

GEISSLER'S SUPERMARKETS

EMPLOYEE HANDBOOK

CELEBRATING OVER 86 YEARS OF SERVICE

WHAT THIS HANDBOOK IS ... AND IS NOT

As part of our commitment to our employees we think it's important to provide you with the knowledge and tools to help you reach your highest potential with Geissler's. We want to explain how we work, what is expected of you and what you can expect from us.

We have provided a summary and overview of our policies and programs. It would be impossible, however, to answer every possible question which may arise. This handbook is intended to be used as a basic guideline only. It may be amended by the Company at any time. If an issue or policy is not covered or is unclear, ask your manager. Your managers are committed to your success with Geissler's

THE CONTENT OF THIS HANDBOOK DOES NOT CONSTITUTE THE TERMS OF A CONTRACT OF EMPLOYMENT AND SHOULD NOT BE CONSTRUED AS A GUARANTEE OF CONTINUED EMPLOYMENT. EMPLOYMENT WITH GEISSLER'S IS ON AN AT WILL BASIS.

This means that employment may be terminated at any time by either you or the Company for any reason with or without cause and with or without notice. Any oral or written statement to the contrary (except those in writing and signed by the President), is invalid and should not be relied upon by a prospective employee.

CUSTOMER RELATIONS AND SERVICE

Geissler's has worked very hard to develop a positive community focus in our market areas. Our customers have come to expect a high level of service from our friendly and courteous employees. This is one of the qualities which separate Geissler's Supermarkets from the markets we compete with. Our continued success and your success with us, depends on the consistently high level of service you deliver.

Greeting Customers

In order to make the best possible impression on our customers each of us should greet customers during their shopping visit. We have the opportunity to create a lasting impression on our customers by offering a polite "good morning" or simple "hello". Offering assistance to customers must be a regular part of everyone's job and positive customer contact should occur throughout the store.

Customer Courtesy

A smile, a thank you, and a positive attitude are very important to good customer relations. We must provide our customers with quick, friendly and efficient service, making their visit a priority. Our customers deserve 100% of our attention. If you are not sure of an answer to a customer question either find out for them or refer them directly to the courtesy booth for assistance.

Customer Complaints

All customer complaints are serious. Customers are our business and customer complaints must be handled with understanding and genuine concern. Listen carefully to any customer complaint then take the customer to the appropriate Department Manager or the Manger on Duty. Complaints are part of doing business and responding correctly can mean the difference between satisfying or losing a customer.

EMPLOYEE POLICIES

Alcohol and Drug Policy

Geissler's has a zero tolerance policy for drugs and alcohol consumption which impacts job performance. The use, possession, or being under the influence of alcohol is strictly forbidden within any building, facility, and vehicle or company property. The sale, purchase, manufacture, distribution and solicitation of non-medically prescribed drugs are strictly forbidden within any building, facility, and vehicle or company property. Any employee who violates this policy is subject to severe disciplinary action up to and including termination.

Anti-Harassment Policy

Geissler's firmly committed to providing and maintaining a positive working environment built on mutual trust. Any harassment, including sexual, national origin, age, disability or race is not permitted. We work to provide a workplace which is free of inappropriate conduct, including both written and verbal communication of sexual nature. Any employee who feels harassed should take their complaint directly to their

harassment representative or a member of the management with whom they feel comfortable. Such complaints are very sensitive in nature and will be dealt with confidentially, and thoroughly investigated in a timely manner without retaliation.

Breaks and Lunches

Employees are entitled to lunch and/or a paid break period depending on the hours they are scheduled to work. Break and lunch times will be determined by the Manager On Duty and are generally scheduled around customer service needs as follows:

<u>Hours Scheduled</u>	<u>Break Period</u>	<u>Unpaid Lunch Period</u>
4 to 6 hours	1- 10 minute	No schedule Lunch
>6 to 7 ½ hours*	1- 10 minute	½ hour lunch
7 ½ hours & over *	1- 10 minute	1 hour lunch

* Employee working over 6 hours are required to take a minimum of ½ hour lunch break.

Employees must clock out before attending to personal business. You must clock out before shopping, eating, buying lottery tickets or cashing checks. Please be considerate of your fellow workers and do not take more than your allotted time for breaks and lunch. Break periods are paid rest periods and are scheduled around customer service needs. On rare occasions, due to staffing needs, it may not be possible to take a break as scheduled. We truly appreciate your understanding.

