cause.

Employees or former employees who have been inactive for 30 days or more will not be granted access to their personnel file.



# Safety in the Workplace

## POLICY

It is Isaac's 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 restaurant 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.

*\*Central Office staff are only required to wear slip-resistant shoes when working at a location other than the office. The slip-resistant shoe policy still applies.*

All employees are required to complete training for use of knives and other cutting equipment before using on their own. 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. Failure to report an accident or to report one in a timely manner is a major infraction under Isaac's Disciplinary Policy and will be subject to disciplinary action up to and including termination depending on the severity of the accident.

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.

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 has a Safety Committee comprised of hourly employees and managers who serve as Safety Representatives for their own locations, as well as members of our Central Office staff. At any given time the composition of the committee may not exceed greater than 49% "employers" (i.e. managers) and may not be less than 51% hourly employees. The stores are divided into districts and assigned to Safety Specialists as determined appropriate by Isaac's Senior Management team and the Safety Committee. The Committee meets monthly 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 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-

Personal electronic devices may not be on an employee’s person at any time and may not be used while on the clock; cell phones must be turned off, or to vibrate or silent and may not be visible on your person at any time. The only exception is if a personal electronic device is required for work-related use or used intermittently at the discretion of management, during non-peak times and not in sight of customers.. 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.

Cell phones may not be used to record/document any sensitive or proprietary information. This includes, but is not limited to, audio, video, or still imagery.

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 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; this includes the recording of audio, video, and still images. Isaac's 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 cell phones or other recording devices 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**

This policy is aimed at protecting Isaac's 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 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.

Any employee who chooses to drive for Isaac's must observe the following:

- Drivers will assume any and all liabilities incurred during the time spent in the vehicle, including those due to accidents, parking violations, traffic violations, etc.
- Have a valid driver's license
- Driver's must be at least 18 years old
- Have valid automobile liability insurance as provided under statutes of the Pennsylvania Department of Transportation.
- Drivers must abide by the following to protect themselves:
  - 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 except in those cases where the passenger is also in the employee of Isaac's and is assisting in the delivery.
- Refrain from operating a motor vehicle for Isaac's, while using or under the influence of illegal drugs or alcohol, in accordance with the Isaac's.
- Refrain from operating a motor vehicle for Isaac's, while using or under the influence of prescription or over-the-counter medications that may adversely affect ability to safely operate a motor vehicle.

## **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 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, social media, 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 workplace 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 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, 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 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 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 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 Operations. 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 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 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 a 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 would assist in the investigation of this crime, the police should be told to contact the Senior Manager of Operations.

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 Operations.





Under NO circumstances may an employee other than 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 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 Operations.

## **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 out of money. They can easily accomplish this either over the phone or by trying to confuse an employee at the register.

### **PROCEDURE**

#### *Theft and Burglary*

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 food and brewery preparation, behind the bar and storage and the restaurant office.



“Authorized Personnel” is defined as employees of Isaac’s 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 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 they ask 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 the Senior Manager team. 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.

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!

### *Cash Handling*

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

1. 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.
2. Never leave the cash drawer open or your server bank unattended
3. 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.
4. 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.
5. Giving discounts/comps to friends or family who are undeserved, including the abuse of the Loyalty Program, is viewed by the company as theft and could result in disciplinary action up to and including termination.



### *Employee Meals & Time Keeping*

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. Work performed at home should be limited and with supervisor's permission.

## **DRUGS AND ALCOHOL POLICY**

It is the policy of Isaac's 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 is primarily concerned with those situations where the use of alcohol or drugs adversely affects the employee, their relationship with other employees and customers, or their ability to successfully handle Isaac's 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, they are 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 benefits may be available to help in a rehabilitation process. Reach out to Human Resources for assistance.

To assist employees in conquering alcohol or drug dependency problems, Isaac's 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.

If an employee requires prescription drugs they should bring only the amount they need for their scheduled shift and the rest should be left at home, specifically those that can affect employee performance and the safety of yourself and others.

If an employee has a prescribed medical marijuana card, they are still expected to report to work not under the influence and may not use the marijuana at any time during their scheduled shift or on Isaac's property.

The illegal manufacture, use, sale, purchase, transfer, or possession of narcotics, drugs, or other controlled substances while on the job, on Isaac's property, or at Isaac's-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 property is cause for disciplinary action up to and including discharge from Isaac's. Arriving on Isaac's 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. Use of alcoholic beverages is prohibited on Isaac's 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.

## Working With Others: Employee Relationships and Anti-Nepotism Policy

### **EMPLOYEE RELATIONSHIPS**

Isaac's expects every employee to conduct themselves in a professional manner at all times. Personal relationships—whether social, familial, or romantic—shall never influence or interfere with job performance.

An employee who is involved in a personal relationship with another employee may not occupy a position in the same location if one of the employees is in a supervisory position. Personal relationship is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature. Isaac's reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who occupy positions at any level (higher or lower). Supervisors are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. If such personal relationship is established after employment, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship. Disclosure must be made as follows:

- \*Restaurant Employee – Report to the General Manager, as applicable.
- \*General Manager – Report to the Senior Manager of People.
- \*Senior Manager – Report to the President.
- \*All other employees – Report to the Senior Manager in charge of their Department.



When a conflict or a potential for conflict arises because of the relationship affecting employment, the individuals concerned will be given the opportunity to decide who is to be transferred to another position or terminated if no position is available. If the decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

Isaac's reserves the right to swiftly and effectively address inappropriate behavior, or perceived inappropriate behavior, which negatively impacts the operation of Isaac's or makes any employee feel uncomfortable. In the event of this occurrence, management shall address the problem accordingly. This shall include, but not be limited to, issuing a verbal or written warning, employee relocation, or job dismissal.

## **ANTI-NEPOTISM POLICY**

The employment of relatives can cause various problems, including charges of favoritism, conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both the Isaac's and its employees. Therefore, members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired if employment would:

- Create a supervisor/subordinate relationship between a General Manager and a family member;
- Have the potential for creating an adverse impact on work performance; or
- Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when transferring or promoting an employee. Exceptions may be made, but must be approved by Human Resources and the Senior Management Team. Should at any time a conflict of interest or any issue arise, affect individual will be relocated by Human Resources and the Senior Management team to another store where there is not a chance for a conflict of interest to arise. Should at any time a Senior Manager have a conflict of interest or vested interest in the outcome, they will recuse themselves from the decision making. For the purpose of this policy immediate family includes: spouse, parent (including in-laws), child (including step or adopted children), sibling, aunt, uncle, niece/nephew, grandparent (direct ancestor), grandchild (direct descendant) or any relative who lives with the employee.



Employees who become immediate family members may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within Isaac's to which one of the employees will transfer. Isaac's will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale until a transfer can be determined upon. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign. If the employees cannot make a decision, the Company will decide in its sole discretion who will remain employed.

## Pay Practices and Tip Reporting

### **PAY PRACTICES**

#### **PAY PERIODS**

Isaac's payroll follows a two-week cycle commencing on Monday morning at 4:00 am and ending the following Monday at 3:59 am. Isaac's has a five-day processing cycle between the time the pay period ends and the pay stubs are issued. This processing cycle may be adjusted from time to time to accommodate legal and banking holiday schedules.

#### **DIRECT DEPOSIT AS A CONDITION OF EMPLOYMENT**

An individual who accepts an offer of employment from Isaac's understands that mandatory participation in the Direct Deposit Program is a condition of accepting employment with Isaac's. A properly completed Direct Deposit Form must be presented during the onboarding process, before an employee can go through the orientation process and be put on the schedule. Location managers will be responsible for checking that this information has been provided properly during onboarding.

- Employees without a Bank Account – Several banks in our communities offer enhanced banking services for Isaac's employees with Direct Deposit. Many of these banks offer free checking and other free services when payroll is directly deposited into their account.
- Employees unable to open a bank account – Isaac's has alternative banking solutions available. If you are an employee unable to open a bank account, please talk to your General Manager for these alternative solutions.
- Employees needing to change Direct Deposit information – Employees must notify the Payroll Department BEFORE they make any changes to the bank account where their pay is being directly deposited. This will ensure an employee's pay is not delayed or lost due to a closed or changed bank account.



Employees who notify Isaac's that they are planning to change their banking information will have 30 days to provide Isaac's Payroll Department with an updated Direct Deposit Authorization Form complete with the new banking information.

If an employee's banking information fails to prenote, Human Resources will reach out to the location, the General Manager, and the email address the employee has on file. The employee will then have 1 week to return updated information. If the employee fails to return the information they will be removed from the schedule and not allowed to work until such time new direct deposit information is provided.

### **PAYCHECKS & PAYSTUBS**

Direct deposit is a condition of employment. Depending on when an employee's information is entered into the system the first paycheck may be a physical check, which will then be mailed to the employee's address on file. All following paychecks will be direct deposited and the employee will not receive a physical check or paystub.

Any prior paystubs can be accessed at [www.payentry.com](http://www.payentry.com).

### **TIPS PAID TO EMPLOYEES**

All tips, other than cash tips earned by servers, will be paid to employees on their biweekly paycheck.

Paying non-cash tips to servers on paychecks has become necessary to enable Isaac's Deli, Inc. to:

1. Collect the correct amount of tax withholding as mandated by law.
2. Calculate and contribute the maximum amount possible for 401(k) contributions and employer match.
3. Withhold employee costs of company provided benefits
4. Comply with court ordered withholding of funds from employee pay.

### **PAY/HOURS DISPUTE AND RESOLUTION**

It is the intent of Isaac's to accurately track and pay our employees. If an employee believes they have been paid incorrectly, they should notify their General Manager within one week of the time they became aware of the possible mistake.





## REQUESTS FOR W2

All W2s are accessible at [www.payentry.com](http://www.payentry.com).

Requests for copies of these records may also be made in writing to Isaac's HR department and must include the following information: employee's entire name (former last name if different), current mailing address, social security number and list of applicable dates. Requested information must be mailed or emailed to the employee at the email address on record with Isaac's. The employee also has the option to pick up the information at Isaac's Corporate Office during regular office hours in which case photo identification will be required; this information WILL NOT be released to a 3<sup>rd</sup> party, regardless of their relationship to the employee. Please allow 5 business days for processing.

## TIP REPORTING

### POLICY

All tips are to be reported as earned income. The tip reporting procedure is outlined in other instructional materials.

### The Law

The Internal Revenue Service requires you to report 100% of your tips as earned income and pay the required taxes on these amounts.

### ISAAC'S Position

1. Tip reporting is an individual responsibility! Additionally, Isaac's believes that employees are complying with the law and do, in fact, report all tips as earned income in accordance with the Internal Revenue Code.
2. The tips an employee receives are most often a direct reflection of the level and quality of service a customer receives. Your manager uses this information as part of the evaluation of your overall work performance.
3. It is the belief of the Company that tipped employees have the ability to earn between 15% and 20% of sales in tips, depending on the level of service they provide to their customers.
4. Service warning letters may be issued to employees who do not earn a reasonable level of tips.



# Handling The Press

As Isaac's continues to grow and thrive, our organization will be of increasing interest to the public. It is only natural that more people will want to know more about us.

With this public interest comes press interest—and scrutiny. We will solicit some press coverage as part of our marketing efforts. It is, therefore, imperative that we formalize our handling of press inquiries and seek to proactively maximize the positive impact this free “advertising” can have on our Company. This policy seeks to spell out how the press should be responded to by Isaac's employees.

## **POLICY**

### *Crisis Situations*

In the event of a crisis (i.e. fire or similar emergency), it is best that the company respond to news media in a timely and professional manner only through a designated spokesperson. The restaurant manager should proactively assume control of all communications on behalf of the organization—until a Senior Manager representative reaches the scene.

### *General Press Inquiries and Public Relation Opportunities*

1. Events may occur that draw immediate media attention. It is imperative that one person speaks for the company to deliver an appropriate message and avoid giving misinformation. Please refer media inquires to the President and answer all media/reporter questions like this: “I am not authorized to comment for Isaac's. Let me have our Corporate Office contact you.”
2. These guidelines do not mean that employees shall not be included in press coverage. You are part of Isaac's and what we stand for. Whenever the opportunity presents itself, employees shall be pulled into press features.



# Photo/Video Policy

Isaac's periodically takes photos and videos of employees on the job, during special events, in meetings or other Isaac's related venues. These photos/videos are for Isaac's Deli, Inc.'s use only and may be used in a variety of publications used for recruitment, marketing and the advertising of company sponsored events.

Any photographer taking photographs/videos of individual employees or groups of employees for commercial use, must obtain a signed photo release. If you have signed a photo/video release Isaac's will have the right to use your image in perpetuity. In cases where photo/video is not for commercial use, no release form is required.

# Discipline And Termination Policy And Process

## **ORIENTATION PERIOD**

For all employees hired by Isaac's the first 90 days/200 hours of employment are considered to be an orientation period. During this time, the employee will undergo training and orientation as directed by the employee's supervisor. The employee's supervisor will also monitor the employee's performance during this time period.

During the first 90 days/200 hours of employment, the employee is encouraged and expected to ask questions concerning his or her job responsibilities, and to determine if they are satisfied with the position. If the employee's job performance is found to be unsatisfactory by his or her supervisor at any time during the first 90 days/200 hours of employment, the employment may be terminated. Extensions to the orientation period may be approved by the General Manager.

