

# Goodwill Industries

of Wayne and Holmes Counties, Inc.

## Personnel

## Policies



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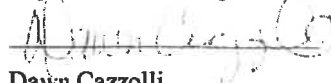
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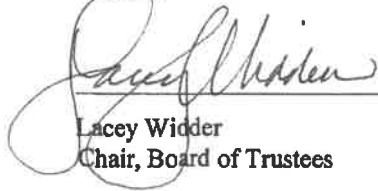
## PREFACE

This Policy and Procedure Manual contains guidelines for fulfilling the mission of Goodwill Industries of Wayne and Holmes Counties, Inc. The needs of trainees and circumstances may permit or even dictate the use of alternate procedures to achieve successful outcomes.

### Signatures on original



Dawn Cazzolli  
President



Lacey Widder  
Chair, Board of Trustees

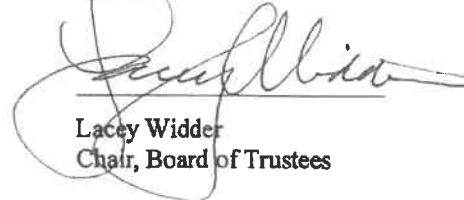
## APPROVAL

This Policy and Procedure Manual for Goodwill Industries of Wayne and Holmes Counties, Inc. has been reviewed and approved in total.

### Signatures on original



Dawn Cazzolli  
President



Lacey Widder  
Chair, Board of Trustees

Adopted:  
December 15, 2004

Updated:  
04/02/2024

## **EMPLOYMENT AT WILL**

Unless specifically stated in writing, all Company employees are at-will employees. THIS HANDBOOK IS NOT A CONTRACT OF ANY KIND, AND DOES NOT GUARANTEE EMPLOYMENT FOR ANY SPECIFIC DURATION. EITHER YOU OR THE COMPANY MAY TERMINATE THE RELATIONSHIP AT ANY TIME, FOR ANY REASON NOT PROHIBITED BY LAW, WITH OR WITHOUT CAUSE OR NOTICE. PLEASE UNDERSTAND THAT NO REPRESENTATIVE OF THE COMPANY HAS THE AUTHORITY TO ENTER INTO ANY AGREEMENT WITH YOU FOR EMPLOYMENT FOR ANY SPECIFIED PERIOD OF TIME, OR TO MAKE ANY PROMISE OR COMMITMENT CONTRARY TO THE FOREGOING, UNLESS APPROVED BY THE PRESIDENT AND CEO IN WRITING.

Should you have any questions regarding the information contained in this handbook, please ask your supervisor for assistance.

## **Mission Statement**

Goodwill is your local non-profit helping people overcome challenges, build skills, find jobs, and grow careers.

## **Vision Statement**

We will build stronger generations by creating a community where we are working towards a better future.

# HEALTH AND SAFETY POLICY

The safety and health of every employee in this organization is of primary importance. Every employee has a responsibility to maintain a safe working environment including reporting hazards and working toward preventing accidents. Please reference Employee Health and Safety policy in this manual.

This organization will comply with all State and Federal Health and Safety codes and regulations.

Membership of the safety committee will be comprised of representation from all departments as assigned by the department Vice President.

Regularly scheduled safety inspections will be made to discover and correct unsafe conditions and practices.

Every accident and incident will be investigated promptly and thoroughly with the aim of preventing the same or similar incident/accident.

Safety and health rules and regulations will be formulated, and all employees and management shall be required to comply with them as a condition of employment.

When workplace hazards cannot be eliminated, suitable personal protective equipment shall be issued to employees. Employees are required to properly wear this equipment.

Each supervisor will be responsible for safety in their respective areas of responsibilities, and will be given the training, assistance, authority, and support needed to fulfill this responsibility.

Dawn Cazzolli, President and CEO  
Goodwill Industries of Wayne and Holmes Counties, Inc.

# **AFFIRMATIVE ACTION FOR EQUAL EMPLOYMENT & ANTI-DISCRIMINATION POLICY**

It is the policy of Goodwill Industries to maintain and promote equal employment opportunities. Goodwill Industries will continue to select candidates for employment based on their qualifications for the job. Goodwill shall treat them equally with respect to employment compensation, opportunities for advancement, training, recruitment, hiring, transfer, termination, demotion, or layoff without discrimination because of ancestry, sex (including without limitation pregnancy, sexual orientation, and gender identity), age, race, color, religion, national origin, genetic information, military status, protected veteran status, or disability. Our objective is to ensure that progress is made toward the goal of employing the minority, persons of a protected class, and those persons with disabling conditions at all job levels and in all organizational units of our organization. Goodwill Industries will promote the full realization of this policy through a program of positive, continuing efforts. Therefore, Goodwill Industries will continue this practice through its own formal services and through its relationships with other community agencies.

## **RECRUITING:**

Our organization is actively seeking minorities, women, and persons with disabilities for existing and future employment. To improve recruitment and increase the flow of minority, female, and applicants with disabilities, our organization will notify local, state, and federal employment referral agencies, minority, female, and organizations with persons with disabilities found within the local area. These may include NAACP, OOD, Mental Health and Recovery Board, Secondary schools and Colleges with high minority and female enrollments, concerned community and religious leaders, and specialized placement agencies (i.e.: Senior Citizens Employment Program, Department of Job and Family Services).

## **RETENTION/PROMOTION:**

Goodwill will post all job openings internally at our Employment and Training Center site on Nold Avenue, Palmer Street, and all stores. All qualified candidates will be given full consideration for open positions in compliance with Goodwill's Affirmative Action Equal Employment and Anti-Discrimination Policies (AA&AD Policy).

## **DEVELOPMENT:**

Goodwill has an active staff development plan to assist people in their professional growth and will provide job training on an equal access basis in compliance with Goodwill's Affirmative Action Equal Employment and Anti-Discrimination Policies (AA&AD Policy). Training will be targeted to all staff based on need and available funding.

Goodwill Industries is an Equal Employment Opportunity (EEO) employer for all consumers, employees, and applicants. Discrimination is prohibited based on ancestry, sex (including without limitation pregnancy, sexual orientation, and gender identity), age, race, color, religion, national origin, genetic information, military status, protected veteran status, or disability. This policy is intended to apply to employment compensation, opportunities for advancement, training, recruitment, hiring, transfer, termination, demotion or layoff, and all other privileges, terms, and conditions of employment.

Anyone who believes that Goodwill's Affirmative Action Equal Employment and Anti-Discrimination Policies (AA&AD Policy) have been violated should follow the process outlined in the section entitled Complaint Procedure, Section 1-4 or contact the Corporate Compliance Officer.



# DISCRIMINATION AND HARASSMENT

It is our policy to abide by all laws that prohibit discriminatory business practices. Goodwill is committed to maintaining a diverse workforce and will utilize recruiting methods to ensure a diverse pool. Employees and consumers are entitled to work and train in a positive work environment that is free from any form of unlawful harassment, sexual harassment, or discrimination.

Goodwill Industries of Wayne and Holmes Counties, Inc. prohibits and does not tolerate discrimination or harassment of any kind. Discrimination or harassment is any unwanted intimidating, hostile or offensive action that singles out an employee, to the employee's objection, because of race, sex (including without limitation pregnancy, sexual orientation, and gender identity), color, religion, national origin, age, disability, protected veteran status, military status, gender information, or ancestry. Discrimination or harassment also includes actions by any employee that are intended to interfere with or impede the proper performance of another employee's job duties. This policy applies to all employees of Goodwill Industries of Wayne and Holmes Counties, Inc. (including supervisors and management). The policy also applies to every aspect of employment throughout the organization and to the dealings of our employees with consumers, vendors, and customers.

Sexual harassment has been defined generally as including unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual or otherwise offensive nature, whenever:

- 1) Submission to the conduct is either an explicit or implicit term or condition of employment.
- 2) An employee's reaction to the conduct is used or threatened to be used as a basis for employment decisions.
- 3) The conduct has the purpose or effect of interfering with the employee's work performance or creates an intimidating, hostile or offensive working environment.

No employee should be subjected to such conduct nor should any employee be led to believe that an employment opportunity or benefit would in any way depend upon "cooperation" of a sexual nature. Sexual harassment may occur between persons of the same or different genders. Employees of all genders are protected by the law and this policy, regardless of whether a male or female is the harassed, the victim or the harassment involves individuals of the same sex. Harassment takes many different forms. It may also include such actions as but not limited to:

- Sexually oriented verbal "kidding", "teasing," or jokes.
- Repeated offensive sexual flirtations, advances, or propositions.
- Verbal abuse, ridicule, or bullying.
- Continued or repeated verbal abuse of a sexual nature.
- Improper physical contact.
- Interference with an employee's work by improper action such as threats or intimidation.
- The display of sexually explicit pictures or objects.
- Demanding favors (sexual or otherwise) for employment, promotion, or transfer.

It is extremely important that everyone review their attitudes and conduct toward fellow employees to ensure that what might be intended as a harmless joke or comment is not interpreted by another employee as a form of sexual harassment.

Employees may bring complaints regarding discrimination or harassment, to the attention of their supervisor, or if they are not comfortable discussing the matter with their supervisor, to the department Vice President or Human Resource Department. Complaints of discrimination or harassment will be promptly and carefully investigated in accordance with the Complaint Policy in this manual. Reasonable steps will be taken at the request of the complainant to separate the complainant and the alleged harasser during the investigation. Additionally, any manager or supervisor who observes any conduct of a discriminating or harassing nature has an obligation to report the observations, so that appropriate steps can be taken to ensure that the inappropriate conduct is stopped immediately.

Management's investigation will include interviews with the complainant, the accused, and other potential witnesses. Information will be shared only on a need-to-know basis. Precautions will be taken to ensure that only those necessary to the conduct of an effective investigation know the identity of the person reporting the discrimination or harassment.

Goodwill Industries of Wayne and Holmes Counties, Inc. will review its findings with the complainant. If the investigation reveals that the complaint appears to be valid, immediate, and appropriate corrective action, up to and including termination will be taken to stop the discrimination or harassment and prevent its recurrence in accordance with the Progressive Discipline Policy in the manual at the conclusion of its investigation. Goodwill Industries of Wayne and Holmes Counties, Inc. prohibits retaliation against anyone making a complaint of discrimination or harassment in good faith. Please reference the policy on Duty to Report.

## CLASSIFICATION OF EMPLOYEES

**EXEMPT:** Employees who meet the salary level, salary basis and job duties tests or other criteria prescribed by the Department of Labor for exemption from overtime pay requirements.

**NON-EXEMPT:** Eligible for overtime payment for all hours worked over 40 hours in a workweek in accordance with applicable federal/state wage and hour laws. Such overtime is paid at a rate of 1 ½ times regular rate.

**TEMPORARY:** Temporary employees – employees engaged to work full-time or part-time on specific projects or for a limited duration, whether hired directly by the Company or employed through a temporary employment agency. Temporary employment will automatically terminate upon completion of a specific assignment, if not terminated earlier, at the discretion of management. Such employees may be “exempt” or “non-exempt” as defined herein.

**FULL-TIME** Employees working 35 hours or more a week and are eligible for benefits (approval is needed by the VP of the Department and CEO to work a 35-hour week and the decision will be based on organizational need).

**PART-TIME** Employees working less than 29 hours per week (consistently). These employees are generally ineligible for benefits except as required by law or under the terms of a particular benefit program which may be in effect from time to time.

\*Due to ACA (Affordable Care Act) requirements, any PT employee working 30 hours a week or more may be eligible for medical benefits.

Employees will be informed on initial employment or during orientation of their employment classification and status as exempt or non-exempt. If there is a change in the classification or exempt status the Human Resources and/or Supervisor will inform the employee of the change. The work week is defined in the Payroll Section of the Personnel Manual.

### ORGANIZATIONAL EMPLOYMENT SERVICES CONSUMER:

Employees meet the criteria established in Operating Standards Policy 4.I.1-5 as may be in effect from time to time.

These individuals are involved in a long-term vocational rehabilitation program.

## **COMPREHENSIVE VOCATIONAL EVALUATION/EMPLOYEE DEVELOPMENT CONSUMER:**

These referrals come to Goodwill from OOD, Wayne County Department of Job and Family Services, Juvenile Court, School Systems, or other referral sources. Consumers are persons who are assigned a Case Manager and can benefit from employment and training at Goodwill. They must meet the criteria established for each specific referral source service.

## **EXEMPT EMPLOYEES - ADMINISTRATIVE:**

Exempt employees will be paid the same amount per period regardless of quality or quantity of work. However, they can still be disciplined for quality and quantity of work. Please reference the Organizational Rules of Conduct. Deductions are not permitted for absences created or caused by the employer or by the operating requirements of the business. Deductions are not permitted for partial day absences (except in FMLA leave). Goodwill Industries cannot deduct from the salary of an exempt employee unless the exempt employee has used their allotted PTO time, is on FMLA or in specific situations as defined below,

1. Deductions may be made for one or more *full day* absences for personal reasons, other than sickness and disability.
2. Deductions may be made for one or more *full day* absences because of sickness or disability if such deductions are made under a bona fide plan, practice, or policy of providing wage replacement benefits for these types of absences.
3. Deductions may be made for FMLA, including intermittent or partial day leave.
4. Deductions may be made to offset payment amounts for jury duty, witness fees and military pay (but not for travel and parking)
5. Exempt employees may be deducted a whole day's pay for violations of written work rules.
6. Deductions may be made for the day(s) the employee does not work during the employee's first and last weeks of employment.
7. An exempt employee need not be paid for any work week in which the employee does not work at all.

Goodwill prohibits improper deductions and views these infractions as a serious violation of company policy. Employees who feel there is a violation of the policy can utilize the Complaint Procedure as set forth more fully in the employee handbook or any substitute procedure that may be in effect from time to time. As outlined in our Corporate Compliance Program, Goodwill will not retaliate against an employee for making a complaint. Employees should refer to the Corporate Compliance Program, the FMLA Policy and the Employee Benefits section of the Personnel Manual.

## **COMPLAINT PROCEDURE**

It is our purpose to provide an effective and acceptable means for employees and consumers to bring work related concerns/problems or programming to the attention of management. Therefore, the following complaint procedure has been established for the benefit and use of Goodwill Industries' employees and consumers.

A complaint may be a concern regarding a Goodwill policy and/or procedure. A complaint may also be filed under this policy regarding harassment/hostile work environment based on any fact that results in unlawful discriminatory treatment. Violations can only be corrected in an atmosphere free of discrimination and

harassment, maintained only to the extent that management is made aware of problems. Under the plan, employees or consumers may submit complaints in the following sequence:

Step 1:

- A. To ensure prompt attention, complaints should be submitted **immediately** after the event occurs, which is defined as 12 hours following the event or no later than the next scheduled workday.
- B. Complaints should be presented in writing to the employee's/consumer's immediate supervisor or case manager. The supervisor or case manager will inform the appropriate Director, Vice President or Human Resource Department of the complaint. If you believe it would be inappropriate to discuss the matter with your supervisor or case manager, report it directly to the Human Resource Department.
- C. The employee or consumer submits the complaint personally but may elect to have another employee/consumer, advocate, or other representative appear with them. The consumer may also contact their referring agency for a non-binding external review.
- D. The supervisor or case manager should make every effort to resolve the complaint in this initial step.
- E. The complainant shall be informed of the progress or the resolution of the complaint.
- F. The action of filing a formal complaint will not result in retaliation or barriers to services.

**RESOLVING THE COMPLAINT:**

- A. The HR Director will attempt to investigate and resolve the complaint and will respond within 10 days to the complainant. If the complaint is made against the HR Department, the CEO will assign an executive staff member to investigate and resolve the complaint.
- B. The problem is taken to a committee consisting of the CEO, the HR Director, and the Executive Staff member involved and any appointee of the President of Goodwill Industries of Wayne and Holmes Counties, Inc. The action of the President is deemed final.
- C. The complaint and the investigation are kept as confidential as possible.
- D. Goodwill prohibits any form of retaliation or barriers to services for filing a complaint or for assisting in the investigation of a complaint.
- E. If the investigation concludes there has been a violation of Goodwill's policies the appropriate and effective disciplinary action up to and including termination will be taken.
- F. The resolution of the complaint will be presented to all involved parties. The HR Director or other representative appointed by the CEO, HR representative and/or Case Manager will talk to the complainant. The resolution may be presented in writing if that request is made from the complainant.

## **CONFIDENTIALITY**

In recognition of the rights of all individuals, it shall be the policy and practice of this organization and its employees to conduct its business while protecting the rights and privacy of all our employees. We shall do this in ways that are reasonable and consistent with good business practices, with the rights of individuals as our ultimate guideline. No employee, other than the Vice President of Human Resources and Mission Services, The Human Service Director, or the President are permitted to comment on, provide information about, or otherwise discuss past or present employees, their job status, their performance on the job or discuss employee referrals. Any violation of this policy will result in severe disciplinary action up to and including dismissal from employment. Nothing in this policy should be construed as restricting employees' rights under Section 7 of the National Labor Relations Act.

The Organization will:

Request and use only that personal information which is pertinent to the effective conduct of our business.

Consider personal information collected and maintained to be of a confidential nature, recognizing our responsibility to provide adequate safeguards to maintain that confidentiality.

Refuse to make available, without the knowledge and written consent of the employee/consumer, personal information to outside agencies, individuals, or organizations except as required by law.

Make available to employees, upon proper request, information we generate with regards to them recognizing our obligation to protect the privacy of the source of the information.

Allow employees access to their own personnel file; however, employees must make an appointment to review their file with the Human Resource Department. Employees may have copies of any information contained in their personnel file if the document was generated by Goodwill Industries. Employee's personnel files are the property of Goodwill Industries and are confidential.

Keep wage and bonus information in confidence.

Correct or delete any information found to be inaccurate.

Expect all employees and consumers to conform to our well-established ethical standards as to the confidentiality of personal information held by this agency.

## **PRE-EMPLOYMENT BACKGROUND, EDUCATION AND CREDENTIAL AND DRUG AND ALCOHOL CHECKS**

Goodwill Industries reserves the right to conduct pre-employment background, education and credential and alcohol and drug checks on all applicants and any positions within the organization. (

Education and credential certification, background and drug and alcohol checks are conducted **after** a conditional offer for employment is made and will be arranged by the Human Resource Department through a third-party investigative service provider. If education is a **requirement** for the position, it will be checked through a request from the original source. The conditional offer shall be contingent upon the results of the education, background and drug and alcohol check. An applicant must pass the screening process prior to starting employment. Some programs may require BCI (Bureau of Criminal Investigation) checks.

The candidate for employment must **sign a waiver to authorize the background check to be conducted** by the Human Resource Department.

The results of the criminal background will be used to determine if any arrests and/or convictions conflict with the job assignment the applicant will be performing at Goodwill. When credentials, including college diplomas, are identified by the Job Description, the agency will verify said credentials with the primary source. The applicant will not be considered for employment if the employee has a positive drug or alcohol result or if his/her arrest and/or conviction record conflicts with the job assignment the applicant is being hired for a Goodwill.

The Human Resource Department and the appropriate Vice President will consider the following factors in deciding whether a conviction conflicts with the job assignment:

1. the nature and gravity of the offense or offenses,
2. the time that has passed since the conviction and/or completion of the prison sentence and,
3. the nature of the position sought.

In addition to the three factors above, in considering whether an arrest or arrests conflict with the position

sought, the Human Resource Department and the appropriate Vice President, will:

1. allow the applicant a meaningful opportunity to explain the arrest,
2. research the credibility of the explanation and, The Human Resource Department will not bar employment or make a blanket exclusion based only on arrest or conviction records.

If determined that the applicant's arrest and/or conviction record conflicts with the position sought, the conditional offer of employment may be withdrawn by the Human Resource Department, Vice President HR and Mission Services or President. The conditional offer is withdrawn verbally and then confirmed in writing.

## **EMPLOYEE ATTENDANCE**

Your attendance is essential to the operation and success of the organization. The organization expects and requires each employee to be present when scheduled to work and to report on time. Employees who call off less than one half hour before the start of a shift may be disciplined. Employees who leave early may also be disciplined. Employees who habitually call off may also be disciplined. Three unexcused call offs or lateness/leaving early in a 30-day period is considered excessive and this applies to both part-and full-time employees whether they have PTO or not.

When illness or other serious problems require missing work, employees must report off to the supervisor of their department. When an unexpected delay will mean late arrival on the job, call in to report the expected time of arrival. Emailing, texting, direct messaging, and/or sending word with a co-worker or support system is not allowed and will be considered a no call/no show and attendance points will accrue.