Career Advancement and Promotional Opportunities

Geissler's success is directly related to the quality and productivity of our employees. Therefore, we strive to hire, retain and develop the best possible people for every job. We have made an investment in you and are interested in helping you advance and meet your highest potential. As Geissler's continues to expand, new opportunities will become available and we are committed to filling available positions with qualified internal candidates before hiring outside personnel.

Equal Opportunity Employment

Geissler's is committed to providing equal employment opportunity to qualified persons without regard to race, color, creed, ancestry, religion, sex, age, national origin, disability, or veterans status or other characteristic protected by law. Those who feel they have been discriminated against should contact management. We base employment and promotion decisions on job related standards of past performance, experience, training, education and ability.

Employee Honesty and Integrity

We are committed to providing a workplace with the highest level of integrity and ethical standards. We are confident that you as our employee will consistently meet these high standards because both your personal and professional success greatly depends on that integrity. You will, from time to time, be entrusted with handling large sums of money or other items which may present an opportunity for dishonestly. It is your responsibility to advise management of any situation where

you suspect or observe someone taking merchandise with out paying for it.

Employee Parking

Each location has identified an employee parking area for employee use. Parking areas directly in front of and adjacent to, store entrances are excluded and reserved for customer use. If you have any questions regarding employee parking areas ask your Store Manger for clarification. Employees must enter and exit the store through the main customer entrance only.

Employee Purchases

You are a welcomed customer and we value your business and that of your family. In order to maintain the quality and service expected for all of our customers we must ask that all personal shopping be completed either before or after your scheduled work shift or during your scheduled lunch break. Shopping while working, including during break periods, is not allowed. Employees should buy products available for sale to all customers and should not ask for, nor provide, special arrangements or packaging without the Store Manger's approval.

All employee lunch/dinner purchases must be made through the designated employee purchase register and must be paid for immediately upon selection, prior to consumption. Employees are not allowed to prepare or ring an order for themselves, a friend or relative. The register receipt must be attached to any item purchased and consumed within the store. The employee purchase policy applies to both food and non-food items. For

instance, books, magazines, videotapes, etc must be paid for immediately. Reading magazines prior to purchase is prohibited and all such items must have the sales receipt attached. **Management reserves the right to inspect all employee purchases and packages prior to them leaving the store.**

Unfortunately, employee purchase “mistakes” can result in serious disciplinary action up to and including termination and prosecution for theft. Eating product without paying for it is stealing. If you have any question regarding the employee purchase policy ask your Store Manager **BEFORE** it becomes an issue.

Gifts and Gratuities

Employees are prohibited from giving or accepting gifts, including cash, special accommodations, or favors from anyone with whom the employee does business, or in negotiating with on the Company’s behalf.

Safety and Accident Prevention

The safety and health of our employees and customers is a top priority. Every effort must be made to maintain a safe and healthy environment. Every employee has an obligation to be on the lookout for safety hazards and potentially dangerous situations. By aggressively looking for and correcting potential safety issues we can prevent many unfortunate accidents.

1. Keep all work and selling areas clean and clear. Remove broken or damaged product at once. Report all damage or loss to your manager. Damages must be processed correctly to assure proper credit is received.
2. Lift correctly! Bend your knees, let your legs do the lifting not your back!
3. Report any unsafe equipment or conditions to your manager immediately.
4. Do not leave cases unattended in an aisle. Keep loads on a cart so they may be easily removed from an aisle if you are unable to finish restocking.
5. Do not bypass safety mechanisms or guards. Unplug all power equipment prior to servicing or cleaning.
6. Do not overstock shelving or displays. This is especially important for areas above shoulder height.
7. ALL accidents, no matter how minor, must be reported to the store management immediately for proper recording.
8. Minors (employees under 18 years of age), are forbidden from operating any power driven machinery- including deli slicer and trash compactor.

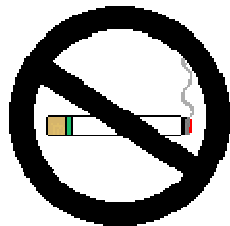
Keep the following safety points in mind.....

Accident Reporting

All employee accidents must be reported to the store manager immediately. Accident report forms are located in the front office and must be filled out as soon as possible to insure accuracy. ALL accidents, even those which do not require medical attention, must be reported to your store manager immediately.

Shoplifting

Employee and customer pilferage is a serious problem in the retail food trade. Safety and potential legal liability require that these issues be dealt with by individuals trained in responding to such problems. If you see (or suspect) an employee or customer is hiding merchandise in their clothing or a parcel, quietly notify the store manager, or the Manager On Duty. If possible, maintain visual contact with the individual and inform the manager of exactly what was taken and where it is hidden. Your manager will evaluate the situation and make a determination if an apprehension is warranted. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO MAKE AN APPREHENSION ON YOUR OWN.