All new employees will receive a 90 day review at the end of their training period.

## **VIOLATIONS OF COMPANY POLICIES, RULES AND PROCEDURES**

Isaac's has established policies and rules that we believe are fair, reasonable and critical to the successful operation of our business. Isaac's expects you to know, understand and abide by these policies and rules. The primary responsibility for holding employees accountable for their actions and taking corrective disciplinary action when necessary lies with the managers, who have first-hand knowledge of their employees' performance and behavior. Prompt, effective disciplinary action in response to policy or rules violations is imperative.



The following is a list of a number of (but not all) violations of Isaac's policies and rules that constitute sufficient grounds for disciplinary action, ranging from a verbal warning to immediate termination **depending upon the seriousness of the offense**:

Minor Infractions Include\*:

- Tardiness - arriving at work past scheduled time
- Failure to properly complete and file record of time worked - habitual failure to clock in and/or clock out properly on all time clock systems
- Leaving work before quitting time without supervisor's approval
- Misuse of Isaac's telephone and/or computer system - using telephones for personal reasons without supervisor's approval; using company computers for tasks not related to one's job, such as store management teams using social media for marketing and sales building purposes.
- Failure to follow procedures and/or rules in performance of job duties – Safety policy violations are considered a major infraction
- Failure to perform job duties completely or in a timely manner

**\*This is NOT intended to be an inclusive list of all minor infractions**

Major Infractions Include\*:

- Unexcused absences as defined by Section D "Attendance"
- Habitual absenteeism (not covered under FMLA). Missing work 3 or more times in a 30 day period.
- Insubordination to a supervisor, including refusal to perform assigned duties and being disrespectful.
- Theft, fraud, or any form of dishonesty. Includes but not limited to theft of product, time, and/or money from the company as well as theft from fellow employees.
- On the job while under the influence of alcohol or drugs. Doing so can create an unsafe work environment for both the employee under the influence and for his/her coworkers.
- Willful damage to Isaac's Deli, Inc. property or property of others
- Fighting/Bullying, verbally or physically
- Sexual harassment towards anyone, including supervisors, coworkers, subordinates, customers, and vendors.
- Unauthorized disclosure of confidential financial data or non-public proprietary information
- Intentionally giving false or misleading information as a means of obtaining employment, including falsification/dishonesty of prior work history within or outside the company.



- Threatening, intimidating, or assaulting a supervisor, coworker, subordinate, customer, or vendor
  - Unlawfully instigating dissatisfaction among fellow employees
  - Failure to report an accident on the job. All accidents must be reported immediately so potential hazards and worker's compensation claims can be handled as quickly as possible.
  - Failure to follow safety policies, rules and procedures
  - Breach of confidentiality policy
  - Failure to follow Section S – "Social Media Policy"
  - Repetitive minor infractions
- \*This is NOT intended to be an inclusive list of major infractions**

## **DISCIPLINE PROCEDURES**

When a violation or infraction occurs warranting disciplinary measures, a manager may begin disciplinary action in **ANY** of the steps outlined below **and** reserves the right to skip steps **depending on the seriousness of the offense**.

Verbal Warning - For minor infractions

Written Warning - For major infractions, repeated minor infractions of a related or unrelated nature, **or** if the employee fails to correct his/her shortcoming(s) after a previous verbal warning.

Probation – Generally, a probationary period will be given after a previous written warning, or at least documentation of a verbal warning. However, you may be placed directly on probation without prior discipline based on the seriousness of the offense and the special circumstances surrounding the disciplinary problem.

Suspension (With or Without Pay) – In most cases, an employee will be placed on suspension following prior disciplinary action or while an incident or complaint is being investigated. However, you may be placed directly on suspension without prior discipline based on the seriousness of the offense, the circumstances surrounding the disciplinary problem and the need to investigate the situation before determining the proper level of discipline to issue.



Termination – Generally, termination of employment will occur after multiple minor or major infractions. In most cases, an employee will not be involuntarily terminated without prior disciplinary action. However, in lieu of the foregoing, your manager may terminate you immediately after the occurrence of an infraction without a verbal, written warning, probation, and/or suspension if the manager determines that the seriousness of the infraction warrants immediate termination. Exemptions to progressive discipline include, but are not limited to:

1. New hire introductory/probationary period as defined above.
2. Harassment
3. Insubordination
4. Theft
5. Violence

## **TERMINATION OF EMPLOYMENT**

### 1. Voluntary Termination (Resignation)

If you decide to discontinue your employment with Isaac's, you should provide the Company with at least two weeks' notice (four weeks for supervisory positions) in writing. Upon receipt of your resignation, Isaac's reserves the right to immediately terminate you rather than have you continue to work through the notice period (i.e. the day you submit your resignation through the date you designate as your last day).

If you voluntarily resign without providing the requisite notice, your accumulated PTO, if any, will be forfeited. If you fail to provide the requisite notice, it may affect your rehire eligibility with Isaac's unless a written severance agreement provides otherwise, you may not use accumulated PTO during the requisite notice period or at the end of your employment for the purpose of extending your termination date.

### 2. Involuntary Termination

While you are an employee-at-will, Isaac's attempts to avoid unwarranted discharges as much as practical and possible. However, Isaac's reserves the right to terminate your employment relationship for policy or rules violations, poor work performance, reduction in workforce, business restructuring, or any other reason that does not violate applicable laws. The effective date of termination is the last day you actually worked unless otherwise specified.

If you are involuntary terminated, your accumulated PTO, if any, is forfeited. However, Isaac's may make exceptions in certain cases if the termination is the result of a downsizing, location closing, business restructuring, or similar circumstance. This will be determined on a case-by-case basis.



# Resignation And Employee References

## **RESIGNATION**

Employees resigning from Isaac's are asked to give their direct supervisor at least a two weeks notice whenever possible. Any employee with a current manager job code is expected to give a proper notice of 4 weeks. All resignations must be in writing and clearly indicate the last intended working day. The employee's supervisor will, in turn, promptly notify the Human Resources department of the employee's resignation. The original copy of the resignation should be forwarded to the Human Resources department.

All company property, including an Employee Handbook, any manuals, business cards, PC equipment and software, uniforms, and keys must be returned prior to the end of the last working day. The replacement cost of any property or funds not returned shall be deducted from an employee's remaining paycheck(s) or other amounts otherwise payable as permitted by law.

Last working day/termination date is defined as the last day an employee is physically on the job. All employee benefit privileges cease upon an employee's date of termination.

## **Employee References**

All employment reference inquiries on present or former employees must be referred to Isaac's Corporate Office. Individual employees, supervisors, and officers should not, for their own protection, respond to direct inquiries of this type.

The information, conveyed by authorized individuals within Isaac's Corporate Office responding to external inquiries of this type, is generally limited to the following:

1. Hire date
2. Termination date
3. Title of last position held
4. Verification of last salary, if provided by the individual making the inquiry

Personal references by current employees on former and current employees would be in conflict with the above and should not be given. If they are, the individual providing the reference is doing so as an individual, not as an agent of the Company, and the information given should deal with personal, not business/work related experiences or observations. Individuals providing references are potentially subjecting themselves to certain legal liabilities. Employees shall not use Isaac's letterhead for this purpose.



## **RE-EMPLOYMENT POLICY**

### **POLICY**

Effective 1/01/15, former employees who left Isaac's in good standing with the company, may be considered for re-employment provided their qualifications are suitable for a vacant position. Re-employment eligibility must be confirmed with Isaac's Humans Resource Department before a former employee can be re-employed.

### **CONSIDERATION**

Generally, former Isaac's employees will be considered for employment in the same manner as other external job candidates. For a former employee requesting reemployment within one year of prior employment, their eligibility (rehire status) at the time of separation determines whether the individual will be considered for reemployment. Employees whose separation from Isaac's is longer than one year may be rehired regardless of their rehire status at the time of separation except in cases where prior employment was terminated due to theft, harassment, violence, insubordination or engagement in illegal activities.

Former employees who have been rehired under this policy, will serve a probationary period in the position into which they were rehired in accordance with the Probationary Policy.

Employees who terminate for military duty may be reemployed in accordance with our Military Leave Policy.

### **BENEFITS**

For an employee who is rehired within six months of their termination date, the break in service will not interrupt the length of service used to determine PTO accrual rates and amounts. However, any unused or unpaid PTO from prior employment period will not be restored. Reinstatement of previous "benefits eligible" status for rehires is determined according to the rules of the Affordable Care Act and by additional criteria under Isaac's "benefits eligible" qualifications.





# Customer Service Policy

## **\*CUSTOMER SERVICE IS OUR NUMBER ONE PRIORITY\***

Our employees possess the power to provide every customer with an extraordinary dining experience. As a member of the Isaac's team, you have many job duties and policies to follow, but none are more important than making customers happy!

1. **Treat Customers Like Friends.** Every customer wants to be recognized and appreciated. Think of them as guest in your living room.
1. **Read Customers Like A Book.** Watch for signs of unhappiness and swoop in to prevent any escalation of unhappiness.
2. **Every Customer Is Everyone's Responsibility.** Never develop "tunnel" vision for only your station or for the take-out counter.
3. **If A Customer Doesn't Like It And You Can't Fix It,** do not ask him/her to pay for it.
4. **Never Respond Defensively To Customer Complaints.** Customers are not angry at you – only the situation! You need to remember that – even if you feel attacked!
5. **Apologize For The Situation Regardless Of Who Is Responsible.** A smile and a sincere apology will usually appease an unhappy customer.
6. **Remember That Your Paycheck Comes From The Register Your Customers Put Their Money Into.** It is only processed by the company called ISAAC'S DELI, INC.
7. **Practice Patience, Practice Tolerance, Practice The Golden Rule.** Over and over and over again. Upset customers are opportunities – not problems.
8. **Talk To Each Other About Unhappy Customers.** Do this in an effort to prevent them – but always out of earshot from other customers.
9. **Make Your Best Effort To Assure All Customers Leave The Restaurant Happy.** You hold the power, you possess the skills and you have permission to Make That Customer Happy!



# Privacy Practices Notice

ISAAC'S DELI INC.

Notice of Privacy Practices  
Effective: April 14, 2004

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

## Introduction

In order to provide insurance coverage and/or health plan administrative services, we must obtain and maintain Protected Health Information (PHI). This privacy notice describes the types of information that are collected and your rights regarding how that information can be used.

PHI is individually identifiable health information that is created or received by your provider, your health plan or insurer, a data clearinghouse, a health authority, employer, school or university. PHI can be maintained or transmitted in any form or medium. It relates to the past, present or future:

- Condition of your physical or mental health,
- Health care provided to you; or
- Payment for the health care provided to you.

PHI does not include summary health information or information that has been de-identified according to the standards for de-identification provided for in the HIPPA Privacy Rule.



## **Permitted/Required Use and Disclosure of Your PHI for Treatment, Payment and Health Care Operations**

Your PHI will be used and disclosed for the purpose of routine treatment, payment and health care operations. Examples of routine treatment, payment and health care operations include, but are not limited to:

- Payment for treatment of your health condition(s);
- Enrollment into the health plan;
- Eligibility for coverage and plan benefits;
- Claims administration;
- Premium billing;
- Underwriting;
- Business planning and development;
- Actuarial pricing, studies and review;
- Complaint review; and
- Regulatory review and legal compliance.

### **Use and Disclosure for Treatment**

Your PHI may be used by, and disclosed to, health care providers including, but not limited to, doctors, nurses, laboratory technicians, medical students and other health care personnel involved in your treatment.

### **Use and Disclosure for Payment**

Your PHI may be used by, and disclosed to, individuals involved in the collection of your premium and the payment of your benefits. The use and disclosure also includes verification of participation in the plan, eligibility for plan benefits and premium adjustments due to changes in health status and/or individual demographics. Your PHI may be shared with persons involved in utilization review, including pre-certification, pre-authorization, and concurrent and retrospective review, to assist in reimbursement of health care claims or other claims payment or collections procedures.



## **Use and Disclosure for Health Care Operations**

Your PHI may be used and disclosed for plan operation purposes including, but not limited: underwriting, premium rating, submitting claims, placing a contract for reinsurance of risk relating to claims for health care, including stop-loss and excess loss insurance, quality review assessments, audits, including fraud and abuse detection and compliance programs, business management and planning, the sale, transfer, merger or consolidation of a covered entity, legal or administrative services. In addition, your PHI may be used and disclosed for case management, and care coordination, contacting of health care providers and patients with information about treatment, drug and disease management alternatives and other related functions that do not include treatment.

We may share this information with its business associates for purposes of utilization reviews, appropriateness of care review, peer review for resolutions of grievances, consultation with outside health care providers, consultants and attorneys. We require our business associates to sign an agreement specifying their compliance with our privacy policies.

We have developed privacy policies and procedures in order to ensure the privacy of your PHI. These policies and procedures are based on appropriate administrative, technical and physical safeguards necessary to maintain confidentiality. Access to your PHI is limited to those individuals that have a legitimate business need for that information. This protection extends to the use of your PHI by our business associates.

## **Other Permitted/Required Uses and Disclosures of PHI**

We may release your personal information to your employer for worker's compensation purposes or for automobile insurance claims. We will only use or disclose the minimum amount necessary to perform these other functions.

