Helping people achieve their full potential through the dignity and power of work!
Acknowledgement of Receipt

As an employee, I acknowledge having received a copy of Goodwill’s Employee Handbook and accompanying Benefits Guide and I agree to become familiar with its contents. I understand that Goodwill of LSC is an “AT WILL” employer and neither this handbook, benefit guide, nor any other Goodwill policy, practice or procedure, is intended to provide any contractual obligations relating to continued employment, compensation or employment in a particular position, and should in no way be construed as creating any sort of employment contract.

I further understand that executive management may revise or develop new guidelines, policies and procedures, as the need arises to maintain a working environment that is in the best interest of employees and Goodwill. When changes are made to the Handbook or Benefits Guide, Goodwill will distribute copies of the revisions for employees and maintain current copies in the offices of the Vice President, Human Resources.

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__________________________________________  
Employee’s Name (Please Print)

__________________________________________  ____________________________________
Signature of Employee                          Date
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Introduction

Welcome new employee!

On behalf of your colleagues, I extend a warm welcome to you as you join Goodwill Industries of Lower South Carolina, Inc. We believe that each employee contributes directly to our growth and success. We hope you will take pride in being a member of our team.

About Our Organization

Goodwill Industries of Lower South Carolina, Inc. and Goodwill Industries International have a long, honorable and proud history. Goodwill Industries International is the largest private-sector employer of people with disabilities. It is also North America’s leading not-for-profit provider of vocational services for people with disabilities and other special needs. Our mission is to help people with disabilities gain full participation in society by expanding their opportunities and occupational capabilities through a network of autonomous, community-based organizations. Vocational services are provided directly by 183 autonomous Goodwill organizations throughout the United States, Canada and the Pacific Basin.

In 2011, Goodwill Industries International served 287,508 people with disabilities and other special needs in its vocational rehabilitation and employment programs in the United States and Canada. Of those, over 78,000 have secured competitive jobs in the community as a result of training received through Goodwill. Goodwill Industries International also serves approximately 40,000 people outside the United States and Canada.
Goodwill’s strength lies in its ability to train people to meet real identified labor needs in our community. Goodwill Industries of Lower South Carolina, Inc. provides workers with training and vocational skills for positions in retail, manufacturing, food service, custodial and information technology.

When employers hire Goodwill Industries graduates, they acquire skilled, reliable workers and our expertise in vocational training that travels with the worker to his or her new job site. Follow-up services support both the new employee and the employer, ensuring a smooth transition for both.

Goodwill is committed to serving the community. Over 90 cents of every dollar generated from the sale of donations goes back into the community through vocational training and employment.

We hope that your experience here will be challenging, enjoyable, and rewarding. We wish you every success here. Good luck and welcome aboard!

Robert G. Smith
President/ CEO
Organization Description

The History of Goodwill Industries

In the late 1890’s, Edgar J. Helms, manager of Morgan Chapel in Boston’s South End, found innovative ways to help his community’s mostly immigrant, jobless poor. His church’s “industrial school” offered work skill training. A rudimentary job placement service was set up as early as 1896. When the economic impact of the Spanish-American War began to shrink the pocketbooks of Helms’ supporters in Boston’s wealthier areas, the energetic Helms took a burlap bag and went door-to-door asking his well-to-do friends for discarded clothing and anything else he could carry away. Destitute men and women who asked Helms to give them a chance, not charity, were paid to repair and refurbish the donated materials. Those items were sold and income from sales was used to pay the workers’ wages. And thus, the Goodwill “method” of self help enterprise was born.

After the old Morgan Chapel was condemned a new facility was built. It was here in 1902, at the new Morgan Memorial Chapel, that Goodwill was truly born. While named the Morgan Memorial Cooperative and Stores, Inc., it was the first “Goodwill” operation. The word “Goodwill” was first used in Brooklyn, New York. A Brooklyn group decided to adopt and adapt Morgan Memorial’s methods of operation, and persuaded Mr. Helms that Brooklyn’s name of its workshop, “Goodwill,” was an improvement over the cumbersome name he had incorporated.

With Helms as the driving force, the Goodwill concept spread across the United States. By 1899 he was touring the world, telling the Goodwill story and laying the groundwork for an international movement.

Although people with disabilities were never excluded from Goodwill programs, they were not the focus of the organization’s efforts until 1910. Goodwill saw a lack of services and felt a special mission toward those whose “physical, mental, moral and social” condition prevented them from supporting themselves and their families.