No Smoking

Smoking, Eating, Drinking and Gum Chewing

Eating, drinking and gum chewing are not permitted in any selling area of the store. Such activity is allowed only in the areas designated by your Store Manager. Smoking is not permitted inside any building and must be done outside. Smoking is not permitted in any foyer or within 25 yards of the main customer entrance.

Hold-ups

Fortunately, hold-up attempts are very rare. In the unlikely event that you are faced with a hold up it is important to remember that your safety, and that of our customers, is our top priority. Do nothing to jeopardize safety. Obey all orders given by the hold up individual and follow their directions carefully. Make a special effort to observe the suspects' dress, features, voice, automobile etc. in order to assist authorities with future identification. Do not discuss the situation with anyone besides store management and law enforcement authorities. Do not provide any information to news agencies. Any comment will be made through the Main Office.

Personal Grooming, Appearance and Uniforms

Regardless of your position within the store, the retail food industry places you in direct contact with our customer every day. As such, personal cleanliness and good grooming habits are essential ingredients when dealing with food and customers in the retail food trade.

In order to maintain our public image, Geissler's requires the following personal appearance standards:

- Male Employees:** **Solid white dress shirt**
 Solid navy or black pants (no jeans)
 Neck tie, neatly tied
 Clean shaven or neatly groomed
 mustache and/or beard
- Female Employees:** **Solid White shirt or turtleneck**
 Solid navy or black pants (no jeans)
 Hair may not impair vision
 Skirts (no greater than 3" above the
 knee)
- All Employees:** **Geissler's smock, properly buttoned**
 And no rolled sleeves
 Solid white or navy sweatshirt or
 sweater – no hoods
 Shoes must be laced and tied. No
 open toed shoes and socks or stockings
 must be worn.

Store managers have the authority to approve or disapprove any "new" styles of clothing, cosmetics, hair styles, and the way they are worn. All unusual or extreme hair styles and colors, piercing, cosmetics and dress are subject to management approval.

Product Sampling

From time to time new products may be introduced and sampled in-store to our customers. Employees are permitted to sample products offered to our customers in a manner consistent with that purpose. Employee sampling should be limited and involve new or seasonal type product.

Progressive Discipline

COMPANY RULES

Violation can result in disciplinary action, including dismissal. This following is a list of examples.

1. Continued absenteeism without cause
2. Habitual tardiness
3. Abuse of break periods and lunch periods
4. Deliberate misconduct
5. Smoking in restricted areas
6. Not wearing proper headgear where required (hats or hairnets)
7. Dishonesty – stealing
8. Deliberate insubordination
9. Drinking or being under the influence on the job
10. Discourtesy to customers, employees or contacts
11. Improper dress or grooming – cleanliness
12. Inability to comply with scheduled hours
13. Incompetency or inefficiency on the job
14. Release of confidential information
15. Horseplay
16. Abuse of company property and premises (i.e. building, parking lot, etc)

17. Possession of firearms or explosives of any kind on company property.
18. Use of non-prescribed drugs
19. Abuse of employee parking policy

Geissler's utilizes a progressive discipline process which includes the following:

- 1) Verbal warning
- 2) Formal written warning
- 3) Suspension without pay
- 4) Termination

The previous steps are only a basic guide. Depending on the nature and severity of a specific situation, Geissler's reserves the right to skip some or all progressive discipline steps as appropriate. Every discipline situation will be reviewed and dealt with independently based on the individual merits.

Suggestions

Your suggestions and comments on our store(s) are always welcome. If you have an idea that can help us improve efficiency or customer service, send it directly to the Main Office or call to speak with one of the superiors directly. We welcome your input.

Telephones

Store telephones are for business purposes only and are to be used as such. Please tell your family and friends not to call on the business line unless an emergency should arise.

Under no circumstances should long distance or toll calls be made on the store telephone. Use of cell phones is not permitted during your scheduled work shift.

Tardiness and Call in Procedures

Tardiness negatively impacts your co-workers and store operations. As such it can not be tolerated. Repeated tardiness will result in disciplinary action, up to and including possible termination.

If you are unable to report to work when scheduled, you should immediately contact your manager or the Manager On Duty. It is very important that we know as soon as possible that you will be late or absent so that a replacement may be called.