Disclosures may be made to:

- The health plan sponsor for payment or other claim purposes, such as coordination of benefits;
- Organ donation and tissue transplant entities, if you are organ or tissue donor;
- The military, if you are a member of the armed services;
- Worker's compensation carriers; and
- Correctional institutions, if you are an inmate.

We, or one of our approved business associates, may use or disclose your PHI in order to provide you with the following information:

- Prescription drug alternatives;



- Treatment alternative;
- Other health related benefits and services that may be of interest to you;
- Public health agencies;
- Law enforcement personnel in response to legal requirements;
- Coroners, medical examiners, funeral directors;
- Legal representative in response to a court order or other legal proceeding; and
- National security and intelligence agencies as authorized by law.

### **Other uses and Disclosures of PHI**

Uses and disclosures of PHI for purposes other than treatment, payment or health care operations will be made only with your written authorization. If you provide us authorization to use or disclose your PHI, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose information following the specific purpose contained in the authorization. You understand that we are unable to take back any disclosures already made with your authorization, and that we are required to retain any records we may have containing your PHI. If you revoke your authorization for payment or health care operation, you may jeopardize the administration of the benefits under your health plan.

### **Your Individual Rights With Respect to PHI**

Upon written request, you have the right to:

- Request restrictions on certain uses and disclosures of your PHI. We are not required to agree to a requested restriction;
- Receive confidential communication of PHI;
- Get a list of those with whom we've shared your information;
- Get a copy of this privacy notice;
- Choose someone to act for you;
- File a complaint if you believe your privacy rights have been violated;
- Access our records containing descriptions of your PHI;
- Request an amendment to your PHI. We are not required to agree to a requested amendment; and
- Receive an accounting of unauthorized disclosures made regarding PHI.

Unless specifically requested otherwise, we will communicate PHI in connection with treatment, payment or health care operations, with any person covered under the plan. Should any covered person want a restriction on such disclosure of PHI, they must request such restriction in writing. Although we are not required to agree to a requested restriction, we will consider all factors explained in the request.



Except for uses and disclosures associated with Treatment, Payment, or Health Care Operations, we do not use or disclose PHI when specifically protected by more stringent state law. Examples of more stringent state laws include those protecting HIV status, results of genetic testing, and indications of domestic abuse. We will follow state privacy laws that are more stringent than this federal law.

If you have chosen to receive this Privacy Notice electronically, you may also receive a paper copy from us upon request.

## **Our Duties Regarding the Use and Disclosure of Your PHI**

We are committed to maintaining your privacy and are required:

- By law to maintain the privacy of PHI and to provide you with notice of our legal duties and privacy practices with respect to PHI;
- To abide by the terms of the Notice of Privacy Practices currently in effect.

We reserve the right to change the terms of this Privacy Notice, and have such change be effective for all PHI that is maintained. Notification of a revised Privacy Notice will be provided through one of the following:

- U.S. Postal Service;
- Revised Plan Document;
- Internet e-mail.

Up-to-date Privacy Notices are maintained on our web site.

## **How to File a Complaint Regarding the Use and Disclosure of your PHI**

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of Health and Human Services. All complaints must be in writing. Please be assured that you may not be retaliated against for filing a complaint.

## **How to Contact Us**

You may contact our representative at the following:

Privacy Officer  
HIPPA Compliance Department  
ISAAC'S DELI, INC.  
1104 Fernwood Ave.  
Suite 401  
Camp Hill, PA 17011  
Web site address: [www.isaacrestaurants.com](http://www.isaacrestaurants.com)



# Alcohol Service Policy

It is the intention of Isaac's to serve Alcohol safely and responsibly. The reputation of Isaac's relies heavily on the people who deal directly with the customers, i.e., all Isaac's employees. Employees failing to observe Isaac's alcohol policy are subject to discipline and/or dismissal. The following lists all policies regarding service and handling of alcohol at Isaac's.

## **RAMP Certification**

The PLCB approved Responsible Alcohol Management Training (RAMP) is designed to educate employees on policies and regulations of the Pennsylvania Liquor Control Board. The training covers laws that you must follow as an employee who serves alcohol or checks ID. The RAMP program is intended to train you to be responsible, even when your clientele is not.

All Managers, Bar Tenders and Servers (hired after August 2016) are required to be RAMP certified within 90 days of a transfer, promotion or hire into an Isaac's location that serves alcohol. Isaac's locations that add alcohol service will have the RAMP certification of existing employees coordinated with Isaac's HR department.

## **MINORS AND "CARDING"**

1. It is our policy to request proof of age from any customer who appears 30 years of age or younger.
2. Isaac's will adhere to the "Pizza Hut Exception":
  - Minors are allowed to frequent Isaac's establishments that serve alcohol for the purpose of eating food and without needing supervision.
  - No alcohol is to be served at the table or booth in which the minor is seated, unless they are properly accompanied by a parent, legal guardian, or under proper supervision of someone 25 years or older at the discretion of the manager.
  - Each Isaac's establishment that serves alcohol has a "house policy" that remains the overriding and more expansive policy for any and all behavior at those establishments, employees working at these establishments are expected to know and adhere to all policies contained herein. This policy is meant to be demonstrative and illustrative of policies contained within our house policies.



3. Pennsylvania law requires that a person must be at least 21 years old to purchase or consume alcoholic beverages. If the law is violated, Isaac's receive a citation and a fine and possibly be closed down. You may also be fined or jailed.
4. We have the right to, and will, refuse service to any customer who cannot produce an acceptable ID. We will be familiar with the appearance of legal ID and may accept the following documents:
  - Valid PA photo driver's license.
  - Valid PA photo identification card (issued by PENNDOT)
  - Another state's valid photo driver's license or valid photo identification card, including Canadian identification
  - Valid Armed Forces identification card with photo
  - Valid passport or travel visa with photo
5. Servers should use the FEAR method of carding to check the information
  - F – Feel the ID for evidence of tampering
  - E – Examine the information such as: picture, expiration date, birth date, etc.
  - A – Ask questions such as: zip code, birth date, address, etc.
  - R – Return the ID
6. Servers should check all Out-of-State ID's by using the Drivers' License Booklet.
7. Servers should document anytime a patron is refused service and notify a Manager
8. Legal responsibility is always the server's. Managers will support servers' refusal to serve alcohol to minors.
9. Failure of an employee to follow these procedures may result in one or more of the following consequences:
  - Termination of employment
  - Fines exceeding \$1,000 from the Pennsylvania State Police, Liquor Control Enforcement
  - Criminal penalties
  - Possible civil lawsuits

## **SERVING ALCOHOL RESPONSIBLY**

1. Managers will support servers' refusal to serve alcohol to visibly intoxicated patrons. Service must be stopped as soon as the FIRST sign of visible impairment is recognized and should be handled discreetly.
2. Isaac's will use the following measures to help ensure that customers drink responsibly:
  - Measured shots
  - Last call no later than 15 minutes after closing.





- Customer interaction, paying attention to intoxication rate factors such as customer build, gender, behavior and speech, rate of consumption, number and strength of drinks, etc.)
  - Serve no more than 3 shots to any one customer in a 1-hour time-period without manager notification
  - Never serve a co-worker's customer without first checking how much alcohol they've already consumed.
  - Slow down service when the customer is drinking or ordering rapidly
  - Offer and encourage food purchases and consumption to customers consuming alcohol, on the house if necessary.
  - Offer and encourage non-alcoholic beverages and food items on the house if necessary.
3. Isaac's will document any incident determined to be "unusual" or "unsafe" by an employee or manager. Incident documentation will be kept for at least two years. Examples of such incidents may include:
- When service is refused to an intoxicated individual
  - When transportation is arranged for an intoxicated individual
  - When a patron presents a questionable ID
  - When the police are called
  - When a guest has an accident or has taken ill.
  - When drug-use is apparent or suspected
  - When a guest acts in any way that is deemed socially unacceptable
4. Alcoholic beverages sold at takeout must be rung out by a RAMP certified Manager.
5. Failure of an employee to follow these procedures may result in one or more of the following consequences:
- Termination of employment
  - Fines exceeding \$1,000 from the Pennsylvania State Police, Liquor Control Enforcement
  - Criminal penalties
  - Possible civil lawsuits

## **SERVING ALCOHOL TO ISAAC'S EMPLOYEES**

1. Isaac's employees are permitted to patronize Isaac's locations that serve alcohol, provided:
- Employees are at least 21 years of age.
  - Employees are not in Isaac's uniform. This includes Isaac's shirts that are turned inside out.



- Employees are not on the clock.
  - Employees are not on a scheduled break or patronizing immediately preceding a scheduled shift.
  - Employees have left the premises after a scheduled shift and have returned as a customer.
2. Isaac's employees are not permitted on premises after business close unless they are on the clock.
  3. Isaac's employee Meal Discounts do NOT apply to the sale of alcohol.
  4. Isaac's employees will be treated as other customers in regards to checking ID and serving alcohol responsibly.

## **COMPING ALCOHOL**

Occasionally, there will be the need to COMP alcohol.

A server or bartender may ask for or suggest a COMP, however, only a manager may approve and perform an alcoholic beverage COMP for a customer.

Alcohol COMPS will be heavily monitored by the General Manager and/or Bar Manager. Abuse of this policy may result in disciplinary action up to and including termination of employment.



# Tobacco & Other Smokeable Substances Policy

While Isaac's allows smoking the use of smokeable substances, it is the policy of Isaac's to discourage the use of tobacco including, but not limited to, cigarettes, cigars and electronic cigarettes on all company premises in order to provide and maintain a safe and healthy work environment for all employees. Employees who need help quitting smoking can use the Employee Wellness Reimbursement to help cover some costs of smoking cessation tools.

## Scope

The Tobacco-Free Workplace policy applies to:

- All areas of buildings occupied by company employees.
- All company-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the company.
- All visitors (customers and vendors) to company premises.
- All contractors and consultants and/or their employees working on company premises.
- All privately owned vehicles that are being used for company purposes.

## Procedures

Employees who wish to smoke during their scheduled shift must observe the following:

1. All employee smoke breaks must be taken with the approval of the manager on duty. The manager has the final say if and when smoke breaks may be taken. Smoke breaks will never be guaranteed.
2. Customer service and sidework take precedence over taking a smoke break.
3. Employees may not smoke during peak times: 11am-2pm and 5pm-8pm.
4. No more than 1 employee may be outside smoking at any given time.
5. Because the employee is still on the clock smoke breaks may not exceed 5 minutes.
6. An employee working less than 5 hours may not exceed 2 smoke breaks.
7. An employee working less than 8 hours may not exceed 3 smoke breaks
8. Servers may not take smoke breaks while they have active tables.
9. Cooks may not take smoke breaks unless they either have no tickets or have another cook to cover the sandwich boards for them.
10. Employees may not smoke in company owned vehicles at any time.
11. Employees who do not smoke may not be denied a fresh air break. The rules that apply to smoke breaks must also apply to these.



12. Stores must have well-maintained cigarette butt disposals. The ground outside of the store must be clean and free of debris.
13. Employees must maintain good personal hygiene when taking advantage of this policy, including but not limited to proper handwashing, and making every effort to return to work without a strong cigarette smell.
14. The smoking of illegal substances will not be tolerated at any time, per Section H – A Safe Work Environment. This includes employees with medical marijuana cards.
15. Abuse of this policy will result in disciplinary consequences, including, but not limited to, write-ups, termination, and ultimately the reversal of this policy.



# Social Media Policy

Isaac's seeks to build and grow a community around its brand, while engaging customers and employees on the social platforms in which they are active.

We also believe that Isaac's is a fun place to work and eat. As an employee of Isaac's, you are an integral part of our team. As such we invite and encourage you to promote Isaac's online in various social networks of which you are part. We want our customers and potential customers, as well as potential employees to know what a great place Isaac's is to eat and work. Any help that you give Isaac's in promoting our brand and mission, benefits the entire company.

The purpose of this policy is to protect Isaac's Brand and prevent the disclosure of confidential information. It is not Isaac's intent to interfere with its employee's legal rights or from engaging in concerted activity as protected by law. Concerted activity is defined as addressing work-related issues and sharing information about pay, benefits, and working conditions with coworkers. Concerted activity does not include individually griping about an aspect of work (i.e. saying things are that egregiously offensive or knowingly and deliberately false) and is not protected.

Whenever state or federal law govern an area of social media participation, policies should be interpreted to comply with them.

## **SCOPE**

You, as an employee of Isaac's, are solely responsible for what you post online. Before choosing to discuss Isaac's publicly online, please consider some of the risks that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of Isaac's may result in disciplinary action up to and including termination.



Please consider the following before posting about Isaac's online on any form of social media:

Be Respectful – towards your audience, Isaac's, your customers and coworkers. Do not make negative comments about our customers on any social media. Never harass, threaten, libel, bully or defame fellow employees, customers, competitors or anyone else. We encourage you to resolve a workplace grievance internally by contacting your General Manager or Senior Managers at the Central Office.

Be Clear – about who you are and that your views do not represent the official views of Isaac's; make it clear that your views are your own. Never speak on behalf of the company at any time without prior approval.