Today, Goodwill actively strives to achieve the full participation in society for people with disabilities and others with special needs. Opportunities and occupational capabilities are extended through a network of not-for-profit community based organizations that operate a network of not-for-profit community-based organizations that operate throughout the world.
Code of Ethics Statement

Goodwill Industries of Lower South Carolina is committed to the provision of quality programs and services and will maintain the following code of ethics in all business practices.

Goodwill employees, volunteers, officers and associates are committed to…

• Putting people first in all aspects of our operations.
• Forming honest relationships with fellow employees, consumers, customers and the general public.
• Helping people become self sufficient to the best of their ability.
• Recognizing that response to community needs is an opportunity for service.
• Operating business ventures efficiently and responsibly.
• Individual commitment to continuous improvement.
• Building trust and integrity by being excellent stewards of public donations and other resources.
• Valuing diversity by demonstrating respect for all persons.
• Becoming charitable enlightened visionaries in the community.
• Ethical marketing and promotion of the agency to reflect true and accurate practices and services.
• Hiring qualified individuals consistent with the position requirements who fit the needs of Goodwill based on their ability, experience and training.
• Prohibiting waste, fraud, abuse and other wrongdoing.

The conduct of all employees, volunteers, officers and associates of Goodwill Industries of LSC has an impact on our ability to manage our financial resources and serve the community. In order to strengthen our ability to comply with the Code of Ethics and Principles in this document, we will ask each employee, board member, officer, volunteer and associate to agree to conduct him or herself in a manner that upholds all applicable laws and regulations, and promotes essential values and ethical behaviors.

All employees, volunteers, officers and associates will consistently exercise ethical decision-making and report when asked to do something that might be illegal or unethical. This would include deciding on a course of action, determining responsibility, reviewing all relevant facts and information, and referring to
all applicable Goodwill policies or professional standards. Additionally when considering whether an action goes against ethical, moral and professional standards, everyone understands the importance of consulting with others when presented with a dilemma on an issue.

All employees, volunteers, officers and associates of Goodwill of LSC will be held accountable to this Code of Ethics. Any employee action in contrast to the Code of Ethics will be viewed as a violation of company policies and guidelines and grounds for administrative review and appropriate corrective action.

**Corporate Compliance Program**

The following outlines the Corporate Compliance Program as well as the procedures for reporting fraud, waste, abuse and wrong doing.

Goodwill Industries of Lower SC, Inc. is dedicated to the highest ethical standards and professional conduct in order to uphold the complete confidence of its stakeholders. Our organization is committed to maintaining a culture that promotes prevention, detection and resolution of occurrences of all forms of misconduct including fraud, waste and/or abuse of company assets.

**Reporting:** Employees have the responsibilities to report any wrongdoing through the Corporate Compliance Program. We strongly encourage the employee to inform their supervisor as the first option for reporting, unless the supervisor is directly involved in the misconduct. Goodwill has decided to use EthicsPoint, a third party provider to provide confidential and secure reporting to protect the anonymity of the Reporter. All reported matters will be investigated by the CCO within 24 to 48 hours of the initial report. If it is determined a violation has occurred, the incident will be addressed according to agency, local, state and federal reporting guidelines as needed. If there is no real evidence of any violation a report is completed, reviewed and filed.

**Internet:** To report issues of fraud, waste, and/or abuse, the Reporter may log onto www.goodwillsc.ethicspoint.com. This is not a Goodwill hosted site and anonymity of the Reporter is guaranteed.

**Telephone:** Any employee may call the corporate compliance hot line to report issues of fraud, waste, and/or abuse. This allows for anonymity of the caller. The Hot Line number is 888-265-4108.

**Whistle Blower Protection**

In accordance with laws governing both profit and nonprofit corporations including the U.S. Sentencing Guidelines, GWILSC has adopted a whistle blower policy and
procedures, which encourages employees to report any financial improprieties to the Corporate Compliance Officer (CCO). These procedures include the appointment of the CCO who will receive and investigate any complaints. The CCO has developed a confidential system to report violations. Employee reports of improprieties will be taken seriously and investigated within 24 to 48 hours of the initial report. Employees bringing such reports will not be subject to retaliation or adverse action based on the disclosure of the complaint. Reporting back to those filing a complaint will be accomplished immediately upon the conclusion of any investigation if the reporting person is known. Person(s) with anonymity will receive no after action report for obvious reasons.