Excused absence may result in a reduction in pay unless the time is made up and is limited to emergencies and personal business, which unavoidably must be scheduled during work hours. In unavoidable emergency situations, points may be excused. Approval for the removal of points **can only** be given by VP's and the President. An emergency may include, for example, a car accident or extreme medical emergency requiring emergency treatment at an ER.

**An employee who misses three straight scheduled workdays without notification to their supervisor or a member of management shall be considered a voluntary resignation. An employee who misses 3 separate scheduled workdays without notification to their supervisor or a member of management during a rolling 12-month period, is termination. An employee may be disciplined for excessive absences as referenced above and in EMPLOYEE DISCIPLINE.**

Non-exempt, employees, both part and full time, who do not yet have or run out of PTO (except in the case of FMLA) will be subject to a point system. If the employee is more than 1 hour late or leaves more than 1 hour early, they will be assigned a ½ point. Note, employees must notify their manager if they are going to be late and must get permission from their manager to leave early. If the employee is a no call no show, they will receive 2 points. If the employee misses a day with proper documentation, they will receive a 1/2 point. If the employee misses a day without documentation, they will be assigned 1 point. If the employee receives 3 points, they will receive a Verbal Warning, 5 points is a Written Warning, 7 points is a final warning and 8 points or more, they will be disciplined up to and including termination. Points will fall off one year from the date the point was given. Absences where a point is incurred shall be unpaid.

An employee may request to make up hours during the same pay week. In this case, points will not be assigned. This will be based on department needs and at the discretion of the Department Manager, Director or Vice President. In all cases, attendance information will be recorded in the employees digital personnel record.

New Hires Within 90-Day Observation Period

- i. New Hires during their Observation Period that have five (5) points during the 90 Day Observation Period will be deemed to have excessive absenteeism and will be immediately terminated.
- ii. Absences accumulated during the Observation Period continue to accrue after the Observation Period and **do not start over**. Points will fall off one year from the date the point was given.
- iii. Appropriate disciplinary actions will occur during the Observation Period. A Verbal Disciplinary will be given at 3 points. Employees will be advised during this disciplinary that reaching 5 points during the Observation period will be termination.

Call Off Procedures

- Employees must call off directly to their department supervisor.
- Employees must call off work no less than 30 minutes before the start of their shift.
- Employees must call their department supervisor if they have an unexpected delay in arrival time.
- Employees must report directly to their department supervisor if they must leave during their shift.

Disciplinary points - will be assigned as described.

**POINT AND DISCIPLINARY SYSTEM FOR ATTENDANCE,  
PUNCTUALITY, AND DEPENDABILITY**

Occurrence Type	Description	Examples, but not limited to the below:	Points
<b>Approved Excused Absence</b>	The employee requested to be off the schedule and was approved by the manager.	<ul style="list-style-type: none"> <li>• Paid Time Off (PTO)</li> <li>• Unpaid Time Off</li> <li>• Approved Late arriving/Early Out</li> <li>• Court</li> </ul>	0
<b>Late In</b>	The employee arrives late to the shift due to the employee's lack of pre-planning, or an unforeseen issue/emergency (Late is considered more than 1 hour)	<ul style="list-style-type: none"> <li>• Woke Up Late</li> <li>• Appointment before shift</li> <li>• Stopped by a train or excessive traffic</li> </ul>	.5
<b>Early Out</b>	The employee leaves early from the shift due to lack of pre-planning, or an unforeseen issue/emergency (Early out is considered more than 1 hour)	<ul style="list-style-type: none"> <li>• Illness of employee or dependent</li> <li>• Appointment scheduled after shift</li> <li>• Outside Event</li> </ul>	.5

<p><b>Approved Unexcused Absence</b></p>	<p>The employee had an issue that arose that couldn't have been pre-planned, and the employee brought management <b>proof of the absence or documentation from an official third party.</b></p>	<ul style="list-style-type: none"> <li>• Doctor/Dentist note provided for employee and/or dependent(s)</li> <li>• School, daycare notice</li> </ul>	<p>.5</p>
<p><b>Unapproved Unexcused Absence</b></p>	<p>The employee chooses to not come to work or a mandatory meeting, or an issue that arose that could not have been pre-planned, and the employee does not have documentation as to why they were absent.</p>	<ul style="list-style-type: none"> <li>• Illness of employee or dependent with no documentation</li> <li>• Employee does not feel like coming in</li> <li>• Transportation issue w/o documentation</li> </ul>	<p>1</p>
<p><b>No Call/No Show</b></p>	<p>The employee does not communicate a reason for their absence or arrive for their scheduled shift/mandatory meeting.</p>	<ul style="list-style-type: none"> <li>• No communication from employee</li> <li>• No communication from anyone about the employee</li> </ul>	<p>2</p>
<p><b>3 Consecutive Shifts of No Call/No Shows</b></p>	<p>The employee does not communicate a reason for their absence or does not arrive for their scheduled shift for three (3) scheduled shifts in a row. Considered a voluntary job resignation.</p>	<ul style="list-style-type: none"> <li>• No communication from employee</li> <li>• No communication from anyone about the employee</li> <li>• No return call from management or coaching staff</li> </ul>	<p>Termination-Voluntary Resignation</p>
<p><b>3 Separate No Call/No Shows</b></p>	<p>The employee does not communicate a reason for their absence or arrive for their scheduled shift on 3 separate occasions during a rolling 12-month period</p>	<ul style="list-style-type: none"> <li>• No communication from employee</li> <li>• No communication from anyone about the employee</li> <li>• No return call from management or coaching staff</li> </ul>	<p>Termination</p>



# Points	Action	Appropriate Action Description	
3 Points	Verbal Warning	Employee's manager to complete a Verbal Warning and send it to HR for approval. The disciplinary action must be completed with the employee's next scheduled shift after approval, and no later than the 2 <sup>nd</sup> scheduled shift. A witness must be present.	
5 Points	Written Warning	Employee's manager to complete a Written Warning and send it to HR for approval. The disciplinary action must be completed with the employee's next scheduled shift after approval, and no later than the 2 <sup>nd</sup> scheduled shift. A witness must be present.	
7 Points	Final Warning	Employee's manager to complete a Final Warning and send to HR for approval. The disciplinary action must be completed within the employee's next scheduled shift, and no later than the 2 <sup>nd</sup> scheduled shift. The Manager will make the next steps clear to the employee at this meeting.	
8 Points	Termination	The employee's manager will notify HR of the termination. HR or the Manager will notify the employee that 8 points have been accrued and is termination. A Termination Checklist will be completed by the Manager and forwarded to HR within 24 hours.	

# EMPLOYEE DISCIPLINE/TERMINATION

## OTHER RELATED POLICIES AND OR PROCEDURES: (ORGANIZATIONAL RULES OF CONDUCT)

While this organization realizes that a large majority of employees will never give cause for disciplinary action, nevertheless, to deal uniformly with the offenders, it shall be the policy of this organization to have a written disciplinary procedure which shall provide for the following:

- A. That an employee shall have been given proper notice of what constitutes improper action.
- B. That an employee will have had sufficient notice that continuance of such improper actions will bring about further disciplinary action and eventual discharge.
- C. That the level of discipline shall be commensurate with the severity of the offense.
- D. That a report in writing be made of all warnings given and disciplinary measures taken.
- E. Two members of management staff, such as Shift Supervisor, Assistant Manager, Manager, Director or Vice President will be present at all disciplinary actions and terminations.

## DISCIPLINARY/TERMINATION PROCEDURE:

Whenever, an employee commits an offense warranting a disciplinary action, whether it be due to a separate policy (for example, attendance or production) or due to a violation of one of the Organization Rules of Conduct, as outlined in the Personnel Manual, they will get one of the following types of disciplinary actions; Verbal, Written or Suspension. **The type of action is dependent on the severity of the offense or prior disciplinary actions received.**

If an employee gets 3 disciplinary actions during a rolling 12-month period, they need to be aware that a 4th offense, for any infraction, will result in immediate termination. Disciplinary actions that have been received prior to the rolling 12-month period will be archived but not counted towards termination for the current period. Exceptions can only be made by the CEO. Employees should contact the Human Resources Department if they need referral or mentoring services. Please be aware that, depending on the type and severity of the offense, an employee may be immediately terminated if the situation warrants.

**Whenever an employee commits an offense warranting disciplinary action, a supervisor may begin disciplinary action in any of the steps listed below, depending on the seriousness of the offense committed:**

- A. **For minor offenses, the employee should be given a verbal warning. If this does not correct the situation within a reasonable length of time, the supervisor should then use the second step of this procedure. The Human Resource Department and the appropriate Vice President will review any action prior to it being given to an employee. Although this is a verbal warning, a form must be completed and forwarded to the Human Resource Department to be placed in the employee's file.**
- B. **Written Warning - The employee will be given a written warning stating what the employee must do to correct and what happens if behavior is not corrected.**
- C. **Suspension from work, subject to discharge.**
- D. **Termination from employment**

If the seriousness of the violation warrants an investigation, the employee may be suspended, and a thorough investigation shall be conducted. The immediate supervisor, appropriate VP and/or Director and the Human Resource Department shall conduct the investigation. They shall discuss the events with the suspended employee within an appropriate time frame. After a thorough investigation, the appropriate action shall be

taken, which may include dismissal or reinstatement of the employee if it is clearly warranted.

**It should be emphasized again that supervisors are not required to go through all the steps involved in this disciplinary procedure. Discipline or termination may begin at any step in the procedure depending on the seriousness of the offense committed.** Any discipline administered by a supervisor should be commensurate with the offense committed. In addition, the supervisor may repeat any of the first two steps of this procedure when it is deemed appropriate, so long as the discipline is commensurate with the offense committed. In any case, supervisors must consult with the Human Resource Department and the appropriate department Vice President before giving an action.

All disciplinary action must be signed by the employee or marked “refused to sign” by the supervisor/manager. The staff member witnessing the disciplinary action shall sign as a witness. Having the employee sign a disciplinary notice does not mean that they agree with the notice; it shows that the disciplinary notice was given and that they understand it.

The foregoing is not intended to require an act of progressive discipline. Goodwill may choose one or more of the above-listed actions or impose other requirements or sanctions. The use of any discipline is in no way intended to change or alter the status of employment from that of at-will. Goodwill having once implemented a particular course of action is not required to follow that course of action in like circumstances.

## **EMPLOYEE SELECTION POLICIES**

Since employees are the lifeblood of this or any organization, selecting competent, conscientious workers is of vital importance to the success of this organization. Therefore, this organization will attempt in its selection of employees to achieve the best possible match between applicants for jobs and available positions.

### **PERSONNEL VACANCIES:**

Whenever vacancies occur, either through employee turnover or creation of new position(s), such vacancies may be filled by:

- A. Promotion of current employee.
- B. Transfer of current employee when feasible.
- C. Recall of qualified employees on layoff.
- D. Active applications on file within the organization.
- E. Recruitment of outside applicants.

### **PROCEDURE FOR FILLING PERSONNEL VACANCIES: (EXCEPT TRANSITIONAL AND CONSUMER)**

Whenever an employment vacancy occurs, the manager of the department shall initiate the hiring process as follows:

Review personnel files of any present employee to determine if they have the qualifications for the open position.

Employee selection should be accomplished in compliance with Goodwill’s Affirmative Action for Equal Employment and Anti-Discrimination Policy.

### **PROCEDURE FOR POSTING: (EXCEPT FOR TRANSITIONAL AND CONSUMERS)**

Job posting will be posted on all bulletin boards in the Nold and Palmer facilities and posted in each store and sent via email to all users.

## **RECRUITMENT:**

To fill a personnel vacancy, the Human Resource Director will recruit applicants for the position.

In general, such recruitment shall use the following sources:

- A. Former employees who left in good standing may be considered for rehire.
- B. Help wanted advertisement in various media will be used except for internal and lateral transfers. When used, such advertisement shall identify this organization as an Equal Opportunity Employer.
- C. When special job qualifications are required, schools and colleges may be contacted for referrals. When colleges are contacted for referrals, this organization shall be identified as an Equal Opportunity Employer.
- D. Other appropriate sources including but not limited to, referrals from current employees and advertising at the Ohio Means Jobs Lab.

## **APPLICATIONS:**

It shall be the policy of this organization to accept completed applications from all persons who wish to apply for employment.

All employment applications that are received from job applicants will be considered "active" for a period of 30 days from the date of the application form.

Applications will be reviewed by the Human Resource Director and filed. Any falsification of application/resume will result in termination.

## **REVIEWING FOR EMPLOYMENT:**

All applicants being considered for employment shall be subject to employment investigations into their educational, work background and personal references. All applicants considered for hire may have their references checked by the Human Resource Director, appropriate manager, or Vice President. In addition, designated positions will have a drug and alcohol test, license check and background check prior to hire.

Items reviewed by the Human Resource Director and/or appropriate manager shall be:

- A. Written application
- B. Resume
- C. Closed personnel files to determine whether the applicant is a former employee

## **INTERVIEWING:**

The Human Resource Director and/or appropriate manager/supervisor shall interview the prospective persons to be hired. Items discussed in the interview:

- Position title and job description
- Wages & salary
- Starting date/pending background, drug and license checks where applicable.
- Name of immediate supervisor
- Any special consideration

## **QUALIFICATIONS:**

Employees shall be selected based on education and experience. Specific qualifications or pre-employment checks will be defined in the Job Description for this position and include, but are not limited to,

- Verification of references.
- Criminal background check
- License verification
- Copies of diplomas, transcripts, certificates of training from the original source.

## **HIRING DECISION:**

The decision to hire will be a joint decision between the Human Resource Director, specific department supervisor/manager and appropriate Vice President or President depending upon the position. Employee selection should be accomplished in compliance with Goodwill's Affirmative Action for Equal Employment and Anti-Discrimination Policy.

## **REHIRING OF FORMER EMPLOYEES:**

Employees who left the organization voluntarily or through no fault of their own and who make application for re-employment will be given consideration. It is our policy not to re-employ those who are discharged for cause. A person who is re-employed does not retain any rights, privileges, or benefits from previous service. Length of service begins with the new date of hire.

## **JOB OFFERS:**

It is the policy of this organization that job offers for employees can be extended by the President, Vice Presidents, or Human Resource Director. Store and other managers may hire after discussing/conferring with the Human Resource Director or the V. P. of that area. Job offers for staff will be extended in writing from the Human Resource Director and contingent upon background checks, license checks and drug and alcohol screen. Those positions which do not require these checks will be extended by the hiring manager of that business unit.

## **NEW EMPLOYEE FORMS AND ORIENTATIONS:**

Prior to their starting work, the new hires shall be scheduled for employment processing which shall include:

1. Signing of all required documents
2. Explanation of benefits, when necessary
3. Orientation to the organization
4. A checklist of all documents and topics discussed has been developed by the Human Resource Director and will be modified as necessary
5. All employees are required to get paid via Direct Deposit. Employees cannot sit for Orientation unless they fully complete the Direct Deposit Form.

To enable new employees to become acquainted with their new position as quickly and as efficiently as possible; this organization provides an orientation program. Administration of the program is the responsibility of the Human Resource Director, The Vice President and HR and Mission Services and the Training Manager.

## **EMPLOYMENT ELIGIBILITY VERIFICATION (FORM I -9)**

Employers must complete and retain Form I-9 to document verification of the identity and employment authorization of each new employee (both citizen and noncitizen) hired after November 6, 1986, to work in the United States.

Newly hired employees must complete and sign Section 1 of Form I-9 no later than the first day of employment. Goodwill requires that the I-9 be completed at New Employee Orientation. If proper identification is not available, the candidate will not be eligible for hire or compensation and will be asked to come to the next scheduled orientation. Generally, only unexpired, original documentation is acceptable.

Employees are required to provide written notification of any change in the I-9 information.

The form is not kept in the personnel/case record file but kept in a separate file. All files are the property of Goodwill Industries.

## EXIT INTERVIEWS

Every terminated employee, regardless of the reason, has the option to have an exit interview with a representative of the Human Resource Department, if possible. The Human Resource Director may request exit interviews be conducted by other management personnel when appropriate. The exit interview may be held prior to the employee leaving.

When this is not possible, an Exit Form will be mailed to the employee and the results returned to the Human Resource Department.

Exit interviews should strive to determine all the reasons the employee is leaving the organization, including complaints or problems with organization policies, practices, or operations. The interview should also serve as the prime opportunity to outline any compensation, allowances and benefits the terminated employee may be scheduled to receive, and to identify and correct any misunderstandings.

The employee is responsible for the return of agency property. Collection of keys or any organization property shall be returned. Any money owed to the organization will be deducted from final paycheck.

## LAYOFF POLICY

It may be necessary for Goodwill Industries to implement reduction in workforce due to lack of work, lack of funding etc. When economic conditions deem this necessary, the organization will use best efforts to attempt to arrange transfers to another position if available.

If a reduction of workforce becomes necessary, layoffs may be based on job classification and ability to do available work.

**Transitional Trainees** will be subject to lay off if there is no work available which they are able to perform.

Those workers who have been on lay-off and not called back to work within six months shall be considered terminated employees. Terminated employees are encouraged to re-apply.

## LEAVE OF ABSENCE/FMLA

### MILITARY LEAVE:

Employees who enter military service, including regular active duty, required active duty in the National Guard or Reserves, and National Guard or Reserves basic training will be granted a leave of absence for as long as the term of enlistment, induction or call-up lasts.

Employees attending Reserve summer encampment may use either paid vacation or unpaid personal leave. Pay during Reserve or National Guard service is the difference between the employee's military pay and the regular hourly rate of the employee based on a 40-hour work week for a period up to a maximum of ten days per calendar year. After the employee uses all the employee paid leave, excused absence without pay will be granted.

The following conditions apply to all employees on active duty:

Health and life insurance and other benefits will be suspended.

Unused PTO will be paid to the employee in his/her final check before entering active duty.

Upon returning to work after thirty days or longer, the employee will be reinstated in a position, if available, as similar in status, pay and responsibilities as is possible at the time of return.

Employees returning within thirty days may be reinstated to their previous positions.

Employees must return to work within ten working days after release from active duty. Failure to do so may result in termination of employment.

## **LEAVE UNDER THE FAMILY AND MEDICAL LEAVE ACT (FMLA):**

The Family and Medical Leave Act (FMLA) provide eligible employees with up to 12 workweeks of unpaid leave for certain family and medical reasons. During this leave, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. If the employee is receiving PTO or workers compensation benefits or salary continuation, the employee will be required to pay the employee's share of the premium for these benefits. At the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or an equivalent position.

### **Employee Eligibility Criteria**

To be eligible for FMLA, an employee must have been employed by Goodwill Industries of Wayne and Holmes Counties, Inc. for at least 12 months (which need not be consecutive), for at least 1250 hours during the 12-month period immediately preceding the beginning of the leave and, at a work site (a) with 50 or more employees; or (b) where 50 or more employees are located within 75 miles of the work site.

Goodwill will determine on a case-by-case basis if all eligibility requirements are met.

### **Events Which May Entitle an Employee to FMLA Leave**

FMLA leave may be taken for anyone, or for a combination of, the following reasons:

The birth of the employee's child or to care for the newborn child; FMLA Rights pertaining to the birth of a child expire 12 months after the birth,

The placement of a child with the employee for adoption or foster care or to care for the newly placed child,

To care for the employee's spouse, child, or parent, including adoptive, step or foster, (but not in-laws) **with a serious health condition,**

The employee's own serious health condition that makes the employee unable to perform one or more of the essential functions of the employee job,

Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on active duty or has been notified of an impending call or order to active duty in support of a contingency operation,

Eligible employees who are the spouse, son, daughter, parent or next of kin of a covered servicemember to care for a service member with a serious injury or illness.

### **How Much FMLA Leave may be taken.**

An eligible employee is entitled to up to 12 workweeks of unpaid leave during a 12-month period for any FMLA qualifying reason(s) (except for caring for a seriously injured or ill servicemember). The 12-month period is a rolling 12-month period measured backward from the date an employee uses any FMLA.

An eligible employee who requests leave to care for a service member with a serious injury or illness is entitled to 26 workweeks of FMLA leave in a single 12-month period.

### **Limitations on FMLA**

Leave to care for newborn or for a newly placed child must conclude within 12 months after the birth or placement of the child. When both spouses are employed by Goodwill Industries of Wayne and Holmes

Counties, Inc., they are together entitled to a combined total of 12 workweeks of FMLA leave within the designated 12-month period for the birth, adoption, or foster care placement of a child with the employees, for aftercare of the newborn or newly placed child, and to care for a parent (but not in-law) with a serious health condition. Each spouse may be entitled to additional FMLA leave for other FMLA qualifying reasons (i.e., the difference between the leave taken individually for any of the above reasons and 12 workweeks, but not more than a total of 12 workweeks per person).