Do Not - use "Isaac's" (or any of its affiliates) name or logo, without prior approval from the Director of Marketing. Be respectful of copyright, trademark and similar laws and use such protected information in compliance with applicable legal standards.

Do Not - comment on trade secrets and marketing strategies without supervisory approval.

Do Not – use social media while on work time or using company equipment unless it is work-related, such as store management teams posting to social media accounts for marketing and sales-building purposes.

Do - contact your General Manager or the Director of Marketing if you see misrepresentations made about Isaac's in the media. If you choose to comment on the misrepresentation, always be respectful, use facts and try to avoid an argument.

Employees that decide to not follow the above social media policy should know these communications may not be protected by law and may be subject to disciplinary action, up to and including termination for cause. Discipline or termination will be determined based on the nature and factors of any blog or social media post. If you have observed or learned of violations of this policy or any unlawful activity related to blogging or social media, please contact your General Manager or any Senior Manager at the Central Office.



# Employee Health Policy

An employee's or prospective employee's health condition is personal and confidential, and every precaution shall be taken to protect information regarding that health condition including medical/insurance information.

In order to maintain a work environment free from disease outbreaks, there are certain diseases or medical conditions that must be reported to Isaac's and to the PA Department of Agriculture as they could be related to a foodborne illness and possible disease outbreak and may require exclusion or restriction from the workplace.

## **PROCEDURE**

### *Section 1*

#### *Reporting Diseases or Medical conditions:*

An employee or employee applicant is required to report the following diseases, medical conditions or special circumstances to their GM/prospective GM:

- 1) A diagnosis of an illness due to any of the following:
  - a) Salmonella typhi.
  - b) Nontyphoidal Salmonella.
  - c) Shigella spp.
  - d) Shiga toxin-producing Escherichia coli.
  - e) Hepatitis A virus.
  - f) Norovirus.
  - g) Any other defined illness, pandemic, endemic, or other public health emergency as defined by the CDC and adopted by the Senior Management Team of Isaac's.\*
- 2) A past illness from any of the following:
  - a) Salmonella typhi within the past 3 months.
  - b) Shigella spp. within the past month.
  - c) Shiga toxin-producing Escherichia coli within the last month.
  - d) Hepatitis A virus.
- 3) A symptom caused by illness, infection or other source, where that symptom is associated with an acute gastrointestinal illness such as any of the following:
  - a) Diarrhea
  - b) Fever
  - c) Vomiting
  - d) Jaundice



- e) Sore throat with fever
- 4) A lesion containing pus such as a boil or infected wound that is open or draining and is any of the following:
  - a) On the hands or wrist, unless an impermeable cover such as a finger cot or stall protects the lesion and single-use glove is worn over the impermeable cover.
  - b) On exposed portions of the arms, unless the lesion is protected by an impermeable cover.
  - c) On other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage.
- 5) The employee or employee applicant is suspected of causing a confirmed disease outbreak caused by Salmonella typhi, nontyphoidal Salmonella, Shigella spp., Shiga toxin-producing Escherichia coli, Hepatitis A virus or Norovirus, including an outbreak at an event such as a family meal, church supper or festival because the food employee or applicant prepared food implicated in the outbreak.
- 6) The employee or employee applicant is suspected of being exposed to a confirmed disease outbreak caused by Salmonella typhi, nontyphoidal Salmonella, Shigella spp., Shiga toxin-producing Escherichia coli, Hepatitis A virus or Norovirus, including an outbreak at an event such as a family meal, church supper or festival because the employee or applicant did either of the following:
  - a) Consumed food implicated in the outbreak.
  - b) Consumed food at the event prepared by a person who is infected or ill with the infectious agent that caused the outbreak or who is suspected of being a shedder of the infectious agent.
- 7) The employee or employee applicant lives in the same household as a person who is diagnosed with a disease caused by Salmonella typhi, nontyphoidal Salmonella, Shigella spp., Shiga toxin-producing Escherichia coli, Hepatitis A virus or Norovirus and knows of that diagnosis.
- 8) The employee or employee applicant lives in the same household as a person who attends or works in a setting where there is a confirmed disease outbreak caused by Salmonella typhi, nontyphoidal Salmonella, Shigella spp., Shiga toxin-producing Escherichia coli, Hepatitis A virus or Norovirus, and knows of that outbreak.

The employee or employee applicant shall report to the GM/prospective GM the information specified in this section in a manner that allows the GM/prospective GM to prevent the likelihood of foodborne illness disease transmission. This information includes the date of onset of jaundice or the date of onset of any illness or condition specified in Section 1 of this policy.





The GM/prospective GM shall notify the SM of Restaurants that an employee or employee applicant is diagnosed with an illness due to Salmonella typhi, Shigella spp., Shiga toxin-producing Escherichia coli or hepatitis A virus.

Any GM or CO position employee shall notify the SM of Restaurants of any diagnosis of an illness as indicated in Section 1 of this policy.

\* These illnesses may be subject to change based on scientific data, as such, Isaac's reserves the right to institute any necessary supplemental policies and procedures to address these public health emergencies. Due to the varying nature of highly communicable diseases, Isaac's cannot anticipate its response preemptively. All Isaac's employees are expected to adhere to any supplemental policies and procedures that may be issued as a result of a public health emergency. Any employee failing to adhere to these policies may face disciplinary action up to and including termination.

## *Section 2*

### *Exclusions and Restrictions:*

Isaac's Deli, Inc. will impose and employees and employee applicants will comply with the following exclusions and restrictions:

- 1) Exclude an employee from the facility if the employee is diagnosed with an infectious agent specified in Section 1 of this policy.
- 2) Exclude an employee with vomiting or diarrhea symptoms from the food facility for 24 hours after they are asymptomatic.
- 3) Restrict an employee from working with exposed food; clean equipment, utensils, linens and unwrapped single-service and single-use articles, in the workplace if the employee is either of the following:
  - a) Sore throat or fever.
  - b) Not experiencing a symptom of acute gastroenteritis specified in Section 1 of this policy but has a stool that yields a specimen culture that is positive for Salmonella typhi, Shigella spp. or Shiga toxin-producing Escherichia coli.
- 4) If an employee is jaundiced, the GM shall exclude the employee until 7 days after the onset of jaundice. If a food employee is jaundiced more than 7 days after onset, the person in charge shall restrict the food employee from working with exposed food and clean equipment, utensils, linens and unwrapped single service and single use articles in the workplace.



Isaac's will adhere to the PA Department of Agriculture's Food Code guidelines for removing exclusions and restrictions from the workplace imposed as a result of a disease or medical condition. Those guidelines may be found at the following link:

<http://www.pacode.com/secure/data/007/chapter46/s46.115.html>.

Isaac's reserves the right to take disciplinary action for violation of this policy up to, and including, termination of employment.

## **BASIC SANITATION**

The following must be taught and followed by all persons, especially those in the food service industry, in order to control the spread of food-borne illnesses as well as other contagious diseases:

### **POLICY**

1. **Always Wash Your Hands Thoroughly** See Handwashing and Glove Use Policy
2. **All Cuts Need To Be Washed Thoroughly** with soapy water, have appropriate first aid and bandages applied, and covered with a finger cot or plastic glove while working. Employees should wash their hands immediately after helping an injured employee or customer. Any not-fully-healed exposed wounds that could come into contact with food must be covered with a clean bandage and/or clothing.
3. **Good Personal Hygiene Must Be Practiced** at home, as well as at work, to maintain good health (such as washing hands after changing diapers or using the bathroom, washing clothes regularly, etc.)
4. **Avoid Personal Behaviors That Can Contaminate Food** such as scratching the scalp, running fingers through hair, touching your nose or face, rubbing your ear, touching a pimple or sore, wearing a dirty uniform, coughing/sneezing into the hand, spitting, chewing and eating, etc.
5. **Foodhandlers MUST** wear a clean hat or other hair restraint, wear clean clothing daily, remove aprons when leaving food-preparation areas, remove jewelry such as rings (except for a plain band), bracelets (including medical ID's), watches, earrings larger than a nickel, necklaces that may come into contact with food and facial jewelry.
6. **Foodhandlers MUST NOT** smoke, chew gum or tobacco, eat or drink when preparing or serving food, in food-preparation areas, in areas used to clean utensils and equipment



7. **Keep Restrooms Clean and Sanitized.** Wash and disinfect restrooms regularly. Public restrooms are to be kept clean.

## **HANDWASHING & GLOVE USE POLICY**

Handwashing is the most important part of personal hygiene and the most effective means of keeping employees from contaminating food.

### **HANDWASHING PROCEDURE**

Employees must wash their hands BEFORE they start work. They must also wash their hands AFTER the following activities:

1. Using the restroom. Foodhandlers with foodborne illnesses can transfer the pathogen to food if they don't wash their hands after using the restroom.
2. Before and after handling raw meat, poultry, and seafood.
3. Touching the hair, face, or body.
4. Sneezing, coughing, or using a tissue.
5. Eating, drinking, smoking, or chewing gum or tobacco.
6. Handling chemicals that might affect food safety.
7. Taking out garbage.
8. Clearing tables or busing dirty dishes.
9. Touching clothing or aprons.
10. Handling money.
11. Touching anything else that may contaminate hands, such as dirty equipment, work surfaces, or towels.

\*Hand antiseptics that comply with Food and Drug Administration (FDA) standards are permissible ONLY AFTER handwashing, and NEVER in place of handwashing.

Employees shall clean their hands and exposed portions of their arms (or surrogate prosthetic devices for hands or arms) as outlined below:

1. Create vigorous friction on the surfaces of the lathered fingers, finger tips, areas between the fingers, hands and arms (or by vigorously rubbing the surrogate prosthetic devices for hands and arms) for at least 10—15 seconds in water that is as hot as you can stand it, at least 100°F.
2. Thoroughly rinse under clean running, warm water.
3. Immediately follow the rinse with thorough drying of cleaned hands and arms (or surrogate prosthetic devices) using one of the following methods:
  - Individual, disposable towels.



- A heated-air hand drying device.
  - A high-velocity room-temperature air hand drying device.
4. Employees shall pay particular attention to the areas underneath the fingernails and between the fingers during this cleaning procedure.
  5. Any single-use or Vinyl gloves used when handling food shall be removed and discarded prior to hand washing. As necessary, new single-use or vinyl gloves shall be put on after hand washing.

Hand washing sinks shall be equipped as specified below:

1. Hand washing facilities shall be provided in a food facility in food preparation, food dispensing and warewashing areas to allow convenient use by employees and in, or immediately adjacent to, toilet rooms.
2. Hand washing sinks shall be equipped to provide water at a temperature of at least 38°C (100°F) through a mixing valve or combination faucet.
3. The hand washing facilities shall be easily cleanable.
4. Each handwashing sink shall be provided with a supply of hand cleaning liquid, powder or bar soap.
5. Each hand washing sink shall be provided with one or more of the following:
  - Individual, disposable towels.
  - A heated-air hand drying device.
  - A high-velocity room-temperature air hand drying device.
6. A sink used for food preparation or utensil washing, or a utility sink or curbed cleaning facility used for the disposal of mop water or similar wastes, may not be provided with the hand washing aids and devices required for a hand washing sink.
7. A sign or poster that notifies food employees to wash their hands shall be provided at all hand washing sinks used by food and bar employees and shall be clearly visible to food and bar employees
8. A handwashing sink that is provided with disposable towels shall be provided with a waste receptacle.

Employees are required to keep their hands and exposed portions of their arms clean. Disposable glove-use is an additional method of protecting clean hands, utilized by certain workstations, detailed as follows:

- **Food Prep** – Poly gloves (one-time use) or Vinyl gloves
- **Salad Station** – Poly gloves (one-time use)
- **Sandwich Board** – Vinyl gloves
- **Expediting** (dessert making, etc.) – Poly gloves (one-time use) or Vinyl gloves



- **Chemicals** (heavy cleaning tasks, not general wiping, cleaning and sanitizing) – Vinyl gloves
- **Dishwashing** – No gloves – Hand washing only
- **Takeout Counter** – No gloves – Hand washing only
- **Bartending** – No gloves – Hand washing only

Food-handlers are required to wear disposable gloves, at all times, when handling any ready-to-eat food product. **Food-handlers shall not handle anything but food with gloves on.** As soon as something other than food is to be handled, the gloves must be removed and hands must be washed in order to avoid cross-contamination. Gloves may be worn when handling chemicals to avoid direct hand contact with chemicals. Gloves worn when handling chemicals must be removed and hands washed before handling anything else.

\*Employees must wash hands prior to wearing disposable gloves and whenever changing to new gloves.

\*Employees must NEVER wash and reuse gloves. Gloves are just as susceptible to contamination as bare hands.

Employees wearing disposable gloves are required to change their gloves at all of the following times:

- As soon as they become soiled or torn.
- Before beginning a different task.
- At least every four hours during continual use, and more often if necessary.
- After handling raw meat, seafood, or poultry and before handling ready-to-eat food.

Failure to abide by the above-mentioned handwashing policy may result in disciplinary measures, including verbal and written warnings, leading to termination of employment.