To file a complaint or concern to the CCO, an individual should provide details in writing by sending information to:

Corporate Compliance Officer
c/o Goodwill Industries of LSC
2150 Eagle Drive, Bldg. 100
N. Charleston, SC 29406
Hot Line Phone: 888-265-4108
Internet: www.goodwillsc.ethicspoint.com
Or e-mail at tmarshall@palmettogoodwill.org

Customer Relations

Customers are among our organization’s most valuable assets. Each employee represents Goodwill to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of the first business priorities of Goodwill is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention given customers.

Customers who wish to lodge specific comments or complaints should be directed to the corporate office for appropriate action. Personal contact with the public, manners on the telephone and the communications conveyed to customers are a reflection of our employees and Goodwill. The professionalism of the employees of Goodwill pays off in customer loyalty and increased sales, which benefits everyone in the organization.
Employment

Equal Employment Opportunity

Objective: To obtain qualified employees consistent with position requirements; to seek, employ, promote and treat all employees, volunteers, program participants and applicants for employment without regard to race, color, religion, sex, national origin, age, marital status, disability or veteran status.

It is the policy of Goodwill not to discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, marital status or any other characteristic protected by law. We are committed to this policy.

Goodwill will take affirmative action to ensure the following:

We will recruit and hire all job classifications without regard to race, color, religion, sex, national origin, age, marital status, disability, or veteran status.

We will base decisions on employment so as to further the principles of equal employment opportunity. We will ensure that promotion decisions are in accordance with principles of equal employment opportunities.

We will ensure that all personnel actions such as compensation, benefits, transfers, layoffs, returns from layoff, Goodwill sponsored training, education, training assistance, and social and recreational programs will be administered without regard to race, color, religion, sex, national origin, age, marital status, disability or veteran status.

Equal employment opportunity (EEO) is not only the law; it is also a principle of Goodwill. The successful achievement of a nondiscriminatory employment program requires maximum cooperation between management and employees. In fulfilling its part of this cooperative effort, management will lead the way in establishing and implementing affirmative procedures and practices aimed at ensuring that our objective is reached.

In addition, employees and applicants are protected from retaliation, harassment, threats, coercion, intimidation, interference or discrimination for:

- Filing a complaint;
- Assisting or participating in an investigation, compliance review, hearing, or any other activity under the civil Rights Act of 1964, Section 503 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans, Readjustment Assistance Act of 1974 or any other law requiring equal opportunity for all persons including
disabled persons, veterans of the Vietnam Era and other eligible veterans;

- Opposing any practice made unlawful by the Act or any other law requiring equal opportunity for all persons including disabled persons, veterans of the Vietnam Era and other eligible veterans; or
- Exercising any other right protected by these Acts or the implementing regulations.

The EEO policy has the full support of Mr. Robert Smith, President/CEO, who has assigned responsibility for its implementation to the Vice President of Human Resources. Goodwill has designed and implemented an audit and reporting system to monitor and maintain its compliance with the Acts.

A copy of Goodwill’s Equal Employment Opportunity statement is posted and reaffirms our commitment to all individuals, regardless of disability or veteran status. This program is available for review upon request by an applicant or employee by contacting the Vice President of Human Resources during regular business hours. Appropriate corrective action will be taken against any employee violating this policy.

**Affirmative Action Policy Statement**

Goodwill provides services that include remunerative employment, vocational evaluation services, work adjustment and training services, job readiness training and community placement services to people of any race, color, religion, sex, national origin, age, marital status, disability or veteran status.

People of any race, color, religion, sex, national origin, age, marital status, disability or veteran status are treated as one group and are considered with regard to recruiting, hiring, assignment, promotion, or other conditions of employment.

Goodwill has a plan for positive action to achieve equal opportunity for all people in the filling of its vacant positions. This is done through the use of:

- Contacts with various employment agencies, colleges, high schools, and minority organizations regarding Goodwill’s employment needs.
- Recruitment advertisement in both minority and general news media in order to fill jobs.
- Identification in its recruitment advertising denoting Goodwill as an Equal Opportunity employer.
• Employment agencies which refer consumers of any race, color, religion, sex, national origin, age, marital status, disability or veteran status.
• A procedure which requires review of the qualifications of current employees for promotion.

Goodwill enrolls in its governing body members of any race, color, religion, sex, national origin, age, marital status, disability or veteran status.

The above Affirmative Action Policy Statement was adopted by the Board of Directors of Goodwill.

**Cultural Diversity Policy**

Goodwill seeks to improve the quality of life for all staff, persons served, families, and organizations that come into contact with our agency. We expect to achieve their goal by educating and training our staff members on the dynamics of our growing and culturally diverse community. Through this commitment we will enhance our awareness, compassion, and ability to interact with others who are different than ourselves with dignity, respect, patience, and understanding.