**Examples:**

If each spouse took 6 weeks of leave to care for a newborn child, each could later use an additional 6 weeks due to his/her own serious health conditions or to care for a child with serious health condition.

**Intermittent or Reduced Work Schedule Leave**

Intermittent leave is taken in separate blocks of time. A reduced work schedule leave is a leave schedule that reduces an employee's usual number of hours per workweek or hours per workday.

Leave to care for a newborn or for a newly placed child may not be taken intermittently or on a reduced work schedule unless Goodwill Industries of Wayne and Holmes Counties, Inc. agrees to the individual leave request.

Leave because of an employee's own serious health condition, or to care for an employee's spouse, child, or parent with a serious health condition, may be taken all at once or, where medically necessary, intermittently or on a reduced work schedule.

If an employee takes leave intermittently or on a reduced work schedule basis, the employee must make a reasonable attempt to schedule the leave so as not to disrupt the operations of Goodwill Industries. When an employee takes intermittent or reduced work schedule leave for foreseeable planned medical treatment, Goodwill reserves the right to temporarily transfer the employee to a position with equal pay and benefits, which would be more accommodating of periodic absences and/or reduced hours. At the expiration of the intermittent leave, the employee will be reinstated to the same or substantially similar position as the employee held before taking FMLA leave.

Only time taken as leave will count towards use of the 12 FMLA weeks available.

**Requests for FMLA Leave**

An employee should request FMLA leave by completing the Employer's Request for Leave form and submitting it to his/her immediate supervisor, who immediately forwards it to the Human Resource Director.

When leave is foreseeable for childbirth, placement of a child or planned medical treatment for the employee's or family member's serious health condition, the employee must provide Goodwill Industries with at least 30 days advance notice or shorter notice as is possible (i.e., within 1 or 2 business days of learning of the need for the leave).

**Required Documentation**

An employee shall be required to submit medical certification from a health care provider to support a request for FMLA for the employee's or a family member's serious health condition. Medical certification forms are available from the Human Resource Director.

If Goodwill Industries has reason to doubt the employee's initial certification, Goodwill Industries may:

- (a) With the employee's permission, have a designated member of management, but not the employee's direct supervisor, contact the employee's care provider to clarify or authenticate the initial



certification. If the employee does not give permission and the certification is not clarified or authenticated, Goodwill may deny the FMLA request.

During FMLA leave, the employee must provide Goodwill with recertification regarding the employee's status and intent to return to work. If the employee's anticipated return to work date changes and it becomes necessary for him/her to take leave other than as originally anticipated, the employee must provide Goodwill Industries reasonable notice (within 5 business days) of the employee's changed circumstances and new return to work date. If the leave or extension is more than thirty (30) days, re-certification of serious illness is required. If the employee is seeking intermittent or reduced leave for periods more than six months, the employee will be required to provide recertification every six months. If the employee gives Goodwill Industries notice that the employee will not be returning to work, the employee will be considered to have voluntarily resigned.

Before the employee returns to work due to his/her own serious health condition, the employee will be required to submit a release from his/her health care provider that they are fit to return to work, with respect to the condition for which the leave was taken.

FMLA leave or return to work may be delayed or denied if the appropriate documentation is not provided in a timely manner.

- Benefits and seniority do not accrue during FMLA.
- All related information will be maintained in accordance with Goodwill's Confidentiality Policy.
- Reinstatement at same or equal position may be denied if the employee is in the top 10% of paid employees and necessary to prevent economic injury to the company.
- Goodwill is not required to pay an employee for leave taken based on FMLA.
- A complete copy of the FMLA regulations is on file in the Human Resources Department.

### **Use of Paid and Unpaid Leave**

FMLA provides eligible employees with up to 12 workweeks of unpaid leave. However, if the employee has PTO time available, PTO must be used up first. The remainder of the 12 workweeks of leave, if any, will be unpaid leave. The substitution of paid leave with unpaid leave does not extend the 12-work week leave period.

### **Designation of Leave**

Goodwill Industries will notify employee that leave has been designated as FMLA leave.

### **Maintaining Health Benefits during FMLA**

During FMLA leave an employee is entitled to continued group health coverage under the same conditions as if the employee had continued to work. The employee must discuss terms of premium payment(s) with the Human Resource Department prior to the leave. If the employee's payment of health insurance premiums is more than 30 days late, Goodwill Industries may discontinue health insurance coverage upon proper notice to the employee.

### **Reinstatement Limitations:**

An employee is entitled to reinstatement only if the employee would have continued to be employed had FMLA leave not been taken. Thus, an employee is not entitled to reinstatement if, (a layoff, reduction in work force or other reason), the employee would not be employed at the time job restoration is sought.

## **Failure to return to work following FMLA Leave.**

If the employee does not return to work following the conclusion of FMLA leave and has not been approved for an additional period of unpaid leave as an accommodation for a disability, the employee will be considered to have voluntarily resigned. Goodwill Industries may recover the portion paid by the organization for health care premiums of the employee while on leave. If the employee does not return to work due to employee's or a family member's serious health condition or because of other circumstances beyond the employee's control, in its sole discretion, Goodwill may waive payment of the portion of health care premiums that were paid on behalf of the employee. In such cases, Goodwill Industries may require the employee to provide medical certification of the employee's, servicemember or family member's serious health condition.

## **MEDICAL RELEASE AFTER ILLNESS OR INJURY**

If an employee misses three (3) or more consecutive days of work due to illness or injury, then a signed release from a medical provider is required for the employee to return to work. If an employee is unable to perform the duties of the position, they are assigned then the employee must provide a **detailed description of their work restrictions, signed by their medical provider, before they are permitted to return to work.** This would also include any medications they have been prescribed that would interfere with their job performance and/or safety on the job. Otherwise, a return-to-work slip showing no restrictions is required. This policy will be enforced consistent with all employment laws and the FMLA Policy contained in this manual.

## **NEPOTISM**

No employee is permitted to work for Goodwill under the direct or indirect supervision of such employee's immediate family. Furthermore, no relative of a Goodwill official at the executive level will be hired as a **full-time employee** without the approval of the Board of Trustees.

The Board of Trustees will be advised of any immediate family member of the board who is seeking employment with Goodwill. The Board of Trustees will be advised of the hiring of any family member of a Board Trustee.

Immediate family shall be defined as children, spouse, parents, sisters, brothers, and parents-in-law.

## **ORGANIZATION RULES OF CONDUCT**

### **OTHER RELATED POLICIES AND OR PROCEDURES: (EMPLOYEE DISCIPLINE, ETHICS CODE)**

The following actions shall be deemed unacceptable conduct when exhibited by any employee and that employee shall become liable to disciplinary action up to and including dismissal. The following list is a guideline and not all inclusive. Also see Employee Discipline Policy 1-7 and FMLA Policy. Nothing herein is intended to create a binding contract; employment is at will.

Stealing from other employees or the organization.

Removal of property of the organization without permission.

Falsification of records or misrepresentation of essential information.

Deliberate falsification or tampering with one's own or another's timecard.

Possession and/or use of alcohol, drugs, or controlled substance on the organization's property or while during the organization's business.

Fighting on organization property.

Deliberate destruction, abuse, or misuse of the organization's property or property of another employee.

Conducting oneself in such a manner as to endanger life or property.

Possession of any weapon on the organization's property.

Failure to report to the immediate supervisor any accident the employee is involved in.

Improper conduct toward persons entrusted to this organization for rehabilitation services including, but not limited to, verbal and physical abuse, social or sexual improprieties.

The unauthorized release of any information regarding an employee or consumer.

Insubordination (refusal to perform work assigned or any reasonable request made by a supervisor or management personnel).

Leaving the job or workstation during scheduled working hours without permission from supervisor.

Disorderly and/or disruptive conduct which interferes with organizational operations or the performance of other employees, which damage the image of the organization in the community.

Illegal gambling on the organization's property.

Violating safety rules.

Carelessness or misuse resulting in loss of or damage to the organization's property assigned to an employee in the performance of the organization's business.

Shopping for goods in the processing area of all the stores.

Tobacco or related product, including E-Cigarette use in the organization's building or vehicles.

Failure to report to work when scheduled and at proper starting time.

Failure to make/and maintain adequate levels of effort in terms of quality and/or quantity of work performed.

Attending to personal business during scheduled work time.

Visiting other work areas except when engaged in organization business.

Posting, removing, or tampering with organization signs and bulletin boards without authorization.

Interfering with other employees in the performance of their duties.

Inviting and/or allowing non-employees to visit the employee or the employee's work area. (Visitors should be met in the lobby).

Failure to adhere to policies and procedures established by management.

Creating and/or contributing to unsanitary conditions or poor housekeeping.

An employee who misses three straight days of work without notifying their supervisor shall be considered to have voluntarily resigned and employment will be immediately terminated. This is subject to applicable FMLA policies.

## **PERFORMANCE REVIEWS**

Each employee's performance shall be reviewed and appraised at least once each year. The employee's immediate supervisor shall be responsible for conducting the review. The review shall consist of two parts:

1. A written review.
2. A verbal review with the employee.

All Supervisors and managers should observe the following criteria when conducting performance reviews:

- A. The performance review will be private and confidential.
- B. Each employee will be evaluated based on his/her job description and overall performance considering past review and completion of goals.
- C. The purpose of the evaluations is to communicate strengths, weaknesses, expectations, problems, and other relevant matters to maintain and enhance a productive working relationship. Performance reviews should contain recommendations for improvement and the means that will be used to assess progress.

The Human Resource Director shall provide the appropriate forms to all supervisors, managers, directors, Vice Presidents, and the President. A deadline shall be specified for completion of the reviews. Adequate time for completion will be allowed. All are required to meet these deadlines.

Performance Reviews are completed annually in December. The immediate supervisors shall complete the reviews and make recommendations. The supervisor or manager will then review all completed performance reviews with their respective Vice President or Director. The Vice President then reviews all performance reviews and makes the final decision on any goals, wage adjustment or corrective actions.

Upon completion of this process, the performance reviews are returned to the immediate supervisor or manager who discusses the review with each employee. The form is signed by both the employee and the immediate supervisor/manager. Employee comments are encouraged. A copy of the review may be given to the employee if requested. If a wage increase is recommended, the appropriate form is completed and signed by the supervisor and Vice President unless the wage exceeds the approved yearly COLA. Performance reviews that are poor or where suggested wage increase exceeds that average projected COLA, will be approved by the CEO.

After employee, supervisor, and executive staff member have signed the Performance Review, they are sent to the Human Resource Director and filed in each employee's personnel file.

## **POSITION DESCRIPTIONS**

All employees shall have a position description. The essential functions and regular duties shall be outlined. The essential functions and regular duties in no way include all duties which the employee may be asked to perform on a day-to-day basis. They shall sign and acknowledge that they have received a copy of the Position Description when hired to work at Goodwill.

All Position Descriptions are reviewed annually and modified if necessary. Any changes in the position description must be approved by the appropriate V. P./ Director and President. **It is the responsibility of the supervisor to review any modification of the Position Description with each employee.**

## **REFERENCES/RELEASE OF INFORMATION**

All inquiries from prospective employers must be referred to the Human Resource Director, Vice President of Human Resources and Mission Services or the President. No one else is authorized to release any information regarding an employee. Any employee who releases unauthorized information will be subject to immediate dismissal. The organization will not tolerate such disclosures as they jeopardize the employee's right to privacy and may subject the organization to legal action.

Should the organization be contacted regarding an employee, the Human Resource Director or Vice President of Mission Services and Human Resources shall release only date of hire and date of termination. Any additional information will be released only on the written consent of the employee.

For any organization, individual or company to obtain information on any consumer or employee, a dated consent form signed by the employee/consumer or guardian must accompany the request. Only the information requested on the signed form shall be released.

# SALARY ADMINISTRATION PROGRAM

The organization intends to follow all applicable state and federal laws about wage and salary administration and, where feasible, to improve on those requirements. The organization's basic salary administration objectives shall be to:

1. Establish starting wage and salary ranges for each position which are comparable to rates paid in similar organizations within the same geographic region.
2. Use annual performance appraisals to determine salary adjustments for each employee.
3. Apply all parts of this policy in a uniform, consistent, and nondiscriminatory manner to all employees and in accordance with Goodwill's Affirmative Action for Equal Employment and Anti-Discrimination Policy.

## TERMINATION

### TERMINATIONS:

**All employment relationships are at-will and Goodwill reserves the right to terminate an employee at any time, for any reason not prohibited by law with or without cause or notice.**

Any employee who intends to resign or leave the organization voluntarily is asked to give at least two weeks' notice in writing to his/her immediate supervisor. The supervisor will then immediately notify the department head and the Human Resource Director.

**An employee who misses three straight scheduled workdays without notification to their supervisor or a member of management shall be considered a voluntary termination. Employee may also refer to Employee Attendance Policy (Page 16).**

### TERMINATION BENEFITS:

If proper notice two-week notice is given and worked, employees who terminate, will receive the benefits described below. Management has the sole discretion to waive PTO restrictions in certain circumstances.

PAID TIME OFF – Employees who voluntarily terminate employment, give proper two week notice and work the full two weeks, will receive regular salary rates for their unused PTO. Any employee who is involuntarily terminated, (unless laid off), will not be paid for any unused PTO time.

Health Insurance - All medical insurance remains in effect until the end of the month for which premiums have been paid. An employee, spouse or dependent child may choose to continue medical insurance benefits under the C.O.B.R.A. Plan.

Life Insurance - The terminated employee may choose to convert the organization life insurance policy to his/her own policy but must do so within thirty days (30) of the last contribution.

Disability Insurance - Upon termination, Disability Insurance is no longer in effect. Termination will not affect a covered loss which began before the date of termination.

## TRANSFERS AND PROMOTIONS

Promotions and transfers shall be defined as follows: **Promotion:** Movement from one job position to another in which the new position has a higher pay grade or higher classification or both. It shall be the policy of this organization to fill job vacancies by the promotion of qualified employees from within our

organization whenever possible.

- A. In the selection of an employee for promotion, the following qualifications will be carefully considered:
  - A. Skill, ability, and past performance
  - B. Efficiency
  - C. Physical capacities
  - D. Disciplinary record
  - E. Attendance record
  - F. Fulfillment of educational and other necessary requirements
- B. The department manager will be consulted regarding the promotion and or transfer of an employee from his/her department.

**Transfer:**

Movement from one job position to another in which the new position has the same or lower pay grade or the same or lower classification or both. The transfer may be of a temporary nature into a position with a higher pay grade or classification.

Transfers are most made for the following reasons:

- A. As a means of preventing layoffs during periods of limited work opportunities
- B. When needed to accommodate specific physical limitations
- C. When needed by the department to complete a specific production requirement

If a shortage of work should occur in the department, employee may be transferred temporarily to another department, rather than be sent home. If the department to which employee is sent pays less in wages, the rate will remain the same as the rate paid in the regular department during the first week. If, after one week, the employee is to remain on that job, his/her performance on that job will be evaluated and employee will be paid accordingly.

Should the employee be asked to take a job with a higher rate of pay on a temporary basis, employee will receive his/her same rate of pay for the first week. If it is decided after one week that employee is to remain on that job, the performance on that job will be evaluated and employee will be paid accordingly. If employee should request a transfer to a new department, and if such transfer is possible, the same evaluation procedure will apply.

## **WAGE ADJUSTMENTS**

Employees shall be considered for a wage or salary adjustment based on merit or promotion. The organization shall seek to upgrade employee performance and provide job development opportunities, thereby building a solid base for the granting of merit and promotional increases.

**MERIT INCREASES:**

Each employee shall be reviewed annually for a merit increase. Merit raises shall be awarded based on:

- A. Level of performance
- B. Improvement of performance
- C. Increased duties and responsibilities within the same position.

The amounts of merit increases shall be based on the organization's financial status and approved operating budget. Supervisors shall consider each employee's increase in the terms of individual merit and not in comparison with others in the same salary range. In giving a merit raise, the position salary caps will be taken into consideration. If the maximum level of salary has been reached the employee may not receive a merit raise unless approved by the President.

**PROMOTIONAL INCREASES:**

Promotional raises shall be given immediately upon an employee’s assumption of new job responsibilities, a higher classification, or an increase in job responsibilities.

**All salary adjustments for promotions or that exceed the approved annual merit raise must be approved by the President.**

**EMPLOYEE BENEFITS**

Employees shall be eligible for benefits as listed in the following pages in this section. The organization may determine separate benefit levels for salaried exempt, salaried non-exempt, hourly rated, and piece rated employees. Goodwill reserves the right to terminate or to amend any of the listed employee benefits at any time. This Benefits Policy is a general outline, and more information is available from the Human Resource Director or by referencing the specific Summary Plan Descriptions.

It shall be the policy of this organization to provide the following benefits: *Unless noted by the initials PT, the benefit is for full-time employees only.*

- A. PAID TIME OFF – “PTO” (after 90 days.) (Combination of sick time and vacation time). (PT and FT)
- B. Paid Holidays - 30 days from date of full-time hire. If going from part-time to full-time, must have worked 90 days. ( FT)
- C. Partially paid single health insurance coverage after 30 days. (FT)
- D. Dental, Short -Term Disability, Vision, Accident may be available for purchase at the employees’ cost after 30 days. (FT)
- E. Fully paid group life insurance after 30 days. (FT)
- F. Fully paid disability insurance after 30 days. (FT)
- G. 403 B Plan after 30 days. (PT and FT)
- H. 403 B Plan (Goodwill matching funds) eligible after one year. (PT and FT)
- I. Workers Compensation (PT and FT)
- J. Bereavement (FT paid– For PT it is unpaid or may use PTO)
- K. Employee Programs (pursuant to guidelines). (PT and FT)
- L. Yearly Employee Bonus (pursuant to guidelines). (PT and FT)
- M. Employee Store Discount

**A. PAID TIME OFF (PTO):**

This organization shall grant Paid Time Off (PTO) to all eligible employees and is convinced that both the employee and organization will benefit from the practice. This benefit will provide each employee with adequate time off for rest, relaxation, and personal necessities, as well as protection against loss of earnings due to serious illness or injury.

**PAID TIME OFF YEAR:**

The PTO year for each employee shall be January 1 to December 31. PTO hours for full-time employees are based on a 40-hour work week. PTO hours for part-time employees will be determined based on the normal regularly scheduled hours of the position. Since PTO can only be taken in 1-hour increments, the scheduled

hours will be rounded up. For example, if the employee’s normal schedule is 27.5 hours per week, they will receive 28 hours for each week of earned PTO. The determination of regular scheduled hours and the application of PTO to part time employees will be determined yearly by the Vice Presidents, Accounting Department and Human Resource Department. The determination of PTO will go by the most current date of hire.

Carryover - The PTO days awarded at the beginning of a PTO year must be used during that year except for a maximum of 80 hours for full time employees or twice the normal regularly scheduled hours for part time employees, which may be carried over into the following PTO year. PTO hours more than 80 hours for full time employees or twice the normal regularly scheduled hours for part time employees will be forfeited.

**B. PTO DAYS:**

- 1) The following chart shows a simplified overview of the PTO Policy. Written clarification and detailed examples follow this chart. Employees who have questions should contact the Human Resources Department. Employees may not take any paid time off until they have been employed for a minimum of 90 days. Determination for PTO benefits, except for the rule granting PTO after 90 days of employment, will be made according to the employee’s most recent date of hire.

**Full Time Employee**

<b>Time Served As An Employee</b>	<b>PTO calculation</b>
1 day- 90 days	No paid time off.
90 Days	40 hours of PTO
January 1 of next year of employment	Calculated pursuant to proration formula times 80 hours
January 1 of second year of employment	80 hours of PTO
January 1 of third year of employment	120 hours of PTO
10-14 of employment	160 hours of PTO
15+	200 hours of PTO

**Part Time Employee**

<b>Time Served As An Employee</b>	<b>PTO calculation</b>
1 day- 90 days	No paid time off.
90 Days	1 time average hours worked
January 1 of next year of employment	Calculated pursuant to proration formula times 2 times average hours worked
January 1 of second year of employment	2 times average hours worked
January 1 of third year of employment	3 times average hours worked
10-14 of employment	4 times average hours worked
15+	5 times average hours worked



## AWARDING PTO:

For the first two years of employment, PTO for the upcoming years, except for the PTO awarded after 90 days of employment, will be prorated based on the date of hire and be a percentage of 3 weeks of PTO. The three weeks was chosen as this is the first tier at which employees get a set amount of PTO.