Time Cards

You are expected to be at your assigned work station ready and dressed for work at your scheduled starting time and you should remain at your assigned work station until your scheduled break or the end of your shift. All employees must clock in to indicate the hours actually worked. Failure to clock in will result in a loss of pay until such hours can be substantiated. It is your responsibility to clock in and out. The manipulation of worked hours, in any way, for you or a coworker is a serious violation of Company policy and will

result in disciplinary action up to and including termination. All hours worked outside of your posted schedule require prior management approval. All handwritten entries require a Manager's approval.

Time Card Basis

- 1) You must clock in at your scheduled starting time, before and after your lunch/dinner break, and at the end of your scheduled shift
- 2) If you work anything over six hours you are required by law to take a minimum ½ hour meal break during your scheduled work period.
- 3) In order to be paid for hours outside of, or in addition to, your scheduled hours they must receive approval from your manager before they are worked.
- 4) Never manipulate another employee's timecards and never allow someone else to manipulate yours.

Use of Company Equipment and Supplies

In order to run a modern supermarket operation Geissler's provides and maintains state of the art equipment and supplies for each location. These supplies and equipment are necessary in order to run an efficient grocery operation. As such, equipment and supplies are not for personal use or consumption. They are company property and should not be removed for any reason.

EMPLOYEE BENEFITS

Employee Status Definition

Probationary Period Employee: When you first accept employment with Geissler's it is not entirely possible to determine whether you will be well suited for, or satisfied with, a particular job. For that reason Geissler's has established a ninety (90) calendar "probationary period" for both you and the Company to evaluate each other. At the conclusion of this period the store manager will decide whether to **offer** you a "regular" Geissler's employee position. Those who are offered and accept a "regular" position understand that assigned work schedule may change at the sole discretion of the employer based on business needs. The Company reserves the right to extend the "probationary period" at its sole discretion.

Full-time Employee: Employees who have successfully completed their training and probation period, who are scheduled and regularly work 35 -40 hours per week and who have been offered a position will be eligible to earn holiday and Personal Time Off (PTO) along with insurance.

Part-time Employee: Employees who have successfully completed their probation period, who are scheduled and regularly work 25 -34 hours per week and who have been offered a position will be eligible to receive four (4) hours of holiday pay after one (1) year with the Company.

Personal Time Off (PTO)

- New full-time employees are eligible to accrue up to fifteen (15) PTO days per year on a weekly basis after completion of the probation period. The PTO is comprised of a two (2) week vacation and five (5) sick days.
- Full-time employees with ten (10) years of full time service are eligible to accrue up to twenty (20) PTO days. The PTO is comprised of a three (3) week vacation and five (5) sick days.
- Full-time employees with fifteen (15) years of full time service accrue an additional five (5) PTO days.
- Employees will be allowed to carry over five (5) PTO days if unused at the end of the calendar year.
- Full-time employees hours accrue by hours worked. An employee will earn PTO time with every clock in and can earn up to forty (40) hours. Time is based on the qualifying work week and average hours worked. Managers, department managers and salaried employee hours are based on their average work week and will receive their rate of pay.
- Part-time employees will be eligible to earn three (3) days of PTO time after one (1) year with the Company. After five (5) years of service part time employees are eligible to earn five (5) days of PTO time; ten (10) years ten (10) days and fifteen (15) years fifteen (15) days. The time is based on the qualifying work week and average hours worked. Overtime and holidays do not accrue.

- Employees who have performed work and leave or are fired, whether for cause or not, are entitled to pay for all the time worked up to the termination of their employment, including any earned, unused PTO vacation time payments. This does not include the PTO time given in lieu of sick days.

To maintain eligibility for benefits, current Geissler's employees must work at least the minimum hours. New Geissler's employees must work at least the minimum hours during probationary period. There is no accrual during the probationary period. All employees must work nights and weekends when scheduled.

Paid Holidays

In order to be eligible for holiday pay, the holiday must be earned and available, the employee must work the scheduled day before and scheduled day after the holiday. If the holiday is held it must be used within six (6) weeks from the date of the holiday or it will be forfeited. After three (3) years of employment employees are eligible to receive holiday pay for a holiday which falls within a scheduled vacation.

Holidays include, New Years, Washington's Birthday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas and "your" birthday.

For purposes of this leave, immediate family member includes husband, wife, child, father, mother, grandmother; grandfather, brother, sister, grandchildren, in-laws.

Rules for PTO days and Holiday pay

1. Holiday
 - a) Normal day off only if work is caught up – time will be taken no later than thirty working days or six weeks.
 - b) A day coming cannot be taken during a holiday week.
 - c) One cannot take more than one day off in a row (holidays)
 - d) Time can be taken off only if there is sufficient coverage in department.
2. Personal Time Off (PTO)
 - a) PTO cannot be more than two (2) weeks in a row. Sheets will be handed out at the beginning of the year and expected back in the office by the date shown on form-signed by both Department & Store Manager.
 - b) Person with most seniority get priority. Third and fourth weeks may be split into days. PTO is based on the calendar year.