Embracing diversity in the workplace makes for better creativity, acceptance, tolerance, and innovation. It also broadens the range of knowledge, skills, and abilities of our staff members. Better program decisions can be made based on culturally diverse perspectives. As an agency, our focus on cultural competency and diversity will enable us to improve our ability to provide culturally sensitive services to the individuals we serve. Goodwill values the diverse population of the communities served. Goodwill will recruit and promote employment and service opportunities ensuring the workforce of the organization, Board of Directors and programs and services reflect the needs and make-up of the diverse community in which we live. All employees will be provided cultural diversity awareness training during the initial orientation process. All management and supervisory personnel will receive ongoing training in cultural diversity. Board of Director recruiting will be based on purposeful recruitment activities to include representation reflective of the local communities served.

Goodwill’s vision for culturally and linguistic competent services is:

• Services that are given with understanding of and respect of each individuals’ cultural beliefs and values.
• Staff that respect cultural beliefs and values, interpersonal styles, attitude, and behaviors of individuals, families, and communities they serve.
• Administrative, management, and mission services that include routine assessments and implementation of processes which result in a workforce that is culturally and linguistically competent in a system that provides the highest quality of services to all communities.

As an agency, we have researched our demographic makeup and have an ongoing Action Plan to improve our Cultural Competency.

Americans with Disabilities Act (ADA) Policy Statement

It is the policy of Goodwill to comply with the Americans with Disabilities Act (ADA). Therefore, if an employee or applicant has a disability (as defined in ADA), which prevents him or her from performing one or more of the essential functions of his or her job, or the applied for position, Goodwill will attempt, through a flexible, interactive process, to identify a “reasonable accommodation” that will enable the individual to perform such functions.

Goodwill strives to provide a barrier free environment for staff and participants. This includes, but is not limited to, attitudinal, architectural, or employment barrier that would prohibit a person with a disability from participating in a program. Persons with disabilities are recruited and encouraged to serve as members of the Board of Directors, staff, and volunteers.

Goodwill provides reasonable accommodations to persons with disabilities unless such accommodations would pose an “undue hardship” for Goodwill, or unless employment of the otherwise qualified individual would pose a “direct threat” to the health or safety of self or other employees, or unless the individual is unable to perform the “essential functions” of the job even with reasonable accommodations.

Goodwill recognizes that ongoing efforts of accommodations may be necessary for qualified individuals with disabilities who have chronic and debilitating diseases. Chronic and debilitating diseases include, but are not limited to, cancer, AIDS, heart disease, and multiple sclerosis.

Immigration Law Compliance

Goodwill is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and control Act of 1986, each new employee, as a condition of employment, must complete the Employment
Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Goodwill Industries participates in the Department of Homeland Securities, E-Verify program. Former employees who are rehired must also complete the form if they have not completed an I-9 with Goodwill within the past twelve months, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

**Debilitating/Communicable Illness Policy**

Goodwill is committed to the dual objectives of:

1. Making employment opportunities available on a non-discriminatory basis to individuals who have the physical and mental ability to perform the essential duties of the job, with or without an accommodation (this includes individuals who suffer from debilitating or communicable illnesses) and
2. Providing a safe business environment for employees, program participants and customers.

Goodwill recognizes that individuals with debilitating or communicable illness (such as cancer, hepatitis C, heart disease and AIDS) may wish to continue to engage in as many of their normal activities, including work, as their condition allows. If such individuals, whether they are employees or applicants for employment, are able to perform the essential duties of their job and do not pose a safety or health threat to themselves or others, they will be treated as any other employee or applicant.

Consistent with Goodwill’s concern for individuals with debilitating/communicable illnesses, Goodwill will:

1. Make reasonable accommodations to individuals who, despite the debilitating/communicable illness but with such accommodation, are capable of satisfactory job performance and do not pose a threat to themselves or others.
2. Goodwill reserves the right, within the guidelines of applicable law, to determine what constitutes reasonable accommodation.
3. Give due regard to individual rights of privacy.
4. Remain sensitive and responsive to the concerns of fellow workers.
5. Provide management and employee education and counseling on the subject of the workplace response to individuals with debilitating/communicable illnesses.

Implementation

An employee with a debilitating or communicable illness is expected to advise their Manager if the illness may affect job performance or pose a danger to the employee or others. An employee’s medical diagnosis is confidential information and will not be released except with the employee’s permission or as otherwise required by law. However, at the discretion of the Vice President of Human Resources, supervisors will be informed of the medical condition to the extent that disclosure is consistent with reasonable accommodation and protection of the health and safety of other employees.