Credit for a month worked is based on the date hired within the month. If the hire date is before the 15<sup>th</sup> of the month, the employee gets credit for that month, if the hire date is the 16<sup>th</sup> or later, the employee would be credited beginning the next month.

### Example:

Full time employee starts January 16, 2022. After 90 days, they get 40 hours of PTO. On January 1, 2023, the employee will be credited with 11 months of employment. They will receive a proration of .92 for PTO. This was derived by dividing the total credited months worked divided by 12 months. The proration will be multiplied by 80 hours which equals 74 hours. On January 1, 2024, they will receive 80 hours. On January 1, 2025, their third year of service, they will receive 120 hours.

Part time employee starts January 16, 2022. They normally work 28 hours per week. After 90 days, they get 28 hours of PTO. On January 1, 2023, the employee will be credited with 11 months of employment. They will receive a proration of .92 for PTO. This was derived by dividing the total credited months worked divided by 12 months. The proration will be multiplied by twice their average hours which equals 52 hours. On January 1, 2024, they will receive twice their normal hours (in this case 56 hours). On January 1, 2025, their third year of service, they will receive three times their normal hours (in this case, 84 hours).

Full time employee starts December 1, 2022. After 90 days, they get 40 hours of PTO. On January 1, 2023, the employee will be credited with 1 month of employment. They will receive a proration of .08 for PTO. This was derived by dividing the total credited months worked divided by 12 months. The proration will be multiplied by 80 hours which equals 6 hours. On January 1, 2024, they will receive 80 hours. On January 1, 2025, their third year of service, they will receive 120 hours.

Part time employee starts December 1, 2022. They normally work 28 hours per week. After 90 days, they get 28 hours of PTO. On January 1, 2023, the employee will be credited with 1 month of employment. They will receive a proration of .08 for PTO. This was derived by dividing the total credited months worked divided by 12 months. The proration will be multiplied by twice their average hours which equals 5 hours. On January 1, 2024, they will receive twice their normal hours (in this case 56 hours). On January 1, 2025, their third year of service, they will receive three times their normal hours (in this case, 84 hours).

Please note that all hours worked or prorated are rounded to the nearest whole hour.

## CRITERIA GOVERNING USE OF PTO:

PTO days may be used by the employee for whatever purposes meet his/her personal needs and may be scheduled at the convenience of the employee except that such scheduling shall not interfere with the operation of the organization. In considering the reasonableness of any request for PTO, the organization shall consider any relevant factors, including but not limited to, need for the specific services for requesting employee, on the days requested, the requests of other employees, health and/or emergency needs of the employee, and fairness so as not to permit any one or group of employee's preferential treatment in PTO requests.

- 1) PTO must be submitted in advance and approved by the employee's supervisor.
- 2) PTO time must be taken in 1-hour increments. (Note that eligible exempt employees must take PTO in 8-hour increments) Unless indicated by a specific regulation, PTO must be used whenever any time off is

taken.

- 3) PTO shall be used to make up time in a regular scheduled work week.
- 4) In the event there is a lack of work, PTO time is optional.
- 5) Employees who have used up their allotted PTO days may not borrow against future entitlement or otherwise be able to take PTO days without approval from the President.
- 6) PTO time must be exhausted before any unpaid time off will be granted unless due to lack of work in that department. In that case, the time must be approved by the department head.
- 7) PTO may not be applied during a disciplinary suspension.
- 8) Exempt **and** non-exempt staff terminating their employment with the organization will be compensated for 100 percent of any PTO not yet taken if the proper two-week notice is submitted and employee works the full two weeks. Persons who used up all PTO allotted for the current year will not be eligible for any such compensation.
- 9) Employees should refer to the Employee Attendance Policy with respect to the point system.
- 10) **PAY IN LIEU OF TIME OFF** - No employee will be given additional pay in lieu of PTO days not taken.

## **B. HOLIDAYS:**

The organization will observe the following paid holidays:

New Year's Day  
Martin Luther King JR Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Day

The Retail Stores will remain open all the above Holidays except for Thanksgiving and Christmas. The Retail Stores will also be closed on Easter Sunday, which is a non-paid day off.

### **Eligibility:**

Full-time employees are eligible for holiday pay. To qualify for holiday pay; an employee must fulfill the following requirements:

- 1) Must be classified as a full-time employee per the classification policy in this manual.
- 2) Must be actively at work on his/her regularly scheduled workday immediately preceding the holiday and his/ her regularly scheduled workday following the holiday and will be paid for 8 hours of holiday pay.
- 3) Have an excused paid absence for the entire day on the day immediately before and following the holiday.
- 4) Work the holiday if scheduled to work.
- 5) Employees on lay-off within two (2) weeks of the holiday who work their scheduled day before the holiday shall be eligible for holiday pay. Note: Retail stores have a seven-day work week.

- 6) Must be employed full-time for thirty (30) days. If an employee's status has changed from part-time to full-time and the employee has completed ninety (90) days service with the organization, the employee will be given holiday pay.

**Criteria:**

The following criteria shall govern paid holidays:

- A. Holidays falling on Saturday shall be observed on Friday and those falling on Sunday shall be observed on Monday.
- B. Holiday pay will be based on average earnings on piece rated jobs. Another holiday pay will be paid per the normal hourly rate.
- C. Some employees may be required to work on holidays. An employee must work if scheduled and will be paid straight time for all hours worked on the holiday and additional eight (8) hours of holiday pay or may take time off instead of holiday pay within same week. Holidays that fall on a regularly scheduled day off will still be paid if all other criteria are met.

**C. HEALTH INSURANCE:**

This organization shall make available to all eligible employees a major medical insurance plan. The plan shall include dependents when applicable, the additional cost for which shall be paid by the employee.

If a qualifying event causes a change to the employee's status, they will be eligible for COBRA. Goodwill is not the insurer and is under no obligation to pay premiums.

**Eligibility:**

All full-time employees shall be offered an opportunity to participate in the plan. The plan shall be explained and offered to the employee at the time of hire by the Human Resource Department. The employee must choose to enroll in the plan within 30 days of hire or wait until the next open enrollment period. If the employee misses the first opportunity and there is a qualifying event (divorce, legal separation, or loss of spousal coverage), employees may be eligible for enrollment.

**Criteria:**

The organization shall pay a portion of the cost of the employee's health insurance coverage for full-time employees. This portion will be reviewed annually and adjusted accordingly.

**Coverage:**

Each employee shall receive a descriptive brochure upon enrollment. Questions concerning the plan should be directed to the Human Resource Director.

**D. DENTAL, SHORT-TERM DISABILITY, VISION, ACCIDENT INSURANCE:**

This organization shall make available to all eligible employees Dental, Vision, Short-Term Disability and Allstate Accident Insurance plans. These plans shall include dependents when applicable.

If a qualifying event causes a change to the employee's status, only Dental and Vision will be eligible for COBRA. Goodwill is not the insurer and is under no obligation to pay premiums.

**Eligibility:**

All full-time employees shall be offered an opportunity to participate in the plans. The plans shall be explained and offered to the employee at the time of hire by the Human Resource Department. The employee must choose to enroll in the plans within 30 days of hire or wait until the next open enrollment period. If the employee misses the first opportunity and there is a qualifying event (divorce, legal separation, or loss of spousal coverage), employees may be eligible for enrollment.

**Criteria:**

Costs are solely paid by the employee.

**Coverage:**

Each employee shall receive a descriptive brochure upon enrollment. Questions concerning the plans should be directed to the Human Resource Director.

**E. LIFE INSURANCE:**

This organization shall make available to all full-time employees a group life insurance plan. The full cost of this benefit shall be paid by the organization. All full-time employees shall be enrolled in the plan at the time of hire by the Human Resource Director but said plan will not take effect until employee has worked 30 days. The plan will not include dependents.

**F. DISABILITY INSURANCE:**

This organization shall make available to all full-time employees a group disability insurance plan. The full cost of this plan will be paid by the organization. All full-time employees shall be enrolled in the plan at time of hire by the Human Resource Director but said plan will not take effect until employee has worked 30 days. The plan will not include dependents. Receipt of benefits does not equal a guarantee that an employee's job will be held open indefinitely until employee returns to work.

**G. 403b PLAN**

All employees are eligible to join Tax Deferred Annuity (TDA) programs upon being hired to work at Goodwill Industries. They may have a designated amount deducted from their paycheck for tax shelter and retirement. They must contact the Human Resource Director for information on available programs.

**H. 403 B PLAN (GOODWILL MATCHING FUND)**

A retirement savings plan for staff and employees with a matching contribution from Goodwill Industries of Wayne and Holmes Counties, Inc., not to exceed 3% of salary effective January 1, 1998.

- 1) Qualifications for the plan are:
  - a) Must be 21 years of age or older
  - b) Have completed 1 year of service to receive matching contribution
- 2) After meeting the qualifications, as listed in the Summary Plan Description, Goodwill will match dollar-for-dollar on employee's contribution up to but not exceeding 3% of annual salary.
- 3) The employee must maintain an active retirement savings account to qualify for the matching company contribution. The employee shall retain full rights to personal accounts and can use all investment options in their match. Participants will be fully vested after 3 years of service to Goodwill.

For complete details refer to the Summary Plan Description or see the HR representative

**I. WORKER'S COMPENSATION:**

Goodwill Industries is covered under the State of Ohio Bureau of Workers' Compensation for all employees of the organization. Workers' Compensation is payable to employees who are injured or become ill with occupational diseases while performing their duties for the company while on company time. Goodwill reserves the right to contest Workers' Compensation claims and payments of benefits as necessary and appropriate. Treatment for injuries/illnesses found not to be compensable under workers' compensation may be submitted to the employee's group health insurance. Employees must immediately report injury/illness to supervisor or Human Resources Director and failure to follow this procedure may delay or jeopardize Workers' Compensation benefits. The amount of the benefits payable and the duration of payment depend

upon the nature of the employee's injury or illness. Workers' Compensation is paid to employees who are injured in the course and scope of their employment. Injury/Illness must be job related and not merely getting sick at work.

#### **K. BEREAVEMENT:**

All employees bereaved by the death of an immediate family member will be granted time off from work. Full Time employees will be paid. Part Time employees will take the time as unpaid.

- a) When a death occurs in an employee's **immediate family**, employee will be compensated for the time lost from regularly scheduled work on the day of the death and the days following but not to exceed three workdays.

**Immediate family includes spouse, children, parents, parents-in-law, brothers, and sisters.**

- b) Employees may be granted time off from work without loss of their regular pay for the death of a **relative**, not a member of their immediate family, not to exceed one workday.

**Relatives included are present brothers in law, sisters in law, grandparents, grandchildren, aunts and uncles, stepparents, stepchildren, stepbrothers, stepsisters.**

#### **Criteria:**

Time off must be arranged with employee's immediate supervisor and employees must have been scheduled to work during the requested bereavement leave. Bereavement leave for Full Time employees will not be paid in addition to any other allowable pay for the same period. PTO time can be taken if additional time off is necessary.

#### **K. EMPLOYEE PROGRAMS:**

##### **a. Emergency Grant Program:**

To provide funds for employees to assist with financial emergencies. These funds will be considered a fungible loan. This program is offered pursuant to current guidelines. See Human Resource for further information.

##### **b. Certification Assistance Program:**

Goodwill has established a Certification Program to help employees attain educational certificates that will help them attain better jobs within and outside of Goodwill. Assistance will be limited to a maximum of \$2,500 per employee per year. To be eligible, all part- and full-time employees, except for exempt staff, must have completed a minimum of 90 days of employment with Goodwill. Employees must fill out an application and go through an interview with The HR Director. The Certification Assistance Committee will meet on a quarterly basis. Decisions made by that committee will be final.

The applicant must demonstrate how the assistance will enable them to achieve their employment and professional goals. The program for which they are asking assistance must be accredited and be employment related. Assistance can be given for programs whether they are pertinent to their current position or not. Assistance is not available for instruction or training involving sports, games, or hobbies.

Employees are strongly encouraged to seek other forms of financial assistance. Goodwill assistance will be reduced to reflect other outside assistance. This program will only cover tuition, fees, books, supplies and equipment required for the course. Goodwill will make payment directly to the institution. Monies received will not be taxable and will not be included in the employee's yearly Goodwill income. Employees will need to submit documentation showing successful completion of the course. This may include a transcript or copy of the certificate or diploma. If the employee fails or does not complete the course, they will not be required to pay back assistance. Courses may only be taken on the employee's free time. Employees will not have to pay back any portion of the assistance if they leave employment before or after completion of the course. Nothing in this policy alters the at-will nature of the employment relationship. If the employee drops the

course prior to completion, any reimbursement funds paid by Goodwill must be reimbursed to the company.

Applicants who receive assistance will work with the HR Director to develop an educational plan and to receive case management services. Upon successful completion of the course or certificate, the employee will be referred for coursework in job search skills. Certification Assistance requests will only be entertained if the President and the Board deem that the organizational finances can support such requests. The program will be evaluated on a yearly basis for modifications and funding parameters but may be amended or terminated by Goodwill at any time.

#### **L. YEARLY EMPLOYEE BONUS (pursuant to guidelines)**

You may be eligible for a year-end bonus as determined by the Incentive Compensation Policy as adopted by the Board of Trustees. Except for exempt employees, this bonus shall be based on wages earned in the bonus year (straight, overtime and PTO wages). Employees should refer to their Department Vice President or Human Resources for a copy of the Incentive Compensation Policy. (PT and FT)

#### **M. EMPLOYEE STORE DISCOUNT**

**Employee Eligibility and Duration:** All employees (both part-time and full-time) are eligible for a 15% discount on purchases from retail stores after completing 30 days of employment. This policy adheres to the Employee Purchase policy outlined in the Personnel Policy manual.

**Exclusions:** Certain items are exempt from the employee discount. This includes "Good Finds" of the week, and any new goods purchased for sale in stores.

**Purchase Procedure:** Employees are required to make purchases themselves to receive the discount. They need to register in the Goodwill STARS Loyalty program for tracking purposes. During the purchase, the employee must provide their phone number linked to the STARS Loyalty program and display a photo ID to confirm their identity.

#### **Other Programs**

Other employee programs may be added or removed at the discretion of the Agency. Employees should consult the posters in the employee breakrooms or contact the Human Resource Department for additional details.

### **UNEMPLOYMENT COMPENSATION**

All employees are covered by Ohio's Unemployment Compensation Laws. Program consumers are not covered by Ohio's Unemployment Compensation Law. As of January 1, 1998, the organization will be self-insured under the Unemployment Compensation Law in the state of Ohio.

### **CHANGE OF ADDRESS**

Any changes of address must be reported in writing immediately to the Human Resource Director. Information will then be forwarded to payroll for completion. This information is needed to keep files updated and for the mailing of W2 forms at the end of the year.

### **GARNISHMENTS**

The Accounting Department is responsible for executing garnishments/attachments/levies against an individual's earnings and are required to do so by law. The amounts legally allowable under law will be deducted from the person's pay.

## JURY DUTY

The organization shall continue the regular pay of any employee who is absent from work by reason of service on a jury. If such jury service requires an absence beyond five (5) days, Goodwill is not under any obligation to continue payment of wages for absences. Employee shall notify employer immediately upon receipt of summons and keep the employer apprised of status during the summons period. Employees will be paid for Jury Duty at their regular hourly rate minus any compensation received from the court for the period of service.

- A. Eligibility - Since an individual has no discretion in the timing of jury duty, this benefit is available to all employees at time of hire.
- B. Criteria - The employee must request the time off in advance and must provide proof of service on a jury during the absence.
- C. If the employee is not chosen to serve, the employee must return to work that day.

## SUBPOENAS AND COURT APPEARANCES

Time off for an employee for a non-Goodwill related court required appearance as a witness (a subpoena is sufficient proof that the appearance is court required) shall be granted but shall not be paid. If the subpoena is requested due to a work-related case involving Goodwill and the employee is testifying on behalf of the company, the employee will be paid for the time. In either case, the employee shall notify employer immediately upon receipt of subpoena and keep the employer apprised of status during the summons period.

- A. Eligibility - Since an individual has no discretion in the timing of a subpoena, this benefit is available to all employees at time of hire.
- B. Criteria - The employee must request the time off in advance and must provide proof of subpoena.
- C. If the employee is not chosen to testify, the employee must return to work that day.

## PAYROLL

Federal labor laws require the keeping of accurate records of hours worked. The organization has instituted procedures to meet this requirement.

### **PAYROLL DEDUCTIONS:**

Federal law requires Goodwill Industries of Wayne and Holmes Counties, Inc., to make deductions from your paycheck for Federal Withholding Tax, Social Security tax and Medicare tax. In addition, there may be other mandatory deductions made from your paycheck, such as for applicable city, state, school taxes or court ordered wage garnishments. See the Accounting Department for details.

### **METHOD AND PERIOD OF PAY:**

**Goodwill's workweek is 12:01 a.m. Sunday through 12:00a.m. Saturday.** Goodwill Industries of Wayne and Holmes Counties, Inc., pays by direct deposit (with all standard deductions occurring) on a bi-weekly basis. Payroll is distributed on Friday after 10:00 a.m. unless other arrangements have been made by the immediate supervisor with the Payroll Department. Written authorization is required for anyone receiving another's paycheck.

If an employee has any questions regarding a paycheck, the employee should ask his/her immediate supervisor who will then contact the Accounting department if needed.

Employees should review their paycheck and immediately report any errors to their supervisor.

Payment for overtime will be included in the paycheck for the pay period in which the overtime was worked. Overtime must be authorized in advance by department supervisors.

Direct Deposit is mandatory for all employees and paid clients. The Human Resource or The Accounting

Department must be contacted for signature of appropriate forms.

#### **TIMECARDS:**

- A. Employees must clock in when they come to work and clock out when they leave. Time clock errors will need to be corrected by the department supervisor. If a time clock is not available, employees will need to contact their supervisor with hours worked and lunch taken. Employees are prohibited from working off-the-clock.
- B. It is the policy of Goodwill Industries to round time to the nearest quarter hour. For example, if you are scheduled to work at 8:00 am and you clocked in at 7:53 am your start time will be 8:00 am. If you are scheduled to work at 8:00 am and you clock in at 8:07 am your start time will be 8:00 am. If you are scheduled to work at 8:00 am and you clock in at 8:08 am you will be considered late. If you are scheduled to end work at 4:30 pm and you clock out at 4:23 pm your end time will be 4:30 pm. If you are scheduled to end work at 4:30 pm and you clock out at 4:37 pm your end time will be 4:30 pm. If you are scheduled to end work at 4:30 pm and you clock out at 4:38 pm your end time will be 4:45pm.
- C. If you make an error or forget to use the time clock, you must tell your supervisor. Only the CEO, VP's, Directors, supervisors, or managers are authorized to make corrections.
- D. The organization prohibits any employee from altering or falsifying his/her own or any other employee's time record. Any employee who violates this policy will be **subject to discipline up to and including termination.**
- E. **Employees are not permitted to "clock-in" or "clock out" for any other employee. (Any employee who violates this policy shall be subject to discipline up to and including termination.)**
- F. Hourly employees who receive and answer work-related emails, texts or phone calls during non-working hours must communicate the time spent on that activity to their supervisor. Employees will be paid for that time. However, communication for hourly employees during non-work hours is discouraged and at the discretion of the department supervisor. The mere act of getting a work-related text or email during non-work hours does not imply that action must be taken or a response necessary.

#### **EXEMPT PAY POLICY**

Exempt employees are those employees who meet certain tests and standards prescribed by the Department of Labor for exemption from overtime pay requirements. Exempt employees are not entitled to overtime compensation, but also enjoy some benefits not enjoyed by non-exempt employees. For example, subject to exceptions below, exempt employees will receive their full salary for any workweek in which they perform any work.

Unless otherwise authorized, no deductions will be made from the salary of any exempt employee except as follows.

#### **ABSENCES WE MAY DEDUCT FOR:**

- Full-day absences for vacation days exceeding the number of days permitted under the vacation policy.
- Full-day absences for personal reasons, other than sickness or disability, unless the absence is covered by a paid leave policy.
- To offset amounts received as pay for jury fees, witness fees or military pay.
- For penalties imposed in good faith for violating safety rules of major significance.
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for violations of workplace conduct rules.



- For partial weeks which are not worked in the employee's first or last week of employment.
- For unpaid leave taken pursuant to the Family and Medical Leave Act.
- For federal, state, and local taxes, Social Security, Medicare, insurance premiums, voluntary contributions to a retirement plan, wage garnishments and child support pursuant to court order, and deductions which you authorize.