Bereavement Leave

Up to three days paid leave for the death of an immediate family member. One day paid leave for the death of any other family member.

Insurance Benefits

Insurance benefits are available to eligible Geissler's employees after ninety (90) day probation period. To be eligible, employees must be scheduled and regularly work 35-40 hours per week, unless otherwise noted. Contact the Main Office for eligibility, details and costs.

Benefits available may or may not include:

1. Health Insurance. A small fee for employee coverage is applicable. Family coverage is available at the employee's expense.
2. Dental Insurance. A small fee for employee coverage is applicable. Family coverage is available at the employee's expense.
3. Life Insurance. Provided by Company to fulltime employees working a minimum of forty (40) hours a week.
4. Other Insurance. Life Insurance, Cancer Indemnity Short and Long Term Disability policies are available.

Workers' Compensation Benefits

As a Geissler's employee you are covered under the provisions of the Worker's Compensation Act. This coverage provides medical and hospital care, as well as partial compensation for lost time, due to an injury which occurs in the course of

employment. It is important that you follow all reporting procedures to insure proper compensation. (*See Accident Report)

Family and Medical Leave

Sec. 31-5111. Family and medical leave. Length of leave.

Eligibility. (a) Subject to section 31-51 mm, an eligible employee shall be entitled to a total of sixteen work-weeks of leave during any twenty-four month period, such twenty four month period to begin with the first day of leave taken, for one or more of the following:

- 1) Upon the birth of a son or daughter of the employee.
- 2) Upon the placement of a son or daughter with the employee for adoption or foster care;
- 3) In order to care for the spouse , or a son, daughter or parent of the employee, if such spouse, son, daughter or parent has a serious health condition; or
- 4) Because of a serious health condition of the employee,

(b) Entitlement to leave under subdivision (1) or (2) of subsection (a) of this section may accrue prior to the birth or placement of a son or daughter when such leave is required because of such impending birth or placement.

(c) (1) Leave under subdivision (1) or (2) of subsection (a) of this section for the birth or placement of a son or daughter may not be taken by an employee intermittently or on a reduced leave schedule unless the employee and the

employer agree otherwise. Subject to subdivision (2) of this subsection (f) of this section concerning the duties of the employee and subdivision (5) of subsection (b) of section 31-51mm concerning sufficient certification leave under subdivision (3) or (4) of subsection (a) of this section for a serious health condition may be taken intermittently or on a reduced leave schedule when medically necessary. The taking of leave intermittently or on a reduced leave schedule pursuant to this subsection shall not result in a reduction of the total amount of leave to which the employee is entitled under subsection (a) of this section beyond the amount of leave actually taken.

(2) If an employee requests intermittent leave or leave on a reduced leave schedule under subdivision (3) or (4) of subsection (a) of this section that is foreseeable based on planned medical treatment, the employer may require the employee to transfer temporarily to an available alternative position offered by the employer for which the employee is qualified and that (A) has equivalent pay and benefits and (B) better accommodates recurring periods of leave than the regular employment position of the employee, provided the exercise of this authority shall not conflict with any provision of a collective bargaining agreement between such employer and a labor organization which is the collective bargaining representative of the unit of which the employee is a part.

(d) Except as provided in subsection (e) of this section, leave granted under subsection (a) of this section may consist of unpaid leave.

(e) (1) If an employer provides paid leave for fewer than sixteen work weeks, the additional weeks of leave necessary to attain the sixteen work weeks of leave required under sections 5-248a and 31-51kk to 31-51gg, inclusive, may be provided with out compensation.

(2) (A) An eligible employee may elect, or an employer may require the employee to substitute any of the accrued paid vacation leave, personal leave or family leave of the employee for leave provided under subdivision (1), (2) or (3) of subsection (a) of this section for any part of this sixteen week period of such leave under said subsection.

(B) An eligible employee may elect, or an employer may require the employee to substitute any of the accrued paid vacation leave, personal leave or family leave of the employee for leave provided under subdivision (3) or (4) of subsection (a) of this section for any part of this sixteen week period of such leave under said subsection except that nothing in section 5-248a or 31-51kk to 31-51qq, inclusive, shall require an employer to provide paid sick leave or paid medical leave in any situation in which such employer would not normally provide any such paid leave.

CONTACT THE MAIN OFFICE FOR MORE DETAILS
860-623-0176