

# **EXCELLENCE . . .**

***We take pride  
in our work  
and have a passion for excellence.***

# **WELCOME - WE ARE GLAD YOU ARE WITH US!**

On behalf of your colleagues, we welcome you to Capriotti's and wish you every success. You are now an employee of EPS Restaurants LLC or East Coast Caps LLC, a franchisee of Capriotti's Sandwich Shops. Capriotti's was named the #4 QSR brand in 2015! Capriotti's corporate mission statement is "To share our passion, one sandwich at a time". The Core Values of our franchisor are:

1. Passion – Be the Best
2. Family – Care About People
3. Integrity – Walk the Talk
4. Profitability – Everyone Wins
5. Genuineness – 100% Real

You have joined a brand that is a leader in the food service industry and dedicated to delighting our customers. We believe in giving our customers value, quality, and service, which increases our sales. We firmly believe in properly training our employees and providing them with opportunities for growth.

It is great to have you as a member of the team and we are excited you have chosen our Company as your employer. Your role is very important because you and your fellow employees represent the Company to our customers. Therefore, everything you do contributes to your customer's image of you, your restaurant, and our Company. That makes your job very important. We want you to take pride in being part of our team. We believe that a passion to please and customer satisfaction are driving forces behind our success. While our products, prices and other value programs may bring customers to our businesses, it is our employees who ultimately give them a reason to return.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs and benefits available to eligible employees. You should familiarize yourself with the contents of the employee handbook as soon as possible, for it will answer many questions about your employment with the Company.

Please try to be open with us about how you feel about your job. We want to listen to you and help to make your stay with us as enjoyable and successful as possible.

Welcome to our Company! We hope that your experience here will be challenging, enjoyable, and rewarding!

**David Barr and Bill Byrd**

# OUR BEGINNING

EPS Restaurants LLC was founded in February 2016, with plans to build a Capriotti's unit in Kennesaw, Georgia. EPS stands for "Exceptional People and Subs". East Coast Caps LLC was founded in March 2019 to add three Capriotti's locations in Maryland. The philosophy of the Company is that we are a Company of exceptional people, we treat our customers as exceptional people, and we make and sell exceptional sub sandwiches. This idea is fundamental to the way we do business. The Company plans to grow with more units, and create more exceptional experiences for our employees and customers.

It's all about being exceptional!

## FUN FACTS

- Lois Margolet and her brother Alan started the business in 1976 in Wilmington, Delaware, in a neighborhood known as Little Italy, where the original Capriotti's Sandwich Shop still stands on North Union Street.
- The sandwich shop was on the first floor, and Lois lived on the second floor.
- The store is named after Lois and Alan's grandfather, Philip Capriotti.
- The original concept was roasting whole fresh turkeys overnight for made to order fresh roasted pulled turkey, using the best quality meats and cheeses, and fresh rolls and produce delivered daily. Capriotti's still operates under this concept.
- The success of the brand is attributed to exceptional quality, extraordinary service and the loyal, repeat customers who could be heard saying, "Capriotti's makes the best sandwich I've ever eaten!"
- The first franchises were opened by other family members before finally franchising was offered to others outside of the family.
- The Bobbie®, Capriotti's signature sandwich made with homemade turkey, cranberry sauce, stuffing and mayo, was introduced in 1987 and is named after Lois and Alan Margolet's aunt.
- There are currently franchise locations in 17 states and the District of Columbia.

## **ABOUT THIS HANDBOOK**

This handbook represents the policies for EPS Restaurants LLC, East Coast Caps LLC, and any affiliate companies. Rather than use all of these company names throughout this handbook, you are notified that any reference to the “Company” refers to the companies listed above.

The Company is a franchisee of Capriotti’s Sandwich Shop Inc. and any reference to the “franchisor” refers to Capriotti’s Sandwich Shop Inc (CSSI).

This handbook supersedes all previous employer statements, including any previous handbooks, manuals, memorandums, and oral or written statements pertaining to policies described here. It is effective immediately and is applicable to all employees, regardless of their date of employment.

This handbook does not constitute a contract of employment; it does not create property rights in jobs, nor is it an inflexible set of rules and regulations.

The compensation, hours of employment, and all other terms and conditions of employment for all employees are subject to modification by the Company at its discretion.

The Company reserves the right, on a case by case basis, to interpret its stated or usual policies, practices, and procedures when the Company deems it necessary or appropriate. The Company also reserves the right to modify, revoke, suspend, terminate, or change any or all such policies and procedures, in whole or part at any time, without notice. As such, all employees are subject to termination at the discretion of the Company.

These guidelines have been prepared to help ensure that you are aware of the importance the Company places on the safety and security of our employees and customers, as well as on the protection of the Company’s cash and other assets. These guidelines may be revised periodically. The Company reminds employees that they are responsible for being current on Company policies. It is your responsibility to act in accordance with these guidelines and to use your best judgment as a professional in any unforeseen situations.

Except where differences in policy are noted, these guidelines apply to all employees, regardless of location, length of service, or position within the Company, whether store or above store employees, whether hourly or salaried, full time, or part time.

Adherence to these and all official Company procedures, and the policies and procedures of the franchisor, Capriotti’s Sandwich Shop , and the exercise of good judgment, will enhance the safety and security of all employees.

## **EMPLOYMENT AT WILL**

Employment at the Company is “at will”, meaning either the employee or the Company may terminate the employment relationship for any reason at any time. The Company disclaims any implied contractual obligation for continuing employment.

# NON DISCLOSURE AGREEMENT

During employment with our Company, you may learn of proprietary and/or confidential information. As an employee of the Company, it is your responsibility to maintain the confidentiality of such. Inappropriate action or misuse of the Company's proprietary and/or confidential information will result in disciplinary action up to and including termination. If you are unsure of how to handle situations involving Company documents, facts, or records, please consult the RGM of your location, or contact one of the Owners.

Information about the Company's employees (including ex-employees) is private. This includes work schedules, phone numbers, home addresses and any other personal information. Do not ever share this information with anyone.

The Company office address and phone:

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East Coast Caps LLC  
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