#### **ABSENCES WE MAY NOT DEDUCT FOR:**

- Partial day absences except during the first or final week of work, or for Family Medical Leave
- Absence because we cancelled work on a scheduled workday.
- Absences for jury duty attendance as a witness, or military leave in any week in which you have performed any work.
- Other deductions prohibited by state or federal law.

#### **IF YOU THINK A DEDUCTION IS IMPROPER:**

Employees who have questions or complaints about deductions from their salary should contact their supervisor immediately. The matter will be reviewed, and, if it is determined that a deduction was improper, reimbursement will be made promptly. There will be no retaliation for any such question or complaint. It is our desire to make sure you are paid fairly and properly.

#### **EXPENSE REPORTS AND CELL PHONE STIPENDS**

By signing an expense report and submitting it for approval, employees are verifying that the request for reimbursement is accurate and valid and in accordance with company policy.

## **WORK HOURS**

- A. Employees will be paid for all time they work but, it is the employee's responsibility to report all hours worked to their supervisor. A normal workday for all full-time employees shall be eight (8) hours; a normal workweek shall be forty (40) hours. A normal workweek for part-time employees will not exceed 29 hours. All employees, except those specifically scheduled otherwise by the organization, shall work from 7:30 a.m. - 4:00 p.m. with one-half hour off for lunch.
- B. Retail Stores hours vary but generally include evening and weekend hours.
- C. Employees should be punctual in reporting to work and to break within the time the organization allows, and to continue working until quitting time.
- D. The organization will follow the requirements of the Federal Fair Labor Standards Act and applicable state laws and regulations about work hours and rates of pay.
- E. Employees receive two paid 15-minute breaks; one in the a.m. and one in the p.m. during which employees may not leave the premises. Employees scheduled for 6 hours are required to take a 30-minute unpaid break and are required to clock out during that break and clock back in upon returning to work. Employees are required to take another 30-minute unpaid break after working 9.5 hours, and are required to clock out during that break, and clock back in upon returning to work. Employees will be allowed to leave during unpaid breaks. An employee must receive prior approval from their supervisor to work through their 30-minute unpaid break. The supervisor must make the adjustment in the time clock system.

Employees who do not have scheduled breaks and lunches, may take the two 15-minute breaks and a 30-minute unpaid lunch together for a one-hour lunch. Employees must clock out and the supervisor will add paid breaks to the time sheet. If an employee does not take the two 15-minute breaks, they

cannot bank the time at the end of the day or roll it over into another day. If an employee works through the 30-minute unpaid lunch, they cannot bank the time at the end of the day or roll it over into another day without prior approval from management. If approved, the employee will leave 30 minutes early from the end of their scheduled workday.

Example: An employee comes in at 7:30 a.m. and works through the two 15-minute breaks and takes the 30-minute unpaid lunch. The clock out time would be 4:00 p.m. due to the decision to work through the two 15-minute breaks.

Example: If an employee comes in at 7:30 a.m. and works through their two 15-minute breaks and works through the 30-minute unpaid lunch (with approval), clock out time would be 3:30 p.m.

**\*Retail and Industrial Services have scheduled breaks and lunch.**

**OVERTIME:** Overtime shall be paid in strict accordance with state and federal requirements. Overtime will be paid only for those hours worked over forty (40) hours per work week. No employee may work overtime unless the overtime is pre-authorized by the appropriate VP, Supervisor, Director, or the President. Unauthorized overtime shall be subject to disciplinary action.

Supervisors or managers shall not discriminate against any employee or grant preference to any employee in the allocation of overtime. Overtime will be assigned to employees in compliance with Goodwill's Affirmative Action for Equal Employment & Anti-Discrimination Policy.

## **EMPLOYEE HEALTH AND SAFETY**

Occupational health and safety programs encourage an environment free from health hazards and reduce risk of injury to employees.

The following policies are not exhaustive, instead they are general policies to guide managers, supervisors, and employees in an effort to maintain compliance with all relevant federal and state codes, regulations and laws.

This company will not tolerate acts which pose imminent danger to employees. The personal health and safety of each employee and the protection of company property, equipment and facilities are both goals that are important to Goodwill Industries of Wayne and Holmes Counties, Inc.

### **SAFE WORKING CONDITIONS:**

This organization will comply with all current occupational health and safety laws, and environmental laws, and will strive to develop the best feasible operations, procedures, technologies, and policies to provide safe working conditions for all employees.

Specifically, the organization will:

1. Maintain an on-going program to identify health and safety risks to employees; and,
2. Provide programs to encourage employees to identify control and eliminate occupational health and safety risks.

Despite efforts from the company, the basic responsibility for health and safety rests with the individual. It is a condition of employment for all employees to conduct their work in a safe and healthful manner and in accordance with company policy.

**OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION (OSHA)  
AND THE ENVIRONMENTAL PROTECTION AGENCY (EPA) COMPLIANCE:**

The organization shall comply with all OSHA and EPA requirements. Such rules and regulations are extensive, and each employee, supervisor, and manager is to consult with the Safety and Loss Prevention Specialist or the Human Resources Director upon any uncertainty.

The organization will cooperate with all OSHA and EPA, inspections and compliance reviews.

**SAFETY PROGRAMS:**

The organization shall establish and maintain the best practical safety programs. While safety is the direct responsibility of each employee, the organization shall designate a Safety and Loss Prevention Specialist whose primary responsibility is the development and implementation of safety programs. These programs shall include, but will not be limited to:

1. Educational programs for all employees.
2. Incentive programs, and rewards when appropriate.
3. At least monthly safety checks and reports to department Directors and Vice Presidents
4. Investigation of each accident to determine cause and recommendations to prevent future occurrences. This will occur within 48 hours of the accident.

The Safety and Loss Prevention Specialist will form a committee of employees and staff to review accidents, safety inspections, and to make recommendations for procedural changes to ensure a safe work environment. This committee shall meet quarterly.

**ORGANIZATION PROPERTY:**

Each employee is responsible for the safe operation of all the organization's property-equipment, tools, machinery, vehicles, etc. - in the employee charge at any time.

The organization shall provide for the proper care and maintenance of the organization's property; however, each employee should report any malfunction of the organization's property to the employee immediate supervisor. The supervisor shall investigate and take the necessary steps to correct the malfunction as soon as possible. All the organization's property damage shall be reported to the site supervisor or Maintenance Specialist.

In cases of serious malfunction where employees are endangered or organizational operations threatened, employees should not jeopardize their personal safety, but they should immediately report this situation to their fellow employees, supervisors, managers, and anyone else affected.

The Maintenance Specialist, Directors and Vice Presidents will be responsible for regular equipment inspections and maintenance schedules.

**PROTECTIVE EQUIPMENT:**

Employees are required to wear all appropriate protective equipment in designated areas. Supervisors shall strictly enforce this policy. Failure to comply with this policy may result in disciplinary action up to and including termination.

**PROTECTIVE MEASURES:**

The safety team leader will, in conjunction with the proper departmental official, establish and enforce all required measures to protect the organization's property and employees, regular maintenance programs and regularly scheduled drills.

#### **HAZARDOUS MATERIAL PROGRAM:**

All consumers and employees will be kept informed about, and have access to information on, all toxic/hazardous substances in the workplace. The information is posted in the area where the material is being used and and/or in the offices of the manager at each location.

All consumers and employees will be made aware of hazardous materials and how to safely use them. Failure to use them properly may result in disciplinary action up to and including termination.

#### **DRESS AND WORK ENVIRONMENT RULES:**

##### **1. SHOES/FOOTWEAR:**

No matter where you are assigned, you must wear safe, comfortable shoes that protect your feet. Employees should refer to the department policies. In some areas, steel-toed shoes may be required.

##### **2. CLOTHING:**

Personal clothing should be neat, clean, comfortable, and appropriate. Do not wear loose flowing garments that might catch in a machine or contribute to other injuries. In some areas, long loose hair is also a hazard, and such hairstyles must be tied back or controlled. While working with moving machines, all shirttails are to be tucked in and sleeve cuffs are to be buttoned. Dangling earrings and jewelry should not be worn around equipment.

In some areas, protective equipment such as ear protection, safety glasses, dust masks, or gloves may be required.

##### **3. CLEAN WORK ENVIRONMENT:**

Good housekeeping practices contribute to plant safety. Each employee's work area must be kept clear. No litter can lie on the floors. Waste containers are available in all departments and shall be used for the disposal of all waste materials. A five (5) to ten (10) minutes clean up period is required at the end of each day.

##### **4. VIOLATIONS:**

Anyone in violation of any of these rules will be subject to disciplinary action up to and including termination.

#### **SAFETY GUIDELINES**

A clean and organized workplace is a part of health and safety. The following is a list of general safety guidelines for employees to follow:

1. Never treat your own or another employee's/consumer's injuries (except for minor injuries or life-threatening situations) or attempt to remove foreign particles from the eyes. (Use eye station)
2. Report any unsafe conditions to your supervisor at once. Do not wait for the person to do it. Someone might be injured or lose his/her life in the meantime.
3. Help keep working conditions clean and orderly. Do not throw rubbish and other litter on the floor. Wastebaskets are provided for waste and scrap. Arrange stock in a safe, orderly manner and keep it that way when removing anything from stock.

4. Do not attempt to lift objects which may be too heavy for you. Ask for help when you need it and always lift the proper way. The proper way to lift is by bending your knees, keeping your body erect, and then pushing upward with your leg muscles. Stooping over and lifting with the legs straight places undue strain on the back and frequently results in serious back injuries.
5. Use a ladder, if required to do any climbing, and before using the ladder, make sure that it is safely placed.
6. Hitching a ride on a lift truck or hand jack is prohibited.
7. Horseplay is prohibited.
8. Never operate any office equipment, machines, power truck, or any other piece of power equipment unless approved by your supervisor and are thoroughly trained with its safe operation.
9. Do not attempt to repair, adjust, or change machines, equipment, power lines, etc. without first reporting the condition to your supervisor and obtaining his/her approval.
10. Never clean, oil or adjust a machine while running or try to stop rotating spindles, shafts, pulleys, belts, etc., with your hands.
11. Do not strike matches, light cigarette lighters, or use an open flame around flammable liquids or storage batteries or in any area where there is a fire hazard.
12. Do not use electric fans unless they are properly guarded and grounded.
13. Use the safety protection furnished and when instructed by your supervisor or when necessary.

## **EMERGENCY PROCEDURES**

### **FIRE**

In case of fire, the alarm will be sounded. (Loud continuous horn.) Small horns will be in the possession of each manager, supervisor, or job coach in case the alarm should malfunction.

Everyone will exit the building in an orderly fashion. All appropriate exits are marked. Walk rapidly. Do not crowd or run. Remember the "buddy system" and use it.

The supervisors and managers will be responsible for sending someone to direct the Fire Department or EMS to the proper location.

If primary route is blocked, use the alternate route. Both routes will be discussed by your supervisor.

Know the location of exits. Be sure the safest way out of the building is known, no matter where you are.

Know the location of fire extinguishers.

Maintenance shall shut down gas and power to the facility.

Upon leaving the building, proceed to the designated area and await instructions from your supervisors.

The supervisors and managers are responsible for counting each person to make sure all have evacuated.

No employee/consumer shall re-enter the facility until told to do so by supervisor or fire department personnel.

Basic first aid will be provided at the assembly area, if necessary, by those certified in first aid and CPR until fire department personnel arrive.

No smoking is permitted during a fire drill or in case of a fire.

### **MEDICAL**

In case of injury or suspected injury, first aid will be administered by the first individual certified in first aid on the scene.

Emergency contact information for employees is in the personnel system or for those who do not have access in the Managers Office. Please contact HR to have them call the Emergency Contact.

If there is a question of the degree of seriousness, the local EMS will be notified by dialing 911.

A person will be designated by the Supervisor to stand by the nearest exit to direct the EMS to the emergency site.

An accident report will be completed immediately and follow up assistance will be provided.

## **TORNADO**

When weather conditions warrant, a radio in the Supervisor or Manager's office will be tuned to the local radio station and monitored.

An announcement will be made over the public address (PA) system warning of a tornado alert. Supervisors will announce also.

Employees/consumers are to go to the designated area and await further instructions.

Employee/consumers are to crouch or squat down with head between knees and arms over their heads.

Persons in wheelchairs will cover their heads.

If a tornado strikes without adequate warning, employees/consumers shall take cover wherever possible.

After the tornado has passed, employees will assemble in the designated area. Management shall take a head count to make sure all are accounted for and their condition.

If the building is damaged, electricity and gas shall be shut down, if it can be shut down safely, by Maintenance personnel. The fire department will be notified immediately in case of injury or failure to locate all employees/consumers.

## **BOMB THREAT**

If a bomb threat is called in to the facility, the person receiving the call will get as much information as possible. Listen to the caller and to any background noises. Management must be notified immediately.

Call the police and fire departments and inform them of the threat. Management must decide the validity of the threat and whether to evacuate the facility. If there is any doubt as to the validity of the threat, it must be treated as a real threat and the facility must be evacuated.

An announcement will be made, by a designated staff member, over the PA system to evacuate the buildings.

All employees will cooperate with the authorities in searching the facility for possible explosive devices.

All employees shall evacuate the facility and await further instructions.

No smoking is permitted during the drill or in the case of a real bomb threat.

## **THREATS TO PERSONNEL**

The organization will not tolerate any threat of physical violence to any person in this facility. If there is a threat of physical violence to an employee or visitor, the threat must be reported to the Manager, Supervisors, Job Coaches, or member of senior management.

If the threat is determined to be valid, management will take the necessary steps to deny access of this person to the buildings. If it is another employee who issues the threat, that employee will be subject to disciplinary action up to and including termination.

If an armed, violent individual is in the facility, employees/consumers should cooperate with that individual. If it is an active shooter situation, employees/consumers should vacate the building via the nearest exit. Police will be notified immediately.

## **POWER FAILURE**

In the event of a power failure, all machines shall be turned off. The Emergency Power Lights will come on. All employees/consumers will proceed to designated area to await further instruction by the Manager, Supervisors, or appropriate staff member. All supervisors and staff members are equipped with flashlights. The outage will be reported immediately to the appropriate power company.

No smoking is permitted during this time.

## **EMERGENCY DRILLS**

Periodic emergency drills are held to aid all trainees/employees in learning the proper exit routes to follow in the event of an emergency (fire, tornado, bomb threat, etc.) routes are mapped out and posted throughout all Goodwill facilities.

The Safety Officer shall instruct staff and supervisors in the proper evacuation techniques. A copy of the Evacuation Procedures may be obtained from the supervisors/managers.

The information of who to notify in case of an emergency is kept in everyone's personnel file and in the immediate supervisor's files. In the absence of the Human Resource Director, the Vice President of HR and Mission Services may provide the information.

## **FIRST AID AND CPR TRAINING**

First Aid and CPR training of our managers, supervisors and other designated personnel will be held as needed, to comply with certification laws. Such training will be at the expense of the organization.

## **BULLETIN BOARDS**

The bulletin boards at Goodwill Industries are used for documents that, by law, must be displayed. Postings placed in locations other than the bulletin boards will be removed. Only those postings approved by the CEO, Vice Presidents or Human Resource Department may be posted.

## **CELL/TELEPHONE POLICY**

Goodwill issues or pays for individual cellular phones for certain company representatives who are required to be in close contact with the company, or customers and clients who drive for the company. We require that all employees follow the guidelines listed below:

1. Employees who have been given company cell phones are expected to use these lines for business use only and should make every effort not to exceed allowable minutes.
2. Employees who have been given a company cell phone or for whom the company pays a stipend for their cell phone will be asked to turn off or put the cell phone on silent mode during internal or external company meetings. Employees are not to use company or personal cell phones for any purpose (texting, e-mailing, phone calls) while driving for company business unless they are using a hands-free device. For safety reasons employees must pull over and stop at a safe location to dial, receive, or converse on the cell phone in any way. Applicable local and state ordinances regarding the use of cell phones must also be followed.

Goodwill recognizes that many employees have personal cell phones. Any employee, unless authorized, who is seen on their cell phone or their phone is visible during work hours may receive a disciplinary warning - no **exceptions**. We require that all employees follow the guidelines listed below:

**Industrial Services:** Employees are prohibited from bringing their cell phones onto the production floor while working. Cell phones must be left in the employee's locker (on silent mode) or vehicle; employees are only to use personal cell phones during lunch and break.

**Donated Goods:** Due to working in a public setting and for safety reasons, employees may have their cell phone on their person in silent mode and kept in a pocket during working hours. Employees are prohibited from using their cell phones for **any purpose (except a safety emergency)** during working hours and can only be used during breaks and lunch.

**Admin/Mission:** The Company recognizes that on occasion, employees who work in the Administration or Mission Services, may need to be contacted on their personal cell phone for work related activities. Thus, these employees may keep their cell phone turned on while at their desk or in their office. However, these Employees may not use cell phones for personal use during these times and the company prefers that personal cell phones are used only during lunch or break.

Employees are encouraged to give Goodwill's phone number, for the location where they work, to family members, schools, babysitters, etc. for emergencies.

Telephones will be made available for employee use at each Goodwill location. Personal calls may be made during breaks and lunch or with approval from a supervisor during working hours. See your supervisor at the appropriate location.

Personal telephone calls should be kept to a minimum. Personal long-distance calls by employees/consumers are not permitted. Emergency calls may be made to the organization and employees/consumers will be notified.

## **COLLECTION/SOLICITATION**

### **OTHER RELATED POLICIES AND/OR PROCEDURES:**

Goodwill Industries prohibits any collection or solicitation of monies during working hours for support of anything except United Way and any Goodwill Industries sponsored projects. Postings may be allowed pursuant to the Bulletin Board Policy.

## **CONSUMER RIGHTS POLICY**

It is the policy of this agency that each consumer has all the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy; this would include the prohibition of physical abuse, including sexual abuse, physical punishment as well as the prohibition of psychological abuse, including humiliating, threatening, financial and other exploiting actions, neglect, and retaliation.
2. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment, or therapy on behalf of a minor consumer. You also have the right to access legal entities for appropriate representation and referral to self-help and advocacy support services.
3. The right to a current, written, Individualized Service Plan that addresses one's own mental health, physical health, social and vocational needs, and desires, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral. The right to have access or referral to legal assistance, self-help support or advocacy support services.
4. The right to active and informed participation in the establishment, periodic review, and reassessment of the Service Plan. This includes refusal or expression of choice regarding the



following: service delivery, release of information, concurrent services, composition of the service delivery team and involvement in research projects.

5. The right to pertinent information in sufficient time to facilitate your ability to make an informed decision.
6. The right to an explanation of research guidelines and ethics if you voluntarily agree to be involved in a research project.
7. The right to confidentiality of information produced or obtained because of your involvement in services.
8. The right to have access to your case files information and be provided copies of any documents generated by Goodwill Industries. Certain documents, such as psychological test reports, are restricted and may only be reviewed at the discretion of the psychologist who prepared the report.
9. The right to 180-day review of any restrictions placed on persons served, and a reinstatement of their rights if deemed appropriate. The Consumer Rights Officer will conduct these reviews.
10. The right to receive an explanation of the reasons for denial of service.
11. The right not to be discriminated against in the provision of service based on religion, race, color, creed, sex (including sexual orientation and gender identity), national origin, age, lifestyle, physical or mental handicap, or developmental disability.
12. The right to file a grievance and to have an investigation and resolution of alleged infringement of rights. The right to have an external review of a filed grievance and the right to discuss grievances with the consumers funding source.
13. The right to have oral and written instructions for filing a grievance and the right to have written notification regarding actions taken to address the complaint.
14. The right to not be subject to retaliation or experiencing barriers to services because of filing a formal grievance.

In addition, it is the policy of this agency that the Human Resources Director shall serve as the Consumer Rights Officer having responsibility to oversee the process of any grievance filed and be available according to the following schedule.

Consumer Rights Officer:	Human Resources Director
Location:	Goodwill Industries of Wayne and Holmes Counties, Inc. 1034 Nold Ave. PO Box 1188 Wooster, Ohio 44691
Telephone:	(330) 264-1300
Hours:	8:00 a.m. – 4:30 p.m. Monday-Friday

A copy of the consumer rights policy shall be posted in a conspicuous location within the agency and every staff person shall become familiar with all specific client rights and the grievance procedure at the time of Orientation.

## **CORPORATE COMPLIANCE PROGRAM**

Goodwill Industries of Wayne and Holmes Counties, Inc. is dedicated to the delivery of services in an environment characterized by strict conformance with the highest standards of accountability for

administrative, business, clinical, financial, and marketing management.