## **EMPLOYEE CONTACT WITH BODY FLUIDS**

We recognize that employees may come in contact with body fluids, such as human blood or possibly vomit, in their day-to-day work environment. Although intact skin is an effective barrier against viruses and most other diseases, blood-borne diseases (such as Hepatitis A and others) are common enough and serious enough so that blood should be dealt with carefully. To eliminate the possibility of transmission of blood-borne diseases, the following procedures must be followed when dealing with such occurrences:

### **Blood, Vomit, Diarrhea and Other Body Fluids**

1. Wear disposable apron, disposable gloves, foot covers and N95 mask.
2. Spray spill liberally with anti-norovirus chemical.
3. Apply solidifier to spill. Note: If spill occurs on tabletop, dispose of all food and single service items. Wash multiuse items in the dish machine. Make sure wash, rinse and sanitize process is observed.
4. Scoop solidified spill. Put solidified material and paper towels in a clear plastic trash liner. Twist and seal trash liner.
5. Spray area again with anti-norovirus chemical.
6. Spray a third time with anti-norovirus chemical. Allow to sit on affected area as indicated on label instructions. This time is critical for disinfection.
7. Remove gloves, mask, & apron, and put them in a 2nd trash liner. Put sealed trash liner of spill material in 2nd trash liner. Seal trash liner and dispose in dumpster.
8. If spill material affects the employee's clothing or shoes, he/she must go home to change. \*Optional: Employee may voluntarily spray affected area of clothing or shoes with anti-norovirus chemical.



# Employee Benefits

## **EMPLOYEE MEALS**

The Employee Meal benefit is available to every employee working for Isaac's. 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. Although Isaac's 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**

Uniform shirts, hats, visors, aprons, and nametags shall be provided by Isaac's, at no charge, to the employee. These items remain the property of Isaac's 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.

New employees will be provided, at minimum, with two (2) shirts, a hat/visor, a nametag (when applicable), and a server apron (when applicable). Employees in need of new uniform pieces must coordinate with their General Manager. Additional uniform pieces may be purchased or provided at no extra cost at the General Manager's discretion.

## **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 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 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 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.

## **STUDENT RECOGNITION AND PLEDGE**

Students form an important component of Isaac's workforce. Many high school and college students choose Isaac's as their choice of employment while attending school. In support of this, Isaac's 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 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 recognizes the need to recruit employees to deliver orders. Isaac's 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 proud to lead the way in our industry when it comes to rewarding employees for taking pride in their jobs. Isaac's 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 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 its 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 believes in growing great employees and leaders from within. As a result, opportunities for promotion and personal growth, in a career with Isaac's, 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 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, many of our General Managers, and most of our Central Office staff, started their career with Isaac's 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 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 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 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 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 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 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 responsibility to maintain a productive work environment. Isaac's 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 their 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 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.

All interactions between the employee and legal counsel will remain confidential and will never be accessible to Isaac's or any of its representatives. Any employee exercising this benefit and the provided legal counsel retain all rights and protections covered by Attorney-Client privilege. Isaac's and its representatives will not be made aware of any employee exercising this benefit, nor will they engage in any discussion between the employee and legal counsel.

### **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 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 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.



# Initial Qualification For Company Benefits (Health, Vision, Dental, Life And Other Benefits)

## Initial Qualifications Period

To initially qualify for health, vision, dental, life and supplemental insurance as well as other benefits, you must meet either the initial or standard measurement period qualifications (*defined in Benefits Section b-3*), meet the initial evaluation period qualifications (*defined in Benefits Section b-3*) or be a full-time employee who has met their 90-day waiting period qualification.

## Maintaining these Benefits after Successful Qualification

In order to maintain your benefits:

You must be a full-time employee or a variable employee within your stability period (*defined in Benefits, Section b-3*) and at the end of your stability period, meet the standard measurement period qualifications (*defined in Benefits, Section b-3*).

**You** will be responsible for ensuring that you are scheduled for and work enough hours to meet this requirement. If your manager does not give you enough hours, you must negotiate additional time with your manager, which will likely involve working during shifts when extra help is needed or working at other Isaac's locations.

Paid Time Off (PTO) or if you take time off under Worker's Compensation Leave or Isaac's Family Medical Leave Policy shall not count against you. Consult the FMLA policy for further clarifications and details.

## Termination of Health Insurance

Employees terminated from Isaac's health insurance plan shall be given the option to continue coverage under COBRA, in accordance with Federal Regulations.





# Group Insurance

Isaac's provides health, vision, dental, supplemental insurance, and prescription drug insurance benefits to all benefits eligible employees. The following is a brief description of the coverage Isaac's offers. Please note that this is a brief summary of important features of our various insurance benefits. The actual contract shall govern the administration of the benefit.

## Health Insurance Policy

Isaac's is a progressive leader with our Health and Wellness committee. To combat the ever-increasing cost of healthcare Isaac's has implemented this policy to help our employee's and our company remain healthy.

Each year employees and dependents age 18 and over that have health insurance through Isaac's will be encouraged to complete a confidential Wellness Profile.

As this Wellness Profile is confidential; Isaac's and our health insurance company do not see the individual results. Isaac's will receive an aggregate report compiling all participants' information to use as a tool to plan wellness activities to assist employees and dependents the age of 18 and over in obtaining and maintaining healthy life styles.

Benefits Eligible employees with health insurance will be encouraged to attend a yearly open enrollment training session and receive an annual physical.

All employees will be responsible for paying a portion of the cost of the total insurance premiums, dependent upon plan structure, costs and government regulations in effect at the time. If an employee and their dependent(s) age 18 and over complete a Wellness Profile and the employee attends the yearly open enrollment training session and gets their annual physical they will receive a discount on their portion of the premium (PPO Plan) or a \$10 per pay period contribution to their HSA (HSA GOLD Plan). **The Wellness Discount only applies to the HSA Gold & PPO Plans for group health/prescription coverage.**



Employees who complete the Wellness Profile within 60 days of becoming eligible to enroll in Isaac's Health Insurance plan will be eligible for the discount (PPO Plan) or HSA contribution (Gold Plan) if the employee has attended an Open Enrollment training meeting and received a physical within the last year. The wellness incentives will take effect the pay period after confirmation the Wellness Profile was done.

### **Health Insurance Options**

**PPO & HSA (Health Savings Account) Plans.** Employees have three plans to choose from for health insurance: the PPO, HSA Gold or HSA Silver plans. Please consult each plan's *Summary of Benefits* for plan specifics. Employees who elect the HSA Gold plan and contribute funds through bi-weekly payroll deduct to their HSA will have their contribution matched by Isaac's, dollar for dollar, up to \$10 per pay. Employees who elect the HSA Silver plan receive no contribution match to their HSA from Isaac's.

Refer to Isaac's health insurance administrator and the current plan in effect for an overview of all options, coverage and cost per pay information, (717) 394-0623. Isaac's shares the cost of providing health insurance with our employees. The employee portion is automatically deducted from your paycheck each payday. Payments made for health insurance premiums through payroll deduction, under Isaac's Section 125 Plan, are exempt from Federal, FICA, PA and local income taxes for those employees who elect to participate.

### **Eligible Dependents**

An employee's spouse who is not eligible for insurance coverage under their own employer sponsored health plan. An employer verification form must be completed and submitted with enrollment forms and renewed each open enrollment for any spouse being added to the plan.

An employee's children (including stepchildren, natural, or legally adopted children) are eligible, in accordance with current Federal Law or Plan Document, whichever takes effect first.



## **Enrollment**

**You are not automatically added to the plan.** You shall receive an email with a link to elect for your health and wellness benefits. You will have 30 days from your effective date to sign up for insurance. If you choose not to enroll (when you become eligible), you can enroll again during open enrollment, which is during the months of May and June, for coverage beginning July 1. There are other special enrollment provisions under specific circumstances. Please contact the Plan Administrator for a specific explanation of these special enrollment provisions.

When you become eligible for supplemental insurance, you will be notified by Isaac's Plan Administrator and given the option to enroll.

## **Effective Date**

Your insurance shall become effective on your 90-day anniversary if you enroll after your initial evaluation period or are a full-time employee (*Benefits, section b-3*). It shall be July 1 if you enroll during open enrollment. It shall be the date of application if you enroll under any of the qualified special enrollment provisions. It shall be either January 1 or July 1 if you enroll after the applicable standard measurement period. It shall be the end of the administrative period (*Benefits, section b-5*) if you enroll after your initial measurement period.

Supplemental Insurance shall become effective on the first of the next full month following your enrollment.

## **GROUP DENTAL INSURANCE**

### **Eligible Dependents**

- An employee's spouse.
- An employee's children (including stepchildren, natural, or legally adopted children) are eligible, in accordance with current Federal Law or Plan Document, whichever takes effect first.

### **Insurance Coverage**

Refer to Isaac's Deli, Inc. health insurance administrator and the current plan in effect for an overview of all options, coverage and cost per pay information, (717) 394-0623.



## **GROUP VISION INSURANCE**

### **Eligible Dependents**

An employee's spouse

An employee's children (including stepchildren, natural, or legally adopted children) are eligible, in accordance with current Federal Law or Plan Document, whichever takes effect first.

### **Insurance Coverage**

Refer to Isaac's Deli, Inc. health insurance administrator and the current plan in effect for an overview of all options, coverage and cost per pay information, (717) 394-0623.

## **THE HEALTH CARE MARKETPLACE**

At Isaac's we strive to provide our eligible employees and their eligible dependents with quality health care insurance. As a key provision of the Patient Protection and Affordable Care Act (PPACA), Isaac's is required to inform employees of our compliance with the law and to make employees aware of their options in the Health Insurance Marketplace.

The function of this policy is to provide employees with a general explanation of their health care options. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

Several legal requirements apply to group health plans offered by many employers. These include:

- minimum value thresholds for coverage provided (i.e. the portion of covered benefits that the plan pays); and
- affordability standards (i.e. the portion of coverage paid for by the employer)

We have worked to ensure that we offer a plan that is affordable and of minimum value, as defined by PPACA, to all of our eligible employees. Our goal is to have a plan where employee contributions for single coverage that will not exceed 9.5% of an established federal income level known as "FPL" and the plan's share of the total allowed benefit costs covered by the plan will be no less than 60% of those costs.



## The Marketplace

Although our group health plans offer quality insurance at affordable rates, we recognize that some employees may want to explore other insurance options on the "Marketplace".

The Marketplace is designed to help individuals find health insurance that meets their needs and fits their budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. Individuals may also be eligible for a new kind of tax credit (if certain criteria are met) that can lower their monthly premium for coverage bought through the Marketplace.

Individuals may qualify for tax credits that will enable them to save money and lower monthly premiums for coverage purchased through the Marketplace, **but only if their employer does not offer coverage, or offers coverage that doesn't meet certain standards**. As noted above, we have worked to ensure that we offer a plan that meets these standards established by the new law. Therefore, we do not believe that our benefit eligible employees will qualify for tax credits to purchase coverage in the Marketplace. For individuals who do qualify, the amount of their tax credit will depend on household income.

If an individual's employer offers health coverage that meets certain standards, **the individual will not be eligible for a tax credit through the Marketplace and may wish to enroll in (or remain on) the employer's health plan**. However, tax credits that lower monthly premiums or a reduction in certain cost-sharing may be available if an employer does not offer coverage at all or does not offer coverage that meets certain

standards. If the cost of an employer's plan for individuals only (and not any other members of their family) is more than 9.5% of an employee's household income for the year, or if the employer-provided coverage does not meet the "minimum value" standard set by PPACA, an individual may be eligible for a tax credit.

**Note:** If you purchase a health plan through the Marketplace instead of accepting health coverage that we offer, then **you will lose the employer contribution (if any) to the employer-offered coverage. Also, note that employer and employee contributions toward the cost of employer-provided health coverage is typically excluded from income for Federal and State income tax purposes. On the other hand, payments for coverage through the Marketplace are made on an after-tax basis. Finally, if you are eligible to participate in our group health plan but decline to do so, you will not be able to participate in the plan until the next open enrollment period, unless a qualifying event occurs. See our group health plan documents for further details.**



For more information about your coverage offered by your employer, please check your summary plan description, Summary of Benefits and Coverage or contact Isaac's Human Resources Department.

For more information on the Marketplace, including your eligibility for coverage through the Marketplace and its cost, visit [www.HealthCare.gov](http://www.HealthCare.gov). Information available there includes an online application for health insurance coverage and contact information for a Health Insurance Marketplace in Pennsylvania.

## **COBRA BENEFITS**

Isaac's complies with the federal law, Consolidated Omnibus Budget Reconciliation Act of 1985, P.L. 99 272, and later amendments, otherwise known as COBRA. Covered employees and their dependents who lose insurance coverage for any of the following reasons are eligible to continue their coverage through COBRA: termination of the covered employee's employment, reduction in the covered employee's working hours, divorce or legal separation, death of the employee, eligibility for Medicare or loss of dependent child status under the insurance plan. All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify Human Resources within 60 days to maintain the right to continue coverage. At that time, Human Resources will provide enrollment materials to the employee or covered dependent within 14 days of that notification.

The covered employee or dependent has 60 days to elect continuation of coverage from either the date that coverage would ordinarily have ended under the plan by reason of a qualifying event or the date of notification, whichever comes later.

COBRA premiums will be billed and the first premium will be due within 45 days of the date of election. Failure to make timely payments will result in termination of coverage without notice.