The leadership of Goodwill Industries of Wayne and Holmes Counties Inc. is aware of and fully committed to the need to prevent and detect fraud, waste, abuse, fiscal mismanagement, and misappropriation of funds through the development and implementation of a formal “Corporate Compliance Program”.

Goodwill Industries of Wayne and Holmes Counties, Inc. is fully committed to the development and implementation of comprehensive policies, procedures, and other corporate compliance measures to provide regular monitoring and conformance with all legal and regulatory requirements. Please reference the Discrimination and Harassment Policy.

#### **CONFLICT OF INTEREST:**

All employees and others who work for us, including auditors, accountants and consultants retained by us, have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. A conflict of interest is defined as: Any situation in which financial or other personal considerations may compromise or appear to compromise the business judgment of any employee or other party engaged by us, the delivery of a service or the ability of an employee to do the employee job. An actual or potential conflict of interest occurs when an individual can influence a decision that may result in a personal gain for that person at the expense of our best interest or of our stakeholders.

#### **DUTY TO REPORT POLICY:**

We recognize that a critical aspect of our compliance program is the establishment of a culture that promotes prevention, detection, and resolution of instances of conduct that do not conform to federal and state requirements as well as the organization’s ethical and business policies. To promote this culture, we have designated a Corporate Compliance Officer (CCO) through which complaints may be lodged.

1. All employees are responsible for reporting misconduct, including actual or potential violations of law, regulation, code, problems, and concerns regarding questionable business practices. For information regarding who to contact see the posters on the employee bulletin boards or contact the HR Department.
2. We have established a CCO who is responsible for receiving, investigating, and addressing complaints and concerns.
3. Anyone with knowledge of a potential violation of law, regulation, code, policies, or procedures has an affirmative duty to report that information. Failure to do so may result in appropriate disciplinary action.

#### **NO REPRISAL POLICY:**

Employees should report any apparent violation of this Code of Ethics to the Corporate Compliance Officer, HR, their direct manager, their department Vice President or the CEO. No adverse personnel action shall be taken or recommended against an employee in retaliation for his/her disclosure in good faith of an alleged violation of the Code of Ethics. However, this policy does not protect an employee from disciplinary action if the company reasonably concludes the report of wrongdoing was knowingly fabricated by the employee or was knowingly distorted, exaggerated or minimized.

## **DISPENSING OF MEDICATIONS**

No supervisor or employee of Goodwill Industries will assume the responsibility of storing, handling, or dispensing any type of medication for any employee or consumer involved in any program at our facility or in the community. Consumers must assume the responsibility of self-medication.

# DRESS AND GROOMING

Goodwill Industries attempts to recognize individual taste, preference, custom and comfort in clothing and appearance; however, it is expected that all personnel exercise good judgment in taste.

The following guidelines are provided to help the employee in selecting proper clothing and accessories.

1. All clothing shall be appropriate for the job being performed.
2. All clothing shall not be extreme, distracting or attention seeking.
3. All clothing shall be appropriate to climatic conditions.
4. All clothing shall promote a positive image of Goodwill.
5. All clothing shall be consistent with safety and health regulations.
6. All clothing shall be clean, neat and odor free.

Employees found in violation of these dress and grooming standards will be subject to disciplinary action. Goodwill management reserves the right to judge what is acceptable and not acceptable. The following are dress code policies by Department.

## Contracts

- No halters
- No clothing that would show bare midriffs
- No tops with spaghetti straps
- Tank tops may be worn if the shoulder strap is 1 inch or more
- No shorts or pants less than 2 inches from the top of the knee
- No pajama pants/tight sweatpants or spandex
- No open toe or backless shoes (shoes must be completely close toed -no holes in them and the back must completely cover the heel. No back heel straps will be allowed.
- No sagging or drooping pants or shorts of any kind
- All clothing should be tasteful and not too revealing. Provocative clothing such as low cut, see through, tight or strapless shirts and miniskirts are not allowed.
- Leggings may be worn as long as shirt or dress is less than 2 inches from the top of the knee
- No clothing displaying drug/alcohol connotations, derogatory or suggestive comments should be worn.

## Donated Goods

### **Tops:**

- Goodwill vests/smocks and name badges (visible to customers) must be worn at all times while working.
- T-shirts are recommended for comfort and flexibility. Polo shirts, blouses, and button-up shirts are also acceptable.
- Sweaters, sweatshirts, and jackets can also be worn underneath Goodwill vests/smocks.
- Tops should not be too revealing or too tight. Halters, tank tops, cut-off shirts, see through tops, low-cut tops, and tops that show bare midriffs are not permitted.
- Goodwill branded or solid-colored t-shirts are recommended. Graphic t-shirts displaying drug/alcohol connotations, vulgar/derogatory/suggestive comments, or political themed cannot be worn.

**Bottoms:**

- Jeans and khaki pants (full length or capris) are recommended but should have no holes, rips, or tears (natural or machined).
- Shorts may also be worn but must extend down the leg to 2” above the knee or longer.
- Leggings and yoga pants are permitted but MUST be worn with a long top that extends down to 2” above the knee or longer.
- Athletic (including sweatpants material) pants and shorts and Pajama pants and shorts are not permitted.
- Dresses/skirts are not permitted.

*\*Note: Sagging pants/shorts below the waistline is not permitted.*

**Footwear:**

- Athletic/Tennis shoes are recommended due to the highly active environment in the retail stores. Boots and other closed-toe footwear are also permitted. Due to safety concerns; sandals, Crocs, open-toe, or backless footwear are not permitted to worn.

**Other:**

- Visible facial/body piercings are allowed if they do not pose a safety concern (i.e., ear to nose chains, large hoops, large nose/eyebrow rings, etc.).
- Inappropriate tattoos (vulgar, derogatory, suggestive, drug-related, etc.) must be covered while working.
- All staff must follow basic grooming and hygiene habits. This also applies to hair, beards, and mustaches, which all must be neat and well groomed.
- \*Please limit strong scents from heavy perfumes, colognes, or other body odors.

**Management:**

- Business casual tops (blouses/polos/button ups) are recommended to be worn by supervisors/management.
- Goodwill branded shirts are also acceptable tops to be worn.
- Bottoms and footwear options are the same for staff and management with the exception that shorts may not be worn by members of management.
- Name badges must be worn, and visible to customers, at all times. They may be attached to Goodwill branded lanyards or displayed in Goodwill vests.

*\*Note: Wearing of vests/smocks are optional for management.*

**Administration/WFD/ Management**

- No halters
- No clothing that would show bare midriffs
- No tops with spaghetti straps
- Tank tops can be worn if the shoulder strap is 1 inch or more
- No shorts
- No skirts less than 2 inches from the top of the knee
- No pajama pants/tight sweatpants or spandex
- Pants that have a hem no less than 2 inches above the ankle may be worn
- Leggings may be worn as long as shirt or dress is less than 2 inches from the top of the knee
- No footwear that would be considered appropriate for the beach (such as casual flip flops)

- All clothing should be tasteful and not too revealing. Provocative clothing such as low cut, see through, tight or strapless shirts and miniskirts are not allowed.
- Jeans and Capri's may be worn on Friday only (unless special permission is given).
- No clothing displaying drug/alcohol connotations, derogatory or suggestive comments should be worn.

## **DRUG FREE WORKPLACE POLICY**

### **Background**

Goodwill Industries of Wayne and Holmes Counties, Inc., hereinafter referred to as Goodwill, is committed to work towards providing a safe work environment.

Goodwill, by instituting this Policy and Program, is recognizing the effect of substance use and abuse upon the health and safety of its workforce and is taking action to minimize its impact.

Goodwill, together with the input of management, supervisors, and professionals specializing in substance abuse, has developed this Policy and Program.

The objective is to protect everyone in the workforce, as well as property and other assets, from the actions of substance users, including users of medical marijuana. Such users may cause unnecessary accidents and injuries, affect productivity and ability to provide quality products and services to our customers and cause losses that affect Goodwill's goals and mission profitability.

### **Policy Statement**

Goodwill will not condone and will not tolerate behaviors on the part of employees that relate to substance use and abuse, such as:

- a. use of illegal drugs,
- b. misuse of legal drugs (prescription or over-the-counter medications),
- c. misuse of alcohol,
- d. sale, purchase, manufacture, transfer, use or possession of any illegal drugs or prescription drugs obtained illegally; and/or
- e. the arrival to work or return to work under the influence of any drug (legal or illegal, including medical marijuana/recreational marijuana) or alcohol. Reference Exhibit 1

\*For the sake of clarity, marijuana, including marijuana legally-obtained under Ohio law, is not permitted by this policy and is considered an "illegal drug", as marijuana remains illegal under federal law.

Goodwill will implement, manage, and enforce this Policy and Program for all employees. Although Goodwill will hold all employees accountable in terms of substance use, it also supports rehabilitation. Those employees who come forward voluntarily to identify that they have a substance use problem may receive Company support and assistance, such as access to information, referrals, and modification of work schedules to accommodate rehabilitation, if possible. The employee is responsible for all cost and expense related to the assistance program. Employees that have a positive post-accident screen, or are found positive under a random or reasonable suspicion test, and voluntarily identify a substance abuse problem, may also be offered company support. Depending on the situation, employees may be put on administrative leave or temporarily re-assigned until a negative drug and alcohol screen is produced. This will be at the discretion of the company, who will consider both the employees, job duties and circumstances around the event.

Nothing in this policy alters the employment-at-will relationship that exists between this Company and every employee. Employees may end their employment at any time, and the company may also terminate employment at any time, for any lawful reason.

Employees whose positions are subject to any special law or regulation (federal, state, local or otherwise) may

face additional requirements in terms of substance abuse testing and management. Those employees subject to regulated testing requirements will be managed according to such requirements.

### **Program description:**

**Program policy:** The success of Goodwill's Drug Free Workplace Program depends upon the widespread support and adherence by all employees. The Program is intended to benefit everyone and therefore it applies to all employees. Substance use in violation of this Policy will not be tolerated and may be cause for immediate termination.

**Program administration:** To implement and manage this Program, the [Human Resource Department] has been named as Program Administrator. The Program Administrator is responsible for coordinating all services and is the primary contact for management and employees concerning the Drug Free Workplace Program.

**Amendments:** The Policy and Program may be amended, from time to time, as determined necessary to address concerns of operation, application, and impact, as determined by Goodwill, at its sole discretion. Further, amendments may be made pursuant to federal, state, and local laws and regulations impacting operation of the Policy and Program or its components.

**Employee awareness and education:** One of the goals of this Program is to educate all employees about substance use and annual education and training sessions will be scheduled. The attendance of all employees at such programs is mandatory.

**Supervisor training:** Supervisors will be adequately trained to identify when an employee may have a substance use problem that endangers the employee and/or other employees. Each supervisor responsible for identifying possible problems must complete yearly training. This training is in addition to the employee awareness and education training. Such training will be provided by qualified professionals. Supervisors will also receive training in the operational procedures required by this program.

**Employee Assistance:** Goodwill wishes to offer help to employees with a substance use problem. Goodwill will establish a relationship with one or more employee assistance providers and/or substance abuse professionals for the benefit of its employees.

**Drug and alcohol testing:** Goodwill will establish and maintain a relationship with a vendor for purposes of providing drug and alcohol testing services. For employee's protection, testing procedures and technologies will be utilized which ensure accuracy of results. All employees are required to cooperate with this process and the testing procedure. Employees who refuse to be tested for random, reasonable suspicion or post-accident testing will be terminated.

**Consequences of violation of this Policy:** Violation of this policy will not be tolerated. An employee who voluntarily enters the employee assistance program will be supported by Goodwill. The employee is responsible for all cost and expense related to the assistance program. When a positive test result is obtained, the employee may be terminated for violation of this Policy. Employees should reference the Policy Statement Section of the Drug Free Workplace Policy.

### **Substances Tested and Testing Technologies**

This Policy prohibits the use of illegal drugs and misuse of legal drugs and alcohol, including medical marijuana. The drugs of abuse, testing technologies and their stated testing cut-off levels are scheduled in Exhibit I attached hereto and made a part of this Policy.

At the onset of this Policy, drug testing will be performed by testing urine and alcohol testing will be performed by evidentiary breath testing. The drugs tested, the technologies and cut-off levels used will be selected by Goodwill with the advice of testing professionals. The drugs tested will reflect the changing nature of abused substances or if mandated by changes in existing federal, state, or local regulations or legislation. Technologies selected shall reflect preferred methods which ensure an accurate result. Cut-off levels will be selected to ensure sufficient presence of drugs and alcohol which present a safety concern.

### **Regulated Substance Abuse Programs**

Employees whose positions are subject to any special law or regulation may face different requirements. Goodwill will manage such programs, as part of this Policy and Program or separate, as such regulations mandate.

Company employees with commercial driver's licenses or otherwise subject to testing requirements of the Department of Transportation, the Federal Highway Administration, the Federal Aviation Administration, and the Federal Railway Administration or otherwise, will participate in an approved substance abuse program.

The participation of these employees in such regulated programs will not satisfy the requirements of this Policy and Program. Such employees will also participate and be managed additionally and separately pursuant to this Policy and Program. No co-mingling of employees from separate programs into a pool for random selection purposes, nor for statistical reporting purposes will occur.

**Drug and Alcohol Testing Procedures:** Once an employee has been advised of the need for drug and/or alcohol testing, the employee will present to the identified location for testing and cooperate with the testing procedures and process.

**Authorization:** The employee will execute any documents required by Goodwill and/or the testing provider to conduct the tests and report the results to the Program Administrator. The employee must carry a driver's license or other picture identification and present the same to the testing provider.

**Drug testing specimen collection:** The employee will cooperate with the specimen collection personnel and procedures. About urine specimen collection, the sample will be split into two containers to provide an opportunity to retest the second specimen should concern be raised regarding the integrity of the first specimen. Specimen collection will be performed about the privacy of the employee; however, strict scrutiny will be exercised by collection personnel to avoid any alteration or substitution of the sample. Collection personnel may use such procedures as deemed necessary to ensure the proper provision of samples to be tested, including but not limited to specimen temperature measurement, urine adulteration testing and, if requested, observed urine specimen collection by a same-sex observer. Collected specimens will be sealed in appropriate containers following chain of custody requirements.

**Drug testing:** Drug testing of specimens will be performed using the technology and cut-off levels identified in Exhibit I attached hereto.

**Medical review process:** Drug test results will be reported by the testing laboratory to a Medical Review Officer (MRO) contracted by Goodwill to ensure the accuracy of and report results to the Program Administrator. The MRO, in the employee sole discretion and professional judgment, will report the result as negative, positive, require additional testing or make recommendations for safety concerns. Should the laboratory report suggest tampering, the MRO may report the result as positive or require another test to be performed. If the laboratory report is positive for the presence of tested drugs, the MRO will attempt to contact the employee to explain an acceptable medical reason for the presence of such drugs in the employee's system. If not medically or administratively acceptable reason exists for the presence of such drugs, the MRO will report the positive result to the Program Administrator. Should a medically and administratively acceptable reason for the presence of drugs exist, the MRO, may report the findings and/or recommend work restrictions which address safety concerns.

**Retest opportunity:** Should the MRO determine a positive result; the employee will be given the opportunity to have the second specimen tested. The employee must advise the MRO at the time of the interview and make provisions for authorizing and paying for the second test within 48 hours of the MRO interview. Should the second test result be positive, the MRO will report the same to the Program Administrator. If the second test result is negative, the MRO will report the same to the Program Administrator and the employee will be reimbursed by Goodwill for the costs of the second test.

**Alcohol testing:** Alcohol testing will be performed utilizing the technology identified in Exhibit I attached hereto. The test result, if available, will be immediately reported to the employee and the Program

Administrator or other authorized Company representative.

**Testing compliance:** If the employee is physically unable to complete the test, the MRO will interview and/or examine the employee to determine if a physical condition exists which prevents the employee from completing the test. Should the MRO determine such a physical condition exists, the MRO may require another testing technology be utilized. Otherwise, the MRO may determine the employee non-compliant.

### **Administrative Testing Criteria & Procedures**

The following administrative criteria and procedures are stated to provide guidance to the Program Administrator, Company management, supervisory personnel, and employees. All possible circumstances could not be foreseen at the time of writing this Policy and Program and therefore changes and additions hereto may become necessary to provide for effective operation of this Program. The Program Administrator is herein empowered to make such changes and to make decisions concerning issues not specifically addressed in this Policy. Any such decisions or changes involving medical decision making should involve the counsel of a substance abuse professional. Employees will be tested for the presence of drugs in the urine and/or alcohol on the breath under any and/or all the conditions outlined as follows.

**Pre-employment, post-offer testing:** Offers of employment are contingent upon the applicant producing a negative drug and alcohol test. All applicants whose job duties include use of motorized equipment, Goodwill vehicles, transporting consumers and/or required to drive as part of their job duties with Goodwill (“Transportation Position”) will be required to undergo a post-offer, pre-employment drug test and/or a new hire drug test within the first 90 days of employment that is conducted by a provider designated by Goodwill. Many other positions require drug testing as defined by the Job Description. Applicants may also be required to undergo a medical examination. Any offer of employment that an applicant receives from Goodwill is contingent upon, among other things, satisfactory completion of the drug test and the determination by Goodwill and its examining physician that the applicant is capable of safely performing the responsibilities of the position that has been offered. The hiring manager will advise the candidate of Goodwill Policy and Program and will offer the candidate the opportunity to review a copy of the Policy and Program prior to testing. The hiring manager will have the applicant execute the Drug-Free Workplace Policy and Program Acknowledgment form, a copy of which is attached hereto as Exhibit II. The hiring manager will give the applicant the testing location and directions to present for testing. The applicant will present immediately to the testing location and cooperate with the testing process. The test result will be reported to the Program Administrator or other authorized Company representative. The employee will be notified by the hiring manager of the test result and if such result is negative, the final offer of employment will be made. All test results received will be forwarded to the Program Administrator for record keeping. As a condition of continued employment, employees/individuals in the Transportation Positions may also be required to undergo periodic medical examinations and/or drug and alcohol testing, at times specified by Goodwill.

**Periodic and random testing:** As such testing is not performed as the result of a specific concern of misuse of drugs and/or alcohol, the employee will be given directions to present to the testing location. The employee will present immediately to the testing location and cooperate with the testing process.

In the event of a positive test result, the employee must be taken out of service immediately for safety concerns and advised not to drive a motor vehicle. In the event of an immediate positive test result, the Program Administrator will arrange for the employee to be picked up by a Company representative and driven either back to Goodwill or home. When a positive test result is obtained, the employee may be terminated for violation of this Policy. Employees should reference the Policy Statement Section of the Drug Free Workplace Policy.

**Reasonable suspicion testing:** Reasonable suspicion testing will be performed when Company management and/or supervisory personnel have reasonable suspicion that an employee may be under the influence of drugs and/or alcohol.

The suspicion must be documented in writing by a management or supervisory staff person with adequate training with regards to the signs and symptoms of substance abuse. This report must be submitted to the Program Administrator or other authorized Company representative within 24 hours of the determination.



The reasonable suspicion determination may be based upon, among other things:

1. observable phenomena, such as direct observation of drug and/or alcohol use or possession and/or the physical symptoms of being under the influence of drugs and/or alcohol.
2. a pattern of abnormal conduct or erratic behavior.
3. arrest or conviction for a drug-related offense, or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use or trafficking (the employee is responsible for notification of Goodwill, within 5 working days of any drug-related conviction).
4. information provided either by reliable or credible sources or independently corroborated regarding an employee's substance use; or
5. newly discovered evidence that the employee has tampered with a previous drug or alcohol test.

Since this test involves a concern that the employee may be under the influence of drugs and/or alcohol, a Company representative must transport the employee for testing and transport the employee either back to Goodwill or home.

For safety concerns, the employee will be advised not to drive a motor vehicle and will not be permitted to return to work until negative test results are received. In the event the test results are negative, the employee will be permitted to return to work and will be compensated for lost work time.

**Post-accident, post-injury testing:** If there is reasonable suspicion, post-accident testing may be conducted when a workplace accident or injury occurs. Testing will be conducted whenever an accident involving motorized equipment occurs. An accident is defined as an unplanned, unexpected, or unintended event that occurs on Company property or involving Company property or during the conduct of Goodwill's business which results in any of the following:

1. a fatality of anyone involved in the accident.
2. bodily injury to the employee and/or another person that requires medical attention. vehicular damage; or
3. damage to Company property.

A workplace injury is defined as any injury which occurs at work.

Employees are required to immediately report any accident or injury to their supervisor. Any employee involved in an accident or injury may be required to undergo post-accident drug and alcohol testing. Since this test involves an event which may be caused by substance use, a Company representative must transport the employee for testing and/or injury care and transport the employee either back to Goodwill or home. For safety concerns, the employee will be advised not to drive a motor vehicle and will not be permitted to return to work until negative test results are received. In the event the test results are negative, the employee will be permitted to return to work and will be compensated for lost work time.

**Employee assistance program:** Employees who voluntarily submit to the employee assistance program for help will be referred to a substance abuse professional for evaluation and/or treatment. The employee may be removed from duty for safety concerns, if their position requires that most of their time be spent operating equipment or for other reasons as deemed by management, until a negative result is obtained in return-to-work testing. The provider, Program Administrator and employee will communicate and coordinate the ongoing treatment plan and/or return to work testing and follow-up testing plan. The employee is responsible for all cost and expense related to the assistance program.

**Return to work testing:** Employees who are tested under this provision have previously and most probably recently tested positive for drugs and/or alcohol or voluntarily submitted to the employee assistance program. The employee must provide a negative drug and/or alcohol test result prior to returning to work. A return-to-work test is required before the employee can return to work. Once an employee passes this test and returns to work, there may be a series of additional follow-up tests conducted over a period of at least one year. In that the employee is not working, the employee will be responsible for providing safe transport to the testing facility.

Upon receipt of a negative test result, the employee may be scheduled to return to work.

**Follow-up testing:** Employees who are tested under this provision have previously tested positive for drugs and/or alcohol voluntarily submitted to the employee assistance program. As the employee is currently working and will most likely be leaving Goodwill premises for testing, concern should be given to the safety of the employee and others regarding transport to the testing facility. Should there be a concern that the employee may be under the influence of drugs and/or alcohol, a Company representative should transport the employee to and from the testing facility and the employee should be removed from service until a negative test result is obtained. When a negative test result is obtained, the employee may be returned to service and will be compensated for missed work time. Otherwise, absent such concern, the employee will be given directions to present for testing and will return to work immediately. When a positive test result is obtained, the employee shall be terminated for violation of this Policy.

**Reporting and Record Keeping:** The Program Administrator will be responsible for maintaining all records and reports concerning the Drug-Free Workplace Policy and Program. The Program Administrator will be responsible for integrating substance abuse programs where more than one program exists.

All records, test results, communications and reports regarding Goodwill's Drug-Free Workplace Policy and Program shall be forwarded to the Program Administrator. To ensure confidentiality of record keeping, no manager or supervisor or employee will keep any employee specific information in any place other than filed with the Program Administrator.

Under no circumstances shall any employee, manager or supervisor discuss employee specific information concerning this program with any unauthorized third party.

#### **Consequences of a Violation of this Policy**

Violation of this Policy about the use, sale, purchase, manufacture or possession of illegal drugs or legal drugs obtained illegally shall result in the immediate termination of employment and/or report of the violation to appropriate law enforcement authorities. Violation of this Policy about confidentiality issues will not be tolerated and may result in immediate termination of employment.

**Pre-employment, post-offer positive test result:** All offers of employment for a Transportation Position are contingent upon the successful completion of a negative drug test result. Goodwill will decline to extend a final offer of employment to any applicant who does not produce a negative drug test result.

**Periodic, reasonable suspicion and post-accident positive test results:** Positive test results will be reported to the Program Administrator or other authorized Company representative. The employee may be removed from duty for safety concerns, if their position requires that most of their time be spent operating equipment or for other reasons as deemed by management, until a negative result is obtained in return-to-work testing.

The employee will be given a list of professionals and/or programs which specialize in the treatment of substance abuse. Goodwill may terminate employment of the employee. Employees should reference the Policy Statement Section of the Drug Free Workplace Policy.

**Testing non-compliance:** Goodwill will terminate the employment of any employee who does not cooperate with the testing process.

## **Exhibit I**

### **Drugs Testing Technology**

The presence of drugs of abuse will be tested by urine testing. All testing will be performed by a Department of Health and Human Services approved laboratory. Urine will initially be screened for the presence of drugs using an EMIT test. Should the screen demonstrate the presence of drug metabolite above the screen level listed below, then a confirmatory test will be performed using a GCMS test. Should the GCMS test confirm

presence at or above the level listed below, the laboratory will report a positive result to the Medical Review Office.

### **Drugs Tested & Cut-off Levels**

<u>Drugs of abuse</u>	<u>Screening cut-off level</u>	<u>Confirmation cut-off level</u>
Amphetamines	1,000 ng/ml	500 ng/ml
Barbiturates	300 ng/ml	200 ng/ml
Benzodiazepines	300 ng/ml	300 ng/ml
Cocaine	300 ng/ml	150 ng/ml
Opiates	2000 ng/ml	2000 ng/ml
Phencyclidine	25 ng/ml	25 ng/ml
Cannabinoids	50 ng/ml	15 ng/ml

### **Alcohol Testing**

Alcohol testing will be performed by evidentiary breath testing by trained breath alcohol technicians utilizing testing equipment approved by the Department of Health & Human Services.

If the initial test demonstrates a blood alcohol concentration of .04 percent or higher, then a confirmatory test will be performed following a 15-minute wait period. If the confirmatory test shows a blood alcohol concentration of .04 percent or higher, the result will be immediately reported to the Program Administrator or other authorized employer representative.

## **Exhibit II**

### **Drug-Free Workplace Policy and Program Acknowledgment**

As an employee or candidate for employment, I am aware of Goodwill's Drug-Free Workplace Policy and Program and have been given a copy of the policy or the opportunity to review the Policy and Program. I understand that my employment is conditioned on my cooperation and compliance with Goodwill Policy and Program.

I understand that all information obtained because of the Program and Policy will be kept confidential and only the Program Administrator and other authorized Company representatives, on a need-to-know basis only, will receive information obtained.

Further, I understand that information obtained, including but not limited to test results may be disclosed in official communications and/or hearings regarding unemployment compensation and workers compensation matters. I understand that a violation of this policy may result in the loss of such benefits.

As an applicant, I understand that any offer for employment is contingent upon my successful completion and production of a negative drug test result. I understand that if I am unable to provide a negative drug test result, Goodwill will not provide a final offer of employment.

## **ACCEPTABLE USE POLICY**

This Acceptable Use Policy covers the security and use of all Goodwill information and IT equipment. It also includes the use of email, internet, voice, and mobile IT equipment. This policy applies to all Goodwill employees, clients, board members and contractors.

This policy applies to all information, in whatever form, relating to Goodwill, business activities and to all information handled by Goodwill relating to other organizations with whom it deals.

### **Computer Access Control**

Access to Goodwill IT systems is controlled using User ID and passwords. All User IDs and passwords are uniquely assigned to named employees and consequently, employees are accountable for all actions on Goodwill's IT systems. Employees must not allow anyone else to use their user ID and password on any Goodwill IT system. Employees must not leave devices unlocked and unattended. Employees must not use someone else's user ID and password to access Goodwill IT systems. Employees must not leave their password unprotected (for example writing it down), perform any unauthorized changes to Goodwill's IT systems or information, attempt to access data that they are not authorized to use or access, store Goodwill data on any non-authorized Goodwill equipment, give or transfer Goodwill data or software to any person or organization, outside Goodwill without the authority of Goodwill.

### **Communications:**

Each employee is responsible for the content of all text, audio, or images that they place or send over the Internet. Fraudulent, harassing, or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane, or offensive language or hate speech will be transmitted through the system. Employees who wish to express personal opinions on the Internet are required to obtain their own usernames on other Internet systems. There is to be no printing or copying of personal emails or communications.

### **Copyright Issues**

Copyrighted materials belonging to entities other than Goodwill may not be transmitted by staff members on the Internet. Users are not permitted to copy, transfer, rename, add, or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action up to and including termination from Goodwill Industries of Wayne and Holmes Counties, Inc., or legal action by the copyright owner.

### **E-Mail Conduct:**

The electronic mail system hardware is Goodwill property. Additionally, all messages composed, sent, or received on the electronic mail system are and remain the property of Goodwill Industries of Wayne and Holmes Counties, Inc. They are not the private property of any employee. The use of the electronic mail system is reserved for the conducting of business at Goodwill Industries of Wayne and Holmes Counties, Inc. The electronic mail system may not be used to fundraise or advertise for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

The electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses ancestry, sex (including without limitation pregnancy, sexual orientation, and gender identity), age, race, color, religion, national origin, genetic information, military status, protected veteran status, or disability. Employees are encouraged to refrain from hate speech, publishing jokes, short stories or other items which are not business related.

The electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, personal information such as social security numbers or similar materials without prior authorization.

Goodwill Industries of Wayne and Holmes Counties, Inc., reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received, or sent over the electronic mail system for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within Goodwill without the permission of the employee.

The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Notwithstanding Goodwill's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the

intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy must receive prior approval by the President or Vice Presidents.

The use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to Goodwill Industries of Wayne and Holmes Counties, Inc., Employees shall not use a code, access a file, or retrieve any stored information unless authorized to do so. Employees should not attempt to gain access to another employee's messages without the latter's permission. Any employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including termination.

### **The Internet**

Employees accessing the Internet are representing Goodwill Industries of Wayne and Holmes Counties, Inc. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical, and lawful manner. The Internet is to be used to conduct official company business or to gain technical or analytical directions. Employees may use the Internet during lunch or breaks if it does not break company rules.

During working hours, employees may not use the Internet for commercial activity or personal gain. This includes but is not limited to running any sort of private business. During working hours, employees may not use Internet for fund-raising or advertising for commercial or non-commercial organizations, except for Goodwill-related organizations and Goodwill-related events. Employees may not use the Goodwill name through the Internet in any way that implies Goodwill endorsement of other organizations, products, or services. Use of the Internet must not disrupt the operation of Goodwill Industries network or the networks of other users. It must not interfere with your productivity.

### **Mobile Storage Devices**

Mobile devices such as memory sticks, CDs, DVDs, and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Confidential data should not be transferred to removable hard drives or to personal cell phones. Confidential data includes but is not limited to the names, Social Security numbers, addresses, telephone numbers, and credit information of Goodwill employees and clients, the substance and nature of Goodwill's work for clients, trade secrets, and non-public information not generally available to the public relating to Goodwill and our customers, employees, vendors, contractors, service providers and IT information.

### **Software**

Employees must only use software that is authorized by Goodwill. Authorized software must be used in accordance with software supplier licensing agreements. All software on Goodwill computers must be approved and installed by Goodwill's IT Department. Employees must not store personal files such as music, video, photographs, or games on Goodwill equipment. Anything stored on Goodwill network drives or equipment is the property of Goodwill.

### **Virus Protection**

The IT Department has implemented centralized, automated virus detection and virus software updates within Goodwill. All PC's have antivirus software installed to detect and remove viruses. Individual users may not remove or disable anti-virus software. They should not attempt to remove virus-infected files or clean up an infection. All issues must be reported immediately to the IT Department.

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads must be done with the prior approval of the IT Department. Authorized software downloads must be saved to the user's own hard drive. Unless directed by the IT Department, no files are to be downloaded to the Goodwill File Server or network.

### **Working Off-Site**

If required as part of the employees' job, laptops and mobile devices may be taken off-site. Equipment and media taken off-site must not be left unattended in public places and not left in sight in a car. Laptops must be carried as hand luggage when travelling. Information should be protected against loss or compromise when working remotely (for example at home or in public places). Care should be taken with the use of mobile devices such as laptops, mobile phones, smartphones, and tablets. They must be protected at least by a password. Personal laptops/home computers shall not be used for Goodwill business absent prior consent of Goodwill senior management and implementation of security protocols approved by the IT Department (e.g., encrypted Wi-Fi, password protected files, approved anti-virus software, etc.). Public Wi-Fi should not be used to access the Internet when working offsite.

### **No Expectation of Privacy Using Goodwill Information and IT Equipment**

Employees have no expectation of privacy when using Goodwill information and IT equipment, including voicemail, email, Internet, Intranet, and word processing. Subject to applicable laws, an employee's use of IT equipment may be monitored, and all information on the IT equipment may be monitored, accessed, duplicated, deleted, or disclosed at any time without notice to you and without your permission. Goodwill further has the right to limit, block, monitor, remove, and/or record access by any employee, contractor, or licensee when using Goodwill IT equipment and when accessing any information on the Internet or Intranet.

**Violations:** Violations of any guidelines listed above may result in disciplinary action up to and including termination. If necessary, Goodwill Industries will advise appropriate legal officials of any illegal violations.

## **EMPLOYEE\CONSUMER RELATIONSHIPS**

Purpose: To protect both employee and consumer from possible compromising situations and/or exploitation. Employees and consumers should also refer to the Consumer Rights Policy in this manual.

1. In accordance with Goodwill's Policy of consumer rights, social relationships between an employee and a consumer are to remain professional in nature since involvement can interfere with provision of services. Experience has shown that such relationships can lead to compromising situations for both the consumer and employee. Therefore, it shall be the policy of this organization to consider non-working relationships as inappropriate and subject to disciplinary action, up to and including termination.
2. An employee is defined as anyone hired by Goodwill to perform a specific job duty.
3. A consumer is defined as anyone participating in program services and assigned a case manager.

## **EMPLOYEE PURCHASES**

To promote fair and equitable purchasing methods for both customers and employees, the following policies are to be used when making employee purchases.

### **ALL EMPLOYEES**

- Under no circumstance can any employed or customer purchase items directly from the processing/sorting area.
- Employees can purchase the 50% off color of the week.
- Purchases are only permitted during normal business hours.
- There will be NO storing, setting aside, "stashing" or holding of any item(s) prior to purchase.
- To promote proper processing items, We CANNOT sell/purchase items that are going to be trashed

or salvaged. Employees who take any of these items will be terminated.

### **RETAIL EMPLOYEES ONLY**

- All merchandise must be placed on the sales floor for a period of seven days before employees can purchase, this is the PRODUCTION COLOR OF THE WEEK, also known as “FRESH FINDS”.
- Under no circumstances can employees price items at the request of or on behalf of other employees.
- Purchasing of items may occur only during non-working hours (Employees cannot purchase on their lunch or breaks).
- All items MUST be taken directly to the register for checkout; un-purchased items should not be taken to the back room.
- The Manager, Assistant Manager or Shift Supervisor must do the actual checkout procedure for other employees.
- Sold items must be placed in an appropriate bag with the receipt attached (or in the bag) or taken immediately to your car and out of the store.
- If you do not have a way to store your purchased items outside of the store, bagged purchased items must be stored in the manager’s office and taken with you at the end of your shift. Larger items (like furniture) will be tagged by the manager or assistant manager and must be removed within the appropriate timeframe.
- Employees cannot ask another employee or customer to purchase an item for the.
- Family members of employees, including supervisors and managers are not to be cashed out by the employee. They must be assisted by a different cashier or supervisor.
- Family members or friends cannot purchase items for an employee while the employee is on the clock.
- Employees are permitted to earn Loyalty Stars “Good Stars” for their purchases. An employee’s GoodStars rewards cannot be redeemed or transferred to friends, family, or patrons.
- SHOPGOODWILL.COM; Employees are permitted to purchases from our agency’s online offerings with the exception of employees within the E-commerce department and the Retail Leadership Team. These employees cannot bid on our agency offerings. There are no discounts or returns on these items. Employees are also prohibited from having a personal viewing of the items. All employees, regardless of department, may purchase items on shopgoodwill.com from any other agencies outside of Goodwill Industries of Wayne and Holmes Counties.

Violations of this policy may result in disciplinary action up to and including termination.

## **ETHICS CODE**

Goodwill Industries of Wayne & Holmes Counties, Inc. believes that certain principles and values must guide our actions and relationships with other staff, employees, consumers, customers, external business personnel and vendors. These principles form the basis of how we approach our work with other individuals and establish core values that define the principles and values that make up the Ethics Code. Goodwill has established an Ethics Policy and Ethics Procedure. See a Vice President or HR representative for details. Some of the Goodwill core values are:

- Honesty
- Respect for every individual
- Valuing what everyone must contribute regardless of ancestry, sex (including without limitation pregnancy, sexual orientation, and gender identity), age, race, color, religion, national origin, genetic information, military status, protected veteran status, or disability.
- Individual responsibility

- Making only commitments that we can accomplish either individually or as a team
- Holding people accountable for their work performance and conformance to the Ethics Code

### **General Guidelines**

- Goodwill Industries and its staff and employees will comply with all lawful requirements applicable to company business
- Goodwill Industries will comply with all federal, state, and local environmental and safety laws. Staff, employees, and consumers must abide by all Goodwill safety policies and procedures.
- The provisions of the Ethics Code are mandatory and full compliance is expected under all circumstances
- Any employee who is aware of or observes any violation of the Ethics Code is encouraged to report the violation to the Department Head or the Human Resource Department. Failure to report such a violation may result in corrective action up to and including termination of employment.

Retaliation against an employee for reporting violations of the Ethics Code is forbidden and will not be tolerated by Goodwill.

### **ETHICS POLICY**

- We will conduct ourselves and operate Goodwill in a manner that upholds our integrity and will merit the trust and support of the public.
- We will comply with all applicable laws and regulations to protect and/or enhance the Agency's ability to accomplish its mission.
- We will treat others with respect, doing for and to others what we would have done for and to us in a similar circumstance.
- We will be responsible stewards of the Agency's resources.
- We will take no actions that could benefit us personally, either directly or indirectly at the unwarranted expense of the Agency, avoiding even the appearance of a conflict of interest. We will exercise prudence in expenses we charge to the Agency.
- We will carefully consider the public perception of our personal and professional actions, and the effect our actions could have, positively or negatively, on the Agency's reputation in our communities and elsewhere.
- We will strive for personal and professional growth to improve our effectiveness as board members, employees, or volunteers of the Agency.

### **RESOLUTION OF ALLEGATIONS**

The Executive staff member (Director or VP) shall attempt to resolve any violation of the Code of Ethics within 10 days of the event. In case the above does not find a solution, the problem shall be taken to a committee consisting of the Human Resource Department, the appropriate V P or Director and an appointee of the President of Goodwill Industries of Wayne and Holmes Counties, Inc.

Violations of the Ethics Policy should be reported to your immediate supervisor or the Human Resource Department or see Complaint Procedure in this manual.

Retaliation against an employee for good faith reporting of violations of the Ethics Code is forbidden and will not be tolerated by Goodwill. Any violation of the Code of Ethics will be grounds for corrective action, up to and including termination of employment.



## **MISAPPROPRIATION**

Goodwill Industries of Wayne and Holmes Counties, Inc. solicits, collects, and processes donations for sale in its retail outlets and for use in its rehabilitation programs and services of persons with disabilities. Organizations which accept and use gifts, donations, contributions, and bequeaths to support and subsidize, or to generate revenue for, its operations and programs, have a responsibility to assure the trust of the public by protecting against the misappropriation of donated and/or agency merchandise, supplies, materials, equipment, and funds. All employees, staff members supervisors, Volunteers, and clients of Goodwill are prohibited from any activity which may be considered misappropriation in accordance with the following guidelines.

1. Donated merchandise, supplies, materials, equipment and funds are the property of Goodwill and any use of such items for purposes other than those expressed by the donor and/or designated by Goodwill management is considered misappropriation.
2. No employee involved in the solicitation, collection, sorting, processing or accounting of donated and/or agency merchandise, supplies, materials, equipment or funds may sell, trade, take or give to a third party (either employee or non-employee) any such items. This includes items that may be considered trash or salvage.
3. Any employee who violates these guidelines will be subject to immediate dismissal.
4. Any employee having knowledge of any activities in violation of these guidelines must report such activities to his/her supervisor without delay. Failure to report such conduct will be considered assisting in the prohibited conduct and will subject the knowledgeable employee to immediate dismissal

## **PROPERTY AND EQUIPMENT**

Employees will not use or allow the use of Goodwill property or equipment for other than activities approved by the organization. Employees should refer to the Misappropriation Statement.

## **COPYRIGHTED OR LICENSED MATERIALS**

It is illegal and unethical to engage in practices that violate copyright laws or licensing arrangements. It is the policy of Goodwill that all employees respect these laws, and refrain from making unauthorized copies of protected materials such as computer software and printed material. Employees should refer to the Internet/E-Mail Policy.

## **PROPER RECORDING AND DISBURSEMENT OF FUNDS AND OTHER ASSETS**

Funds and other assets of Goodwill are to be used only for legal and proper business purposes. No false, improper, or misleading entries will be made in the financial books and records of the organization. Complete, accurate and timely information is to be given in response to auditors and any other regulatory authority. All payments made by or on behalf of Goodwill for any purpose must be made only for the purpose described in the documents supporting the payment. Employees should refer to the Ethics Code.