COBRA continuation coverage will end for any of the following reasons: Isaac's discontinues its insurance plan, the premium payment is not made in a timely fashion and the person who elected continuation of coverage becomes covered under another insurance plan or Medicare. Continuation coverage will end after 18 months if the qualifying event was termination or reduction in hours, unless the qualified beneficiary is disabled at the time of termination or reduction in hours, in which case coverage may extend to 29 months. Continuation coverage will otherwise end after 36 months.



## GROUP LIFE INSURANCE

### Life Insurance Coverage

Refer to Isaac's health insurance administrator and the current plan in effect for an overview of all options, coverage and cost per pay information, (717) 394-0623.

### Applications and Effective Date

You must be ELIGIBLE for Isaac's health insurance in order to get the Life Insurance coverage. Enrollment is automatic with the completion of the Health Insurance application or waiver. You will be required to complete a Life Insurance application to establish a beneficiary. Life Insurance is effective with the effective date on your Health Insurance application or waiver.

## SHORT TERM DISABILITY

### Policy

The short-term disability benefit provided by Isaac's is a benefit for income replacement for General Managers, Senior Managers and equivalent positions in Maintenance and the Corporate Office who are unable to work due to illness, pregnancy/birth or injury.

### Eligibility

Any benefits eligible General Manager, Senior Manager and equivalent positions in Maintenance and the Corporate Office who has completed 24 months of continuous employment with Isaac's and 12 months in said position and who is unable to work for more than 14 consecutive days due to illness, pregnancy/birth or injury (other than intentional self-inflicted injuries or unlawful activities) is eligible. In cases where eligibility requirements are in question, FMLA eligibility criteria will apply. FMLA eligibility criteria for this purpose are limited to the employee's illness, pregnancy/birth or injury (other than intentional self-inflicted injuries or unlawful activities).

The employee must have exhausted all paid time off (PTO). An employee receiving workers' compensation or disability pay under any state or federal plan is ineligible for this benefit. To be eligible for short term disability benefits, the employee must not engage in outside employment and is expected to avoid activities that may delay recovery and a return to work.

Benefits begin after 14 consecutive days due to illness, pregnancy/birth or injury. In cases where the employee does not have enough accrued PTO to cover all or part off the 14 day period, short term disability benefits may be paid retroactively to the first day absent without PTO coverage. Paid Time Off and Short-Term disability benefits do not run concurrently.

### Medical certification



The employee must provide medical certification of the disability that includes the starting and expected ending date of the disability. This certification must be submitted to the Senior Manager of People who will review the certification and make a determination on benefit qualification.

### **Benefit payment**

The short-term disability benefit payment is 50 percent of the employee's base bi-weekly salary. The benefit may be paid up to 8 weeks in a rolling 12-month period (calculated by counting backward from the first day of leave). Payments are made on regularly scheduled paydays. The benefit is taxable income. Short-term disability benefits will discontinue if and when long-term disability benefits begin.

Employees on Short-term disability leave continue to be covered by Isaac's group health benefits plan on the same terms that are applicable for active employees. Short-term disability leave does not cause employees to lose any previously accrued employment benefits. If an employee elects to continue health benefits for himself/herself and/or his/her dependents, the employee must continue to make the required employee contributions.

Short-term disability leave is not considered a break in service for determining Paid Time Off eligibility or length of continuous service with the Company.

### **Return to work**

The employee must return to work as soon as permitted by their health care provider.

The employee must submit a fitness-to-return-to-duty clearance to the Senior Manager of People. An employee whose absence has been designated as FMLA (Family and Medical Leave Act) leave is eligible for reinstatement as provided by the FMLA.

At the end of the short term disability benefit period, an assessment will be made to see if the employee qualifies for disability benefits under the Isaac's Long-Term Disability Plan. If at that time, the employee cannot be certified disabled by the Long-Term Disability Plan Administrator, their employment may be terminated with the option for rehire when the employee's health allows (excluding leaves that are covered under FMLA). If it becomes clear that the employee's return to work is imminent, after paid Short-Term Disability benefits lapse, a personal leave of absence (policy defined elsewhere) without pay may be authorized by the Isaac's Human Resources department. Employees with any questions regarding this policy should contact the Senior Manager of People.





# Paid Time Off (PTO) Policy

Isaac's believes that employees should have opportunities to enjoy time away from work to help balance their lives. Isaac's recognizes that employees have diverse needs for time off from work. Isaac's has established this paid time off (PTO) policy to meet those needs. The policy contains provisions for vacation time, sick leave, holiday pay & other scheduled and unscheduled time off.

The benefits of PTO are that it promotes a flexible approach to time off. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, holidays, appointments, emergencies or other needs that require time off from work.

## **ELIGIBILITY**

PTO is accrued after:

- Transfer into a PTO-eligible position (start accruing on eligibility date), or
- By completing 4 years of service as a non-benefits eligible employee (start accruing based on hire date).

## **AVAILABILITY**

PTO accruals are available for use in the pay period following completion of 90 days of initial employment. All hours thereafter are available for use in the pay period following the pay period in which they are accrued.

## **ACCRUAL AND PAYMENT OF PTO**

For all employees, accruals are based upon the PTO Accrual Schedules below for the applicable category of employee. Hourly employee maximum accruals are based on 2080 hours per year, excluding overtime (maximum of 80 hours per pay period). PTO does not accrue on paid or unpaid leaves of absence. Employees become eligible for the new higher accrual rate on the first day of the pay period in which the employee's anniversary date or promotion date falls.

## **USE AND SCHEDULING OF PTO**

Whenever possible, PTO must be scheduled in advance for all time off except for illness & emergencies. It is subject to supervisory approval, location staffing needs and established location procedures. Unscheduled absences will be monitored. In the case of an



emergency or illness, an employee shall give as much notice as is practically possible. An employee will be counseled when the frequency of unscheduled absences adversely affect the operations of the department. The supervisor may request the employee provide a statement from their health care provider concerning the justification for an unscheduled absence.

- PTO may not be used for missed time because an employee reports late to work, except during inclement weather or other commonly recognized emergencies.
- It is not the intent of this policy for PTO to be used to supplement hours for maintaining benefits eligible status and use of PTO for this purpose is discouraged.
- PTO for hourly employees is paid at the employee's average hourly rate plus claimed tips for the past 6 pay periods- excluding overtime.
- PTO for salaried employees is paid at the employee's salary at the time the PTO is taken. Pay for salaried employees may be reduced for any full days away from work in excess of accrued PTO.
- PTO is not part of any overtime calculation.
- Hours paid plus PTO in any single pay period cannot exceed the average hours worked for the last 6 pay periods.
- Hourly employees may take PTO in increments as low as 1 hour.
- Employees may not borrow against their PTO banks; therefore, no advance paid leave will be granted.

### **PAYMENT UPON TERMINATION**

After 90 days of employment, an employee who accrues PTO on an hourly basis, may be paid upon resignation, separation or retirement, PTO hours accumulated but not used if they complete a proper notice (2 weeks) <sup>(1)</sup> <sup>(2)</sup> Employees terminated after they have gone through the progressive disciplinary process will not be eligible for payment of accrued PTO. Furthermore, employees terminated "for cause" that have not gone through the progressive disciplinary process due to the egregiousness of the offense or the severity of the policy will not be eligible for payment of accrued PTO. Finally, employees terminated for the following causes will not be paid out any accrued PTO: harassment, insubordination, theft, or violence.

After 90 days of employment, an employee who accrues PTO annually, rather than hourly, will have accrued PTO addressed within a separate agreement.



For an employee who is rehired within six months of their termination date, the break in service will not interrupt the length of service used to determine PTO accrual rates and amounts. However, any unused or unpaid PTO from prior employment period will not be restored.

- (1) Any employee with any current manager job code will be required to give a proper notice of 4 weeks.
- (2) An employee who voluntarily reduces the number of hours worked between the time they submitted their notice and their last day worked, may not be eligible for payment of accrued PTO.

**PTO ACCRUAL FOR RESTAURANT GENERAL HOURLY EMPLOYEES AND EQUIVALENT POSITIONS IN MAINTENANCE, LIBERTY BREADS & THE CORPORATE OFFICE**

BE	NBE	Year of Service	Accrual Rate per Hour	Annual PTO Accrual*	Maximum Accrual**
X	N/A	Less than 1	.011538	3 days (24 hours)	3 days (24 hours)
X	N/A	2 through 4	.023077	6 days (48 hours)	6 days (48 hours)
X	X	5 through 9	.038462	10 days (80 hours)	10 days (80 hours)
X	X	10 or more	.057692	15 days (120 hours)	15 days (120 hours)

\*Annual PTO Accruals are based on an employee working 2080 hours per year (40 hours per week).

\*\*No PTO hours will accrue beyond the maximum accruals listed.

**PTO ACCRUAL FOR ASSISTANT GENERAL MANAGERS(1), ASSISTANT MANAGERS(1), AND EQUIVALENT POSITIONS IN MAINTENANCE, LIBERTY BREADS & THE CORPORATE OFFICE**

BE	NBE	Year of Service	Accrual Rate per Hour	Annual PTO Accrual*	Maximum Accrual**
X	X	0 through 4	.038462	10 days (80 hours)	10 days (80 hours)
X	X	5 through 9	.057692	15 days (120 hours)	15 days (120 hours)
X	X	10 or more	.076923	20 days (160 hours)	20 days (160 hours)

\*Annual PTO Accruals are based on an employee working 2080 hours per year (40 hours per week).

\*\*No PTO hours will accrue beyond the maximum accruals listed.

(1) Assistant General Manager and Assistant Manager designation for PTO purposes is determined by the General Manager on a case by case basis and is based upon managing shifts a minimum of 25hrs/week.



**PTO ACCRUAL FOR GENERAL MANAGERS & EQUIVELANT POSITIONS IN MAINTENANCE & THE CORPORATE OFFICE**

Year of Service	Accrual Rate	Annual PTO Accrual	Maximum Accrual
0 through 4	15 days	15 days	20 days
5 through 9	20 days	20 days	25 days
10 or more	25 days	25 days	30 days

**PTO ACCRUAL FOR SENIOR MANAGERS**

Year of Service	Accrual Rate	Annual PTO Accrual*	Maximum Accrual**
0 through 19	25 days	25 days	30 days
Years Thereafter	30 days	30 days	35 days

Employee’s in General Manager, Senior Manager, Maintenance and Corporate Office positions are entitled to 3 paid holidays (Easter, Thanksgiving, Christmas Day) off without a reduction in accrued PTO. Should the paid holiday land on a Saturday or Sunday, another day, either 6 days before or after the holiday, may be used instead.

**CARRY OVER**

Any employee accruing PTO annually may carry over a maximum of 40 hours or 5 days to provide a buffer for illness and personal needs at the year-end. The total number of hours carried over from one year to the next can never exceed 40 hours or 5 days. Any PTO in excess of 40 hours or 5 days will be lost if it is unused in the anniversary year. An employee changing positions may carry over unused PTO from the previous position, including unused PTO that is in excess of the new position’s maximum accrual. However, they will not accrue PTO until they fall below the maximum accrual for their new position. Senior Managers, General Manager & equivalent positions will carry over prorated PTO amounts based on their anniversary year.

It is the intent of Isaac’s to encourage all employees to take time away from work to rejuvenate both body and spirit but we also take into consideration that those in supervisory positions may not always have the ability to take time off due to business necessity.

Those that accrue PTO at the General Manager & equivalent positions in maintenance & the corporate office, when requesting time should work with their direct



supervisor to ensure their position is properly covered. If coverage cannot be obtained or an alternate period of time off cannot be negotiated, the PTO request may be denied. In cases where a PTO request is denied, the amount requested may be paid out to the employee at their anniversary, up to one week per anniversary year. This excludes any PTO that has been used during or will roll over at the end of the year. PTO requests denied that were submitted within 30 days prior to the requested time off will not be paid out.

## Family & Medical Leave Policy

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. Failure to comply with this policy will be considered a policy violation and be addressed as such. Any employee who fraudulently obtains or uses FMLA will be subject to immediate termination. FMLA does not shield an employee from discipline or termination if the employee was involved in misconduct that warrants such in accordance with Isaac's Discipline and Termination Policy and Process (policies, section L).

**Use of FMLA leave.** In accordance with the Family and Medical Leave Act (FMLA), as amended, Isaac's grants leave without pay to eligible employees for **up to twelve (12) workweeks in a rolling 12-month period** (calculated by counting backward from the first day of leave), or **up to twenty-six (26) workweeks during a single 12-month period for military caregiver leave** (see definition below). This FMLA leave is a guaranteed period of time eligible employees can be absent from work with job protection. The time off is not paid, unless the employee is taking paid time off concurrently with FMLA leave, is entitled to disability pay under a short-term disability policy or is collecting workers' compensation benefits. Employees may request or use FMLA leave to cover the time they need to be away from work for any of the following reasons:

- To care for a newborn child or a newly adopted or newly placed foster care child, as long as the leave is taken in the year following the child's birth or placement \*
- To care for their child, spouse, or parent who has a serious health condition
- For the employee's own serious health condition that leaves the employee unable to perform his/her job, including incapacity due to pregnancy, prenatal care and childbirth.
- The existence of a "qualifying exigency" arising out of a call or impending call to active duty of the employee's spouse, son, daughter, or parent who is in the National Guard or Reserves.



- To care for a covered service member who incurred an injury or illness in the line of active duty in the Armed Forces, National Guard or Reserves for which the service member is undergoing medical treatment, recuperation or therapy or is in outpatient status or on the temporary disability retired list, and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; provided the employee is the spouse, child, parent or "next of kin" (nearest blood relative) of the service member. **NOTE: This service member family leave is the only type of leave under this Policy that can be up to 26 workweeks during a single 12-month period (rather than 12 workweeks).\***

\*For these types of leave (to care for a new child or service member family leave), if a husband and wife are employed by the Company, they are entitled only to a total or aggregate of 12 weeks of leave to care for a new child or 26 weeks for service member family leave.

**Eligibility.** To be eligible for FMLA leave, an employee must have worked for Isaac's Deli, Inc. for at least one year (excluding service prior to a service break of 7 years or more) and performed at least 1,250 hours of work during the previous 12 months; AND at least 50 employees must be employed by Isaac's within 75 miles of the employee's worksite.

**Requesting leave.** Employees who know they need FMLA leave at least 30 days before the leave begins MUST give their supervisors a minimum of 30 calendar days' advance notice. Employees who cannot foresee the need for FMLA leave 30 days in advance must give as much notice as practicable. This generally means notifying Isaac's within one or two workdays of the time an employee first learns of the need for leave, unless extenuating circumstances exist. Employees must follow Isaac's usual and customary call-in procedures, which include:

When calling off work, use the following guidelines:

1. Always call in yourself. Don't have a friend or family member call for you.
2. Always talk to a manager or to your immediate supervisor for non-restaurant employees.
3. Call as soon as possible so there is more time to try to replace you.

Employees must provide sufficient information for Isaac's to determine if the leave qualifies for or may qualify for FMLA protections, as well as the anticipated timing and



duration of the leave. In addition, Employees must advise Isaac's Deli, Inc. if the leave is for a reason for which FMLA leave was previously taken.

If an employee takes sick leave for a condition that progresses into a serious health condition and the employee requests leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

**Designation of FMLA Leave and Documentation.** Any time an employee requests leave under this policy or Isaac's believes an employee's leave qualifies as FMLA leave, Human Resources will send to the employee information on FMLA leave along with forms that need to be completed. Isaac's will officially designate in writing the employee's leave as FMLA leave if the information and completed documents indicate that it qualifies as leave under the Family and Medical Leave Act, and will advise the employee of the amount of leave that will be counted against the employee's leave entitlement, if the amount of leave is known. If Isaac's determines the employee is not eligible for FMLA leave, Isaac's will provide the employee with the reason(s) for the ineligibility.

Employees who request FMLA leave because of a serious health condition, whether their own or a family member's, or to care for an injured or ill service member, family leave must submit a completed "Certification of Health Care Provider" or, in the case of military caregiver leave a "Certification for Serious Injury or Illness of Covered Service member", to the Human Resources Department **within 15 days** before the leave can be approved.

An employee returning from an approved FMLA leave because of his/her own serious health condition must provide documentation from his/her treating health care provider stating that he/she is able to return to work and that he/she is able to perform the essential requirements of his/her job with or without a reasonable accommodation by returning a completed Fitness For Duty Certification. If a reasonable accommodation is needed, the exact nature of the accommodation needs to be provided in writing by the attending health care provider.

Employees who request FMLA leave for a "qualifying exigency" are required to submit two certifications: one to certify the active duty of the family member (this would normally be the Active Duty Order/Notice), and the other to certify the qualifying exigency ("Certification of Qualifying Exigency").

Isaac's may designate an employee's leave as FMLA leave even if the employee does not request it as long as the leave falls within one of the purposes set forth above.

**Substitution of Paid Leave.** Any employee taking FMLA leave must use any paid time off he/she has available under any Isaac's policies at the commencement of the leave, unless



they are also receiving workers' compensation benefits. FMLA leave will run concurrently with paid time off, short-term disability and workers' compensation leaves if the employee meets FMLA eligibility requirements. FMLA leave is generally unpaid.

**Recertification and Second Opinions.** In some cases, Isaac's may require the employee to submit to an examination in order to establish that he/she can safely and effectively perform all of the essential functions of the job prior to returning to work. Isaac's may also request a recertification from the health care provider of the employee's or family member's medical condition if the employee requests an extension to the original leave period OR during the initial leave period if there is a significant change in circumstances. When Isaac's has reason to doubt the validity or reliability of a health care provider's report, the Company reserves the right to obtain the opinion of another health care provider of the Company's choice. This health care provider will not be one regularly used by Isaac's Deli, Inc., and the Company will pay for the cost of the examination. If the second opinion conflicts with that of the employee's health care provider, Isaac's and the employee will select a third provider, at company expense, whose opinion shall be final and binding.

This section does NOT apply to military caregiver leave.

**Intermittent leave.** Employees taking leave because of their own or a child's, spouse's or parent's serious health condition or a service member's injury or illness may take their allotment of FMLA leave intermittently or in accordance with a reduced work schedule, **if this is medically necessary.** The certification(s) identified and discussed above must document the medical necessity for intermittent leave and the expected schedule and duration of the intermittent leave.

Qualifying exigency leave may also be taken on an intermittent basis.

Where employees have some control over the timing of their leave, they are expected to consult with their supervisors to try to arrange a mutually acceptable time. Employees requesting intermittent leave must make a reasonable effort to schedule medical treatments and appointments in a way that causes minimal disruption of Isaac's Deli operations. Employees requesting intermittent leave or a reduced schedule may be temporarily transferred to an alternative position with equivalent pay and benefits that is better suited to recurring work interruptions.

Employees taking leave to care for a newly born or newly placed child do not have a legal right to take intermittent leave (unless it is medically necessary) and can do so only with their supervisor's consent

Regularly scheduled work missed due to intermittent FMLA leave may not be counted towards the employee's FMLA entitlement if the hours are made up within the same workweek.





**Privacy and leave requests.** Employees must inform their supervisors that they need family or medical leave and when they expect to be absent. However, supervisors should not ask or inquire about the reasons for the employee's leave request or contact the employee's health care provider(s). Instead, to ensure the employee's privacy, the Human Resources Department makes any necessary inquiries and evaluates whether there is a medical need for the leave. The Human Resources Department also is responsible for ensuring that all medical information provided by employees and providers is maintained in the strictest confidence.

**Compensation and benefits during leave.** FMLA leave is unpaid, unless it is taken together with paid time off provided under other Isaac's policies or the employee is covered under workers' compensation. Employees are required to use any available paid time off during their FMLA leave before taking leave without pay. However, if FMLA is taken together with Worker's Compensation, employee is not required to use their PTO to make up the difference between Workers' Compensation and full pay. Paid time off under any of Isaac's policies will run concurrent with FMLA. Employees on FMLA leave do not receive holiday pay.

Employees on FMLA leave continue to be covered by Isaac's group health benefits plan on the same terms that are applicable for active employees. FMLA leave does not cause employees to lose any previously accrued employment benefits. However, employees are not required to continue their group health coverage, but upon returning to work, they can be reinstated on Isaac's group health coverage. If an employee elects to continue health benefits for himself/herself and/or his/her dependents, the employee **must continue to make the required employee contributions.**

Use of FMLA will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave provided the employee follows all FMLA procedures and payment requirements. A FMLA leave of absence is not considered a break in service for determining Paid Time Off eligibility or length of continuous service with the Company. However, employees do not accumulate paid time off under other Isaac's Deli, Inc. policies during an unpaid leave of absence. In cases where an employee accrues PTO annually and the employee's anniversary date for PTO occurs during a FMLA leave, new PTO amounts will not take effect nor unused PTO lost until return from FMLA leave.

**Reinstatement following leave.** On returning from a FMLA leave of absence, an employee is normally restored to his/her original or equivalent position with equivalent pay, benefits, and other employment terms. An exception to this restoration procedure is for certain



“key employees” (as defined in the FMLA), who are notified of their status when they first request FMLA leave. Key employees who take FMLA leave are reinstated to their former or equivalent positions only if their reinstatement does not cause Isaac’s Deli, Inc. substantial and grievous economic injury. This is determined on a case-by-case basis. There are also limited business circumstances, such as a location closing or mass layoff, which could result in a loss of the employee’s position.

If at the end of FMLA leave, an employee is still not able to return to their job because they are unable to perform the job, either with or without reasonable accommodation,

due to illness or injury, they may request an Extended Leave (*Benefits section-h*) or Isaac’s Deli, Inc. will allow the employee to bid for any unfilled position that the employee is qualified for and capable of performing with or without accommodation. In either event, at the conclusion of FMLA leave or an approved extended leave, if an employee is unable to return to either their job or an unfilled position which they are qualified for and capable of performing, because of illness or injury, reemployment can no longer be guaranteed. However, the employee may apply for vacant positions when he/she is able to return to work.

**Fitness for Duty Certification.** Upon returning from a leave that was due to the employee’s own serious health condition, the employee must present to his/her supervisor and/or Human Resources a Fitness for Duty Certification completed and signed by his/her health care provider certifying that the employee is capable of safely returning to work and performing the essential functions of his/her job.

### **Definitions.**

Child, Son or Daughter – The biological child\*, adoptive child, foster child, stepchild or legal ward of the employee who is under the age of 18, OR is 18 years of age or older but incapable of self-care because of a mental or physical disability or, in the case of qualifying exigency or military caregiver leave, is a service member in the Armed Forces, National Guard or Reserves regardless of his/her age.

\*Employees who do not have a legal or biological relationship with a child, but nonetheless provide day-to-day care and/or financial support for a child, meet the *in loco parentis* status under FMLA and may request FMLA leave. An employee seeking parental leave based on *in loco parentis* status must submit documentation and/or a written statement setting forth the basis of the *in loco parentis* relationship.

Health Care Provider – A doctor of medicine or osteopathy or physician’s assistant who is authorized to practice medicine or surgery in the state in which he/she practices, and any other provider determined by regulations adopted by the U.S. Secretary of Labor to be



capable of providing health care services. Please note that there are certain specific requirements for a HCP for military caregiver leave.

Serious Health Condition - An illness, injury, impairment, or physical or mental condition that involves:

1. Any period of incapacity or treatment connected with inpatient care (an overnight stay in a hospital, hospice, or residential medical facility);
2. Any period of incapacity requiring absence of more than three (3) full, consecutive calendar days from work, school or other regular daily activities AND EITHER (a) includes at least two (2) in-person visits with a health care provider OR (b) includes at least one (1) in-person visit with a health care provider along with a regimen of continuing treatment; or
3. Continuing treatment by (or under the supervision of) a health care provider for a chronic or long-term health condition that is incurable or so serious that, if not treated, would likely result in a period of incapacity of more than three (3) calendar days AND that requires at least two (2) in-person visits to a health care provider **per year**.

Qualifying Exigency – The following situations, and only the following, constitute a qualifying exigency (**this is an exclusive list**):

1. Short-notice deployment (7 days or less)
2. Military events and related activities
3. Child care and school activities (must be non-routine and related to the call to duty)
4. Financial and legal arrangements (must be non-routine and related to the call to duty)
5. Non-medical counseling (if it is medical, it falls under regular FMLA leave)
6. Rest and recuperation (up to 5 days per instance)
7. Post-deployment activities (limited to 90 days after the end of service)
8. Additional activities/events that arise out of the covered military duty, but Isaac's Deli and the employee must agree on both the timing and duration of the leave.



Next of Kin – The nearest blood relative of a covered service member (other than his/her spouse, parent or child). There is a priority order set forth in the regulations. The covered service member may designate in writing his/her nearest blood relative for purposes of caregiver leave, which designees would have first priority. If there is more than one person equal in priority, ALL those who are equal are eligible.

**Unlawful Acts by Employers.** The Family and Medical Leave Act makes it unlawful for any employer to: (1) interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

**Employees' Rights and Enforcement.** An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer for violations of the FMLA. The FMLA does not affect any Federal or State law prohibiting discrimination, nor does it supersede any State or local law or collective bargaining agreement that provides greater family or medical leave rights than the FMLA.

## Other Leave

### **BEREAVEMENT LEAVE**

Isaac's recognizes the personal strife involved with the death of a close family member and recognizes the need for time to deal with personal responsibilities and grief.

Benefits Eligible employees may receive bereavement pay benefits in the form of up to three paid consecutive working days off per death.

Bereavement Leave shall only be granted for up to three working days the employee takes off within the time of the death and funeral.

The General Manager of the restaurant shall make the final determination of days off to the three-day maximum. If the affected employee is a General Manager or Corporate Office Staff Member, the appropriate Senior Manager shall make the determination.

Isaac's shall allow the bereavement benefit for the death of a close family member defined as employee's spouse, recognized domestic partner, parent (including in-laws), child (including step or adopted children), sibling, aunt, uncle, niece/nephew,



grandparent (direct ancestor), grandchild (direct descendant) or any relative who lives with the employee.

### Pay Calculations

Bereavement Pay is calculated using the employee's current PTO rate.

## **PERSONAL LEAVE OF ABSENCE**

On occasion it may be necessary for an employee to be absent from work for an extended period of time. If an employee requires extended time off but has insufficient accumulated PTO and does not qualify for a leave under any other leave policy, he/she may request a personal leave of absence without pay.