## **RELATIONS WITH CUSTOMERS AND SUPPLIERS**

Goodwill believes in fair and open competition in the establishment of ongoing relationships. Under no circumstances should arrangements affecting pricing, terms of sale, or marketing policies be entered into with competitors. Knowledge of such discussions must be reported to senior management. Goodwill employees may not accept money, gifts, or favors which exceed a nominal value from any customer, vendor, or anyone else having a business relationship with Goodwill. Gifts or favors that are "insubstantial in value" and not intended to influence the acts of the recipients may be accepted and given to employees at staff meetings.

## **RESPONSIBILITY TO PRSONS RECEIVING SERVICES**

Consumers will be treated with respect. All services provided to consumers will be in the best interest of those individuals. The Goodwill staff must respect consumer's rights. Discrimination, sexual or general harassment against consumers based on race, gender, color, disability, age, marital status, veteran status, religion, sexual orientation, or nationality is strictly forbidden by Goodwill.

Confidentiality will be maintained about all information obtained in the course of services provided to consumers. Records will be stored and maintained in a secured area, and only authorized personnel will be allowed to access consumer files. Goodwill staff will not discuss participant records in public or with persons not entitled to these records.

In accordance with Goodwill's Policy of Consumer Rights, social relationships between an employee and a consumers are to remain professional in nature since involvement can interfere with provision of services. Experience has shown that such relationships can lead to compromising situations for both the consumer and employee. Therefore, it shall be the policy of this organization to consider nonworking relationships as inappropriate and subject to disciplinary action. Employees working with consumers will not try to influence participants in the areas of religion, politics, or other such topics, that should be considered matters of individual choice. Employees should also refer to the Ethics Policy.

## **PUBLIC STATEMENTS/REPRESENTATIONS**

Media is to be used to effectively communicate, enhance, and support the mission of the organization. Public statements include social media posts, radio, and television interviews. All employees will act in accordance with the highest standards of professional integrity about the representation of Goodwill Industries.

Care will be exercised in actions or statements including email and any other forms of online expression that can be perceived as originating from Goodwill or other organizations with whom we do business or associate, so that actions or statements do not negatively reflect to Goodwill.

Marketing activities will always be carried out with respect and dignity and the privacy rights of individuals served in mind. Marketing activities will highlight the mission, vision, goals and accomplishments of Goodwill's consumers and employees.

The Marketing and Public Relations Manager and President must be informed prior to any public actions or statements. Staff are not to speak to the media unless preapproval is given by the President. The President must be notified about and give permission for any requests for interviews and the use of press releases. Requests made after normal business hours are to be presented directly to the CEO or VP's (if CEO is unavailable).

## **CONFLICT OF INTEREST**

Employees must avoid all situations in which their personal interests' conflict or might conflict with their job functions and should notify their immediate supervisor of the possibility of a conflict of interest.

## **CONFIDENTIAL INFORMATION**

The inappropriate disclosure of disability, medical information, salary or other staff, employee or consumer sensitive information is prohibited.

## **STANDARDS OF CONDUCT**

Although the various matters presented in the Code of Ethics do not cover every aspect or activity, conduct or behavior, they are representative of Goodwill's commitment to the maintenance of high ethical standards. Any violation of the Code of Ethics will be grounds for corrective action, up to and including termination of employment.

## **LOCKER AND SEARCH POLICY**

Upon entry into employment or into a Goodwill service, if lockers are available, the employee will be loaned a locker in which to keep his/her personal items such as coats, boots, purses, etc. The employee will also be given a key to that locker. It is then the employee's responsibility to protect his/her personal items by keeping the locker locked. Goodwill Industries and its staff will assume no responsibility for lost or stolen items.

All lockers remain the property of Goodwill Industries. Lockers are to be kept clean and sanitary and free of waste material. As part of our Loss Prevention Program, periodic locker checks may be conducted; an HR representative and another member of management will be present for the search. If the employee is working at the time of the search, they will be present also. If items are discovered which are clearly company property and no receipt can be found, the employee will be disciplined up to and including termination. If illegal substances are found, the police will be called, and the employee disciplined up to and including termination. At any time, an employee leaves the building, the employee may be asked by authorized personnel to open bags, lunch boxes, or brief cases for inspection.

Master keys are kept in the HR Office or in Store Manager's office. Should an employee lose his/her key, a replacement may be obtained from the HR Director or Store Manager. There is a \$5.00 deposit required to obtain a locker, which will be returned to employee upon termination when key has been returned.

## **LUNCH AND BREAKS**

All hourly and piece rate paid employees are required to take a half-hour lunch break after 6 hours worked. This half-hour (or one hour, depending on the individual's schedule) will be taken in the lunchroom or outside the building. Facilities are provided for all personnel. All food and drink items are to be consumed in the lunchroom or outside the building. At no time will a contract or retail employee stay at his/her workstation during their specified lunch break. At no time will employees be allowed to have food at their industrial workstations or retail floor. Beverages are permitted in a spill proof container. Violation of this policy will result in disciplinary action. Office personnel may have food and/or drink at their desks. Two breaks are provided and are paid time.

Those employees working outside of the facility are required to write in their start and stop times. No employees may forego lunch or break periods to shorten the workday without prior approval by supervisor or a member of management.

## **ORGANIZATION CLOSING**

If there is a need to close any part of the organization during catastrophic, severe weather conditions or any other emergency, the closing will be communicated on the Goodwill website ([www.goodwillconnect.org](http://www.goodwillconnect.org)) in the Staff Portal section. If there is a level three (3) emergency that impacts your county or city or the location where you work, you will not report to work. The organization will close, or a portion thereof, at the discretion of the President or the Vice Presidents.

When the entire organization is closed, all staff and hourly employees will be paid for the first closed day if scheduled to work. Employees who can routinely work from home will not be paid for an organization closing and will be required to work or take a PTO day. If a specific location is closed, all staff and employees who were scheduled to work at that location will be paid for the first closed day. If the organization or a specific location is closed more than one day, employees may be reassigned to an alternate worksite or asked to work additional shifts or days to make up the time. Closures that extend beyond one day will not be paid unless approved by the CEO. When the organization is not officially closed because of severe weather conditions and the employee chooses not to report to work, the employee must request PAID TIME OFF (PTO) time. If work schedules permit, Employees are encouraged, at the discretion of the

department manager, to work other shifts in lieu of taking PTO or an attendance point. These hours must be made up within the same pay week. Employees who do not have PTO should refer to the Employee Attendance Policy.

## **OUTSIDE EMPLOYMENT**

Employees are obligated to notify their supervisor of any outside employment. Employment elsewhere may under no circumstances be permitted to adversely affect performance, scheduling, punctuality, or attendance. Employees are prohibited from engaging in outside activities or employment that conflicts with the stated goals and purposes of the organization or that directly or indirectly are competitive with Goodwill Industries.

## **SMOKING AND USE OF OTHER TOBACCO PRODUCTS**

Goodwill Industries of Wayne & Holmes Counties, Inc. is a smoke-free environment. Smoking and the use of other tobacco products, including vapes are prohibited in all Goodwill facilities. Smoking and the use of other tobacco products, including vapes are allowed in a designated outside location on lunches and breaks only.

## **SOCIAL MEDIA**

The mission of Goodwill Industries of Wayne and Holmes Counties, Inc. is to help the people in our community build connections to better jobs and brighter futures. Employees are always expected to reflect a commitment to this mission. This is especially true when identifying as an employee of Goodwill Industries of Wayne and Holmes Counties through their social media profiles. Identifying as an employee is defined as, listing Goodwill as your employer under your social profile, posts or comments that identify Goodwill as your employer, public photos of an employee wearing Goodwill apparel, employees who are required to regularly interface with the public and are well known in the community because of their position.

We use Goodwill Industries of Wayne and Holmes Counties, Inc.'s social media to inform the public about our mission and to promote our retail stores and industrial services, which help fund our workforce programs. When people feel great about our brand, they shop with us and donate to us. Goodwill employees are our organization's best advocates. We hope you follow and support Goodwill Industries of Wayne and Holmes Counties, Inc. on social media by positively liking, sharing, and commenting on our posts.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether associated or affiliated with Goodwill Industries of Wayne and Holmes Counties, Inc., as well as any other form of electronic communication.

At Goodwill Industries of Wayne and Holmes Counties, Inc., we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries with its certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established this policy for appropriate use of social media. This policy applies to **all** employees who work for Goodwill Industries of Wayne and Holmes Counties, Inc., or related entities. As an employee it can be difficult to know what appropriate behavior on social media is and what is not. Even the most well-intentioned person can say something on social media that could hurt Goodwill Industries of Wayne and Holmes Counties, Inc.'s brand and the employee own online reputation. Here are requirements that will help you navigate:

### Examples of totally awesome social media conduct:

- Sharing, reposting, liking, or retweeting anything Goodwill Industries of Wayne and Holmes Counties, Inc. posts on social media or webpage.
- Posting anything you love about Goodwill (like a great deal you got), on your own time.

### Examples of unacceptable social media conduct:

- Posting, liking, or sharing comments that express intolerance towards others that could violate the organization's anti-harassment/discrimination policy.
- Responding to customer complaints or questions regarding the Agency, its employees, or clients. Questions, complaints, or concerns must be directed to the CEO or your department Vice President.
- Identifying or discussing people who receive services from Goodwill Industries of Wayne and Holmes Counties, Inc. Out of respect for their privacy, please do not post photos of customers or clients or identify Goodwill customers or clients by name.
- Sharing any confidential or sensitive Goodwill Industries of Wayne and Holmes Counties, Inc. information
- Please do not post comments or questions that should be directed towards your Manager, Human Resources, or your department Vice President. These include, but are not limited to, hiring decisions, promotions and open positions. Please note that nothing in this policy is intended to prohibit any concerted employee activities that are protected by the National Labor Relations Act.
- **So, if you are unsure if your action is possibly inappropriate – you should consider holding off on posting until you can have more confidence about the appropriateness of the post.**

The same principles and requirements found in Goodwill Industries of Wayne and Holmes Counties; Inc. policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. **Keep in mind that your conduct (even conduct away from work) has the potential to result in disciplinary action, up to and including termination.**

### Other Agency Rules

The Executive and Marketing Staff (CEO, Vice Presidents and Marketing Manager) are solely responsible for creating Goodwill's online presences. To minimize any impact from an employees' social networking activities which can adversely affect Goodwill, please adhere to the following rules: Make sure you are always honest and accurate if/when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Goodwill Industries of Wayne and Holmes Counties, Inc., fellow associates, customers, suppliers, people working on behalf of Goodwill Industries of Wayne and Holmes Counties, Inc.

Those identifying themselves on social media as Goodwill Industries of Wayne and Holmes Counties, Inc. employees, should not communicate messages inconsistent with Goodwill Industries of Wayne and Holmes Counties, Inc. values, including hate messaging or supporting hate messages involving race, color, religion, national origin, ancestry, sex (including without limitations, sexual orientation, and gender identity) or disability, as solely determined in Goodwill Industries of Wayne and Holmes Counties, Inc.'s discretion.

Never do or say things about Goodwill, its employees, its customers, board members or clients that are malicious, false, or inaccurate, illegally discriminatory, harassing, bullying, defamatory or libelous, or that violate the confidentiality policy. Never post personal information about clients, customers, or clients without their consent. Subject to applicable law, after-hours online activity that violates any of Goodwill Industries of Wayne and Holmes Counties, Inc.'s policies may subject an employee to disciplinary action or termination. If you see questions, complaints or concerns found on social media or any format, immediately contact the VP of Retail and Marketing and then follow the Incident Procedure so that they can be investigated.

The law defines defamation as a false statement of fact that gives the defamed a negative image and hurts their reputation. Under applicable law, the person who makes the defaming statement can be held personally liable. Goodwill's Confidentiality Policy is outlined in The Agency's Personnel Policies and should be referenced prior to posting comments. Goodwill's Model Release Form needs to be filled out prior to sharing a picture or video about employees, coworkers, customers, board members or clients. Employees should exercise caution regarding the posting of copyrighted materials.

Posting recommendations of colleagues is a tool of professional social networking sites. Professional recommendations regarding work performance are only provided from Goodwill via the HR Department or CEO.

It is not our intention to prohibit any concerted employee activities that are protected by federal law and which comply with the above prohibitions against defamation, confidential disclosures, hate speech, malicious words, etc. However, social networking activities, other than approved marketing activities, are personal and need to be done on your own time. Use of social media and social media activities must never interfere with employee work duties. Violations of this policy may result in further disciplinary action up to and including termination.

## **TRANSPORTATION**

Due to potential liabilities associated with transportation Goodwill Industries will not transport any employee for any reason except for initial medical treatment due to a workplace accident or within the scope of their job responsibilities. Employees who wish to provide transportation to other employees can do so but it must be on their own personal time (before work, lunchtime or after normal work hours). Consumer transportation will still be allowed as it applies to a particular program or service.

## **VISITORS**

This organization does not permit employees to have visitors while at work. No one may enter our job locations or other facilities unless working for or conducting business with the organization. In a personal emergency when someone must contact you, that person should first contact the receptionist in the lobby. If the person works in one of our stores, the Store Manager or person in charge should be contacted.

# **WORKPLACE VIOLENCE POLICY**

## **POLICY STATEMENT:**

Goodwill Industries of Wayne and Holmes Counties, Inc. expects and requires all its employees to display common courtesy and always engage in safe and appropriate behavior on the job. Goodwill Industries does not tolerate acts of workplace violence committed by or against employees/consumers. Goodwill strictly prohibits employees/consumers from making threats or engaging in violent acts. Employees/consumers can be held responsible for off-duty conduct that occurs on Goodwill's premises or related to Goodwill business.

## **PROHIBITED CONDUCT:**

Conduct which is prohibited but is not limited to:

Injuring another person physically.

Engaging in behavior that creates a reasonable fear of injury in another person.

Engaging in behavior that subjects another individual to extreme emotional distress.

Possessing, displaying, or using a weapon while on Goodwill premises or engaged in Goodwill business.

Damaging property intentionally.

Threatening to injure an individual or damage property.

Committing injurious acts motivated by, or related to, domestic violence or sexual harassment.

## **IDENTIFYING AND RESPONDING TO RISKS:**

Goodwill Industries identifies and responds to workplace violence hazards as follows:

A **Threat Assessment** team, including members of the senior staff will review Goodwill's vulnerability to violence and determine the appropriate preventive measures. The team annually reviews the workplace to identify existing or potential violence hazards. The workplace review will include, but not be limited to:

- Inspecting security measures
- Review records of violence and monitor
- Conduct Code 2 Drills
- Conduct security audits.
- Conduct Workplace Violence and Active Shooter Training
- Hold Loss Prevention and Safety Team meetings

Employees are encouraged to express security and/or loss prevention concerns to their supervisor or the Loss Prevention Officer or Safety and Loss Prevention Specialist.

The Human Resource Department shall maintain records of threats and incidents of violence committed against employees/consumers. Access to these records is on a need-to know basis only.

## **SUPPORT OF VICTIMS OF VIOLENCE:**

Vice Presidents, Supervisors, Case Workers and Human Resource Department will work with at-risk employees/consumers to address their specific risks at work. All requests for accommodations need to be approved by the appropriate member of management (CEO or VP level) and must be documented and sent to Human Resources.

Victims of violent incidents may be accommodated by:

Referral to appropriate community resources, hospital, counseling, legal aid and/or domestic violence shelters.

Providing flexible work hours or short-term or extended leave if necessary.

Cooperation with law enforcement personnel in the investigation of the crime and the prosecution of the offender.

Providing a debriefing for other employees after a serious violent occurrence to explain what happened and what steps are being taken by Goodwill Industries to support the affected employees.

## **ENFORCEMENT:**

If violence occurs, a team of supervisors and Executive staff members will promptly investigate. All incidents of physical altercations are treated as gross misconduct and can result in disciplinary action, up to and including termination of employment. Pending the results of the investigation, Goodwill can suspend employees/consumers who are involved in physical altercations that result in injuries, create a risk of injury, or have an adverse impact on productivity, safety, or morale.

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## **REMOTE WORK/TELECOMMUTING POLICY**

The Company may allow employees to work remotely if their job duties and work performance are determined to be eligible for remote work. Eligibility will be decided on a case-by-case basis by the Company. Employees also may be required to work remotely during periods of public health emergencies if government orders and mandates recommend such work.

This policy provides general information regarding remote work/telecommuting. Employees who are approved to work remotely should consult their individual agreement for specific details of their remote work/telecommuting arrangement, such as expected work hours, equipment provided, and other important information.

Any remote work/telecommuting arrangement may be discontinued by the Company at any time and at the discretion of the Company. Employees also may discontinue the arrangement but may not be guaranteed office space at the Company's location.

### **At-Will Employment**

This policy and any individual agreement addressing remote work/telecommuting do not create a contract of employment and are not intended to be considered or construed as a promise of continued employment. Employment is at will and may be discontinued at any time by the Company or employee with or without notice or cause.

### **Hours of Work**

Employees will work their regularly scheduled hours from home. Scheduled hours of work will be set by the employees' manager or supervisor. Employees should maintain regular contact with their supervisors and managers.

Nonexempt employees must accurately record all hours worked pursuant to the Company's timekeeping policies and may take rest and meal breaks as if in the Company's workplace. Nonexempt employees may not work beyond scheduled working hours (including working more than 40 hours in a workweek) without prior, written authorization from their manager or supervisor.

### **Location**

Employees will provide, at their expense, a secure, dedicated work area. Employees are responsible for maintaining the work area in a safe, secure, and nonhazardous condition at all times. Employees will maintain security devices and procedures necessary to prevent use by unauthorized persons, including by preventing the connection of any Company-furnished computer system, network, or database to any computer, network, or database other than a computer, network, or database to which connections are provided or authorized by the Company.

### **Duties**

Employees are expected to follow all existing Company policies and procedures. The duties, obligations, responsibilities, and conditions of employment with the Company remain unchanged. Employees must stay engaged with work throughout the workday and be fully available during normal business hours. If employees



do not successfully perform their job duties remotely, this arrangement will be revoked. Employees are expected to follow existing Company policies with respect to scheduled and unscheduled time off, including the obligation to speak with their manager or supervisor before the scheduled start time in the event of an unscheduled absence, tardy, or early departure.

### **Accidents and Injuries**

Employees must maintain safe conditions in the remote workspace and to practice the same safety habits and rules applied on Company premises. If employees incur an injury arising out of the course and scope of the assigned job duties while working in the remote workspace, employees must notify their supervisor or manager immediately and complete all necessary and/or requested documents regarding the reported injury.

### **Equipment**

Employees must use electronic equipment that has been encrypted and meets all of the Company's security requirements. If the Company provides equipment for home use, employees must provide a secure location for Company-owned equipment and will not use, or allow others to use, such equipment for purposes other than Company business. Employees have no expectation of ownership or privacy in such equipment, linkages, property, or other items installed or provided by the Company. The Company will bear the expense of removal of any such equipment, linkages, and installations provided by the Company upon the termination of the remote work/telecommuting arrangement but not modification of or repairs to the work location.

### **Return of Company Property**

All equipment, records, and materials provided by the Company will remain Company property. Employees must return Company equipment, records, and materials upon request. All Company equipment will be returned by employees for inspection, repair, or replacement as needed or requested or immediately upon termination of the remote work/telecommuting arrangement. All equipment must be returned within five (5) business days of written notice to the employees.

### **Expenses**

Upon presentment of receipts and in accordance with the Company's business expense reimbursement policy, the Company will reimburse employees for certain preapproved expenses. Regular household utility charges, such as electricity, water, phone, Internet service, auto, homeowners' insurance, etc., are not reimbursable unless state law requires reimbursement.

### **Confidentiality**

Employees must follow the Company's policies prohibiting the nonbusiness use or dissemination of the Company's confidential business information. Employees must take all appropriate steps to safeguard the Company's confidential business information, including segregating it from personal papers and documents, not allowing nonemployees to access such information, and keeping such information in locked drawers or file cabinets when not in use. Employees must maintain confidential information, including, but not limited to, information regarding the Company's products or services, processing, marketing and sales, client lists, client e-mail addresses and mailing addresses, client data, orders, memoranda, notes, records, technical data, sketches, designs, plans, drawings, trade secrets, research and development data, experimental work, proposals, new product and/or service developments, project reports, sources of supply and material, operating and cost data, and corporate financial information.

### **Contact**

If employees have any questions concerning this policy or would like to apply to work remotely, they should contact the Human Resource Manager.