Employees may request and be granted a Personal Leave of Absence up to four (4) consecutive workweeks in a rolling 12 month period, per incident requiring leave. Employees requesting a leave of absence to engage in employment elsewhere will be denied. Seasonal Employees (*defined in Benefits Section b-3*) are not subject to the length of time requirement for a personal leave of absence while on seasonal leave. All other aspects as outlined in this policy, apply to seasonal leave.

A request for an unpaid Personal Leave of Absence may be submitted by the employee to his/her General Manager or supervising Senior Manager in writing with anticipated beginning and ending dates. Employees with an unknown anticipated date of return may be denied a leave of absence.

The General Manager or supervising Senior Manager cannot guarantee placement within the same position or availability of a position at the conclusion of a Personal Leave of Absence. Every effort will be made to reinstate an employee into the position that he/she held prior to the leave. If the same position is not available upon their return, the General Manager or Supervising Senior Manager, at its sole discretion, may offer the employee another available position. Employees who elect not to accept an alternative position after return from a leave of absence will be terminated. However, he/she will be eligible for rehire if their original position becomes available at a later date. If an employee fails to return to work following a leave of absence or 4 weeks after the first day of Leave, he/she may be terminated. Engaging in gainful employment during a leave of absence may be considered a voluntary resignation.

A Personal Leave of Absence is not considered a break in service for determining the amount of PTO eligibility or length of continuous service with the company. However, employees do not accrue PTO during a Personal Leave of Absence.



Continued Health Insurance eligibility is determined according to the rules of the Affordable Care Act and by additional criteria under Isaac's Health Care Plan qualifications.

The above notification requirements do not apply to Worker's Compensation or a Leave taken under the Family Medical Leave Act of 1993. Extensions may be granted to accommodate employees who have a serious health condition due to injury or illness. Leaves taken under the Family Medical Leave Act must comply with the notification requirements stated in the Act of 1993. Personal Leave of Absence may not be taken to extend Family Medical Leave.

### **EXTENDED LEAVE POLICY FOR EMPLOYEES WHO HAVE A SERIOUS HEALTH CONDITION DUE TO INJURY OR ILLNESS.**

In order to encourage employees to return to work, plan for business in an orderly and efficient fashion, and give employees who need extended leave for reasons of illness or injury a reasonable time to recuperate and recover, Isaac's has adopted the following policy:

- If an employee's illness or injury requires a leave of absence for more than 12 weeks (FMLA qualified) or 4 weeks (non-FMLA qualified), Isaac's may, with satisfactory medical evidence, extend an employee's leave up to an additional 8 weeks, or a total of 20 weeks in a 15 month rolling period (FMLA qualified) or a total of 12 weeks (non-FMLA qualified). Eligible employees include those who are unable to work due to illness, pregnancy/birth or injury (other than intentional self-inflicted injuries or unlawful activities). In cases where eligibility requirements are in question, FMLA eligibility criteria will apply. FMLA eligibility criteria for this purpose are limited to the employee's illness, pregnancy/birth or injury (other than intentional self-inflicted injuries or unlawful activities).
- If however, a limited period of additional leave will not enable the employee to return, or if the operational needs of Isaac's make additional leave impossible, reemployment cannot be guaranteed but he/she may apply for vacant positions when he/she is able to return to work.

**Benefits.** Continued Health Insurance eligibility is determined according to the rules of the Affordable Care Act and by additional criteria under Isaac's Health Care Plan qualifications.

Employees will not accrue paid time off ("PTO") while on Extended Leave.



**Procedure.** While on Extended Leave, employees are required to report periodically to their supervisor, at least every thirty (30) days, regarding the status of their medical condition and their intent to return to work. Employees may be required to provide satisfactory medical evidence substantiating their need for continued leave.

**Conclusion of Leave.** Supervisors cannot guarantee placement within the same position or availability of a position at the conclusion of an extended leave. Every effort will be made to reinstate an employee into the position that he/she held prior to the leave. If the same position is not available, alternate positions may be offered. Employees who elect not to accept an alternative position after return from an extended leave will be terminated. However, he/she will be eligible for rehire if their original position becomes available at a later date.

If at the end of the Extended Leave, an employee is still not able to return to their job because they are unable to perform the job, either with or without reasonable accommodation, due to illness or injury, Isaac's may allow the employee to bid for any unfilled position that the employee is qualified for and capable of performing with or without accommodation. If an employee is unable to return to either their job or an unfilled position which they are qualified for and capable of performing, because of illness or injury for a period of 20 weeks within a 15 month rolling period (FMLA qualified) or 12 weeks (non-FMLA qualified), reemployment can no longer be guaranteed. However, the employee may apply for vacant positions when he/she is able to return to work.

## **MILITARY LEAVE/VETERAN REEMPLOYMENT**

Isaac's will comply with all provision of the Uniform Services Employment and Re-employment Rights Act and will provide any rights and benefits required by said Act.



# 401(K) Salary Savings Plan

## **POLICY AND PROVISION**

This plan is more completely described in the 401(k) Plan Summary Description. Below is general information regarding eligibility and options for participation in the plan.

### **ELIGIBILITY AND ENTRY:**

- \* You must reach age 18 before you are eligible to defer a portion of your pay to the Plan.
- \* You must work at least 500 hours within a 6-month measurement period.
- \* You will be credited with a year of service if you work 1,000 hours during your initial eligibility measuring period. Your initial eligibility measuring period will be the 12-month period beginning with your hire date. If you do not satisfy the hours requirements during that first measuring period, you will be credited with a year of service if you work 1,000 hours during the Plan Year. The plan year is defined as including the pay periods paid in the calendar year each year beginning January 1 and ending December 31.
- \* You will be able to defer a portion of your pay into the Plan on the first day of the quarter on or after the day you have met all the age and service requirements.
- \* If you are rehired and previously met the requirements, you are eligible to participate immediately upon rehire.

### **Salary Deferral Contributions**

You may elect to defer a percentage of your pay each pay period. This plan allows you to defer up to 100% of your pay.

In the absence of a salary deferral election form you will be automatically enrolled in the plan at the salary deferral percentage specified below after you have met the eligibility and entry requirements.

The automatic salary deferral percentage is 4% of pay, escalating 1% at the beginning of each plan year until you reach 6% salary deferral.

If you do not wish to be automatically enrolled, you may elect not to defer or to defer another percentage. If you affirmatively elect to make salary deferral contributions or if you are automatically enrolled and you do not provide direction as to how contributions made on your behalf should be directed, then the contributions will be directed to the





default investment options specified in the Summary Plan Description in accordance with the plan.

You can enter into an agreement to change your salary deferral contribution on any date. You will need to complete and sign the salary deferral agreement or complete an election online, if applicable, before the date on which it is effective. Once an agreement (affirmative or automatic) is in effect, salary deferrals will be payroll deducted from your future paychecks. You can terminate your agreement at any time.

Internal Revenue Service (IRS) regulations or the retirement plan may limit the annual amount of your salary deferral contributions. If you meet a salary deferral contribution limit, you may continue to defer up to the catch-up contribution limit if you are eligible to defer catch-up contributions (you must be age 50 or older by the end of the current calendar year).

### **Salary Deferral Options:**

You can elect to have your contributions treated as traditional pre-tax contributions, or you can elect to have the contributions made as Roth deferrals in which case they are not treated as pre-tax contributions. You should consult your personal tax advisor for help determining which option would work best for you.

### **PAY**

Pay is defined under the plan as follows: Wages, Tips and Other Compensation Box on Form W-2, excluding safe harbor fringe benefits.

Safe harbor fringe benefits are reimbursements or other expense allowances, fringe benefits (cash or non-cash) moving expenses, deferred compensation (other than elective contributions), and welfare benefits.

### **Discretionary Contributions**

#### **1. Matching Contribution**

Isaac's may make a discretionary matching contribution for you as of each pay period if you are an eligible employee. Discretionary means we choose the amount of the contribution and whether or not it will be made. You are an eligible employee if you are active at any time during the plan year.

#### **2. Additional Contribution**



Isaac's may make a discretionary contribution for you at the end of the plan year if you are an eligible employee. Discretionary means we choose the amount of the contribution and whether or not it will be made. You are an eligible employee if you are active on the last day of the plan year.

## VESTING

You are always 100% vested in the part of the account resulting from the following:

- Salary Deferral Contributions

The schedule below determines your vesting percentage of the account the plan holds for your benefit for the following contributions:

- Matching Contributions
- Discretionary Contributions

Years of Vesting Service	Vesting Percentage
Less than 1	0%
1	0%
2	20%
3	40%
4	60%
5	80%
6	100%

### *Withdrawal Provisions*

If you have a financial hardship, you may be able to withdraw all or any part of the vested account resulting from the following:

- Salary Deferral Contributions (but none of the income earned on such contributions [since December 31, 1988])
- Matching Contributions
- Discretionary Contributions



Note: Salary deferral contributions are suspended for 6 months after a hardship withdrawal is processed.

You may withdraw any part of your vested account resulting from Rollover Contributions.

*Additional Information*

For additional information about the retirement plan, please contact:

Benefits Supervisor  
Isaac's Deli, Inc.  
1104 Fernwood Ave.  
Suite 401  
Camp Hill, PA 17011  
(717)394-0623

An additional copy of the Summary Plan Description can also be obtained from the above stated person.



# Expense Reimbursement

## Use of Automobile

Isaac's shall reimburse employees for use of their personal automobile for qualified company business at a rate set by the company. The rate of reimbursement shall be evaluated and may be restated from time to time as economic conditions may necessitate. In no case shall the rate of reimbursement exceed the rate approved by the Internal Revenue Service. Properly documented expenses for tolls and related expenses, as allowed by law, shall also be reimbursed.

## Personal Vehicles

Personal vehicles include privately-owned, leased, rented, or other personally borrowed vehicles.

## Liability

When an employee of Isaac's uses their "personal vehicle" for company business, the employee's own personal auto insurance is the primary insurer in all respects. Mileage reimbursement includes the cost of gas, wear and tear, and insurance.

## Additional Guidelines

1. In accordance with OSHA regulations, no person under the age of 18 may operate a motor vehicle on company business.
2. *It is the driver's responsibility to carry adequate liability insurance and have a valid driver's license.*
3. Upon request, proof of valid liability insurance may have to be submitted annually to the Corporate Office in the form of a Certificate of Insurance from the insurance company or a photocopy of the sections of the policy showing the period of coverage, amount of liability and named insured.
4. All federal, state, and local laws must be observed while operating a motor vehicle on company business. This includes, but is not limited to, observing posted speed limits and wearing seat belts.
5. Any fines imposed in connection with the operation of an automobile, while on Company business, are the responsibilities of the driver.
6. Commuting to and from work is not considered reimbursable mileage.
7. Consult the Accounting Department for additional clarification of reimbursable expenses or record keeping requirements contained in this policy.



## **Record Keeping Requirements**

A Mileage Reimbursement Form shall be provided to all employees as needed. The form must outline each trip and include, at minimum: date, destination (including complete address), purpose, and number of miles driven for business. Receipts for tolls and other expenses shall be attached to the form. The form shall be turned into the Corporate Office to be included with the Company's permanent records. The receipts shall include a notation of date, destination and purpose. Reimbursement shall be made as prescribed under "Reimbursements."

Internal Revenue Service guidelines require detailed substantiation records. It is vital that adequate records be maintained to meet those requirements. All records turned in to the Corporate Office shall be retained to meet IRS guidelines. Employees that do not maintain and supply the Corporate Office with adequate records and documentation shall not be reimbursed.

Employees needing copies for their personal records are responsible for making the necessary copies prior to submitting the form and receipts for reimbursement. All records turned into the Corporate Office become the property of Isaac's.

## **Reimbursements**

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



# Manager Training (MT) Program

Isaac's most valuable assets are our employees and we are committed to training and developing employees who are interested in a management career.

The MT Program develops a pool of employees who are fully trained and qualified to fill management positions in new and existing restaurants. This program facilitates promoting managers from within the Company by preparing them for each additional promotion and creating successful management teams in each restaurant.

## Qualification and Consideration for Entry into the MT Program

Employees who are interested in being selected for the MT Program should meet the following criteria:

- Have a dependable car available for business use and possess a valid driver's license.
- Have been employed by Isaac's for a minimum of 30 days or 160 hours and completed all section of the training manual.
- Possess a willingness to commit to a minimum of six months manager training.
- Arrive at work on time and be dependable.
- Abides by all Isaac's policies and procedures
- Abide by the Isaac's dress code and have a professional appearance.
- Show willingness to train employees in all areas of the restaurant.
- Expect to work flexible schedules and positions.
- Possess a willingness to work in multiple locations.
- Display basic skills in math.
- Demonstrate good interpersonal and communication skills.
- Possess the ability to handle conflict and stress in a positive and productive manner
- Possess the ability to comfortably handle customer complaints.
- Demonstrate good organizational skills.
- Exhibit self-motivation.
- Enjoy training and developing employees.
- Demonstrates leadership and vision in managing staff in projects or initiatives
- Promote Isaac's Brand, Mission, Values, Beliefs, and Vision.
- Possess a good recommendation from their General Manager and Senior Management.
- Possess the desire to learn new skills.