Sick leave and leave of absence will be granted to all eligible employees with illnesses in accordance with standard procedures. The determination of whether an individual is able to work or perform required activities will be made on a case-by-case basis. Medical advice will be sought when determined appropriate. Goodwill reserves the right to require an examination by a physician designated by Goodwill, at Goodwill’s expense, in order to determine whether an individual poses a threat to him/herself or others or whether the individual is able to perform his/her job duties.

For additional information on this policy and the Blood Borne Pathogens Exposure Control Plan, please contact the Vice President of Human Resources.

Life Threatening Illness Policy

Goodwill recognizes that some employees may be concerned about AIDS in the workplace. Goodwill also recognizes that applicants and employees with AIDS or AIDS Related Complex (ARC) are entitled to be treated with dignity and respect.

Goodwill is committed to maintaining a safe and healthy work environment for all employees. Consistent with its commitment, Goodwill treats AIDS and ARC the same as any other illnesses in terms of our employee policies and benefits, such as group health and life insurance and leaves of absence.

The overwhelming weight of available medical and scientific opinion, including statements from the Surgeon General, the U.S. Public Health Service, and Center for Disease Control, suggests that AIDS cannot be transmitted in ordinary, social, or occupational settings or circumstances. Accordingly, and consistent with the equal employment opportunity laws, such employees may continue to work, with a reasonable accommodation if necessary, so long as they are able to perform the essential functions of their positions.
Employees who are affected by AIDS, ARC or any other life-threatening illness, should be treated with compassion, understanding, dignity and respect. Co-workers should not harass or otherwise discriminate against such individuals. Co-workers are expected to work with employees with AIDS or ARC in the same manner as any other employee. Employees are to take careful precaution to protect the confidentiality of information regarding any employee’s health condition, including employees with HIV Infection or AIDS.

Conflict of Interest

Goodwill expects that all of its employees will observe high standards of ethical conduct in performing their duties. Therefore, employees have a responsibility to act in accordance with the best interests of Goodwill and to avoid conflicts of interest. An outside interest or relationship that could have an adverse effect on Goodwill (or on the employee’s business judgment) constitutes an unacceptable conflict of interest, as does any dealing for personal profit or gain on the basis of inside knowledge or information obtained in the course of employment. The term “conflict of interest” describes any circumstance that would cast doubt on an employee’s ability to act with total objectivity with regard to Goodwill’s interest. Each employee is expected to avoid any action or involvement, which would in any way compromise his or her actions on behalf of Goodwill.

In order to ensure complete public confidence in the impartiality and honesty of Goodwill employees and to help employees avoid conflicts of interest or the potential or appearance of such conflicts, Goodwill requires that its employees abide by the conflict of interest rules and guidelines set forth herein. These guidelines are issued to assist Goodwill employees in avoiding conflicts and, although the list is not exhaustive, employees should be aware that the following activities or interests could constitute a conflict.

Examples of matters and relationships that could create an actual or potential conflict of interest include, but are not limited to, situations where an employee or a member of an employee’s immediate family:

- Accepts employment by or in affiliation in any capacity with a competitor of Goodwill, including any firm which the employee has reason to believe may be a prospective competitor;
- Conducts business on behalf of Goodwill with a member of the employee’s family or a business organization in which the employee or a member of the employee’s family has a significant association, which could give rise to a conflict of interest; or
• Serves in an advisory, consultative, technical or managerial capacity for any non-affiliated business organization which does significant business with or is a competitor of Goodwill, without first obtaining a written non-objection from the Divisional Vice President or the President/CEO of Goodwill.

Employees must avoid any investments in any business, including the business of Goodwill’s customers, suppliers or competitors that could cause divided loyalty or the appearance of divided loyalty.

All disclosures required under this policy must be directed in writing to the employee’s Manager and to the Divisional Vice President. The Manager, in conjunction with the Divisional Vice President, shall promptly review the disclosure and determine which interests are in conflict and which, if any, can be resolved. If deemed appropriate, the Divisional Vice President may refer the matter to the President/CEO.

To encourage the full disclosure of potential conflicts, disclosures are treated confidentially. Information provided regarding potential conflicts of interest is available only on a need-to-know basis.

**Professional Organizations and Associates**

An employee’s work with or for an outside professional organization or association does not create a conflict of interest if such work:

1. Is related to the legitimate professional interest and development of the employee;
2. Does not interfere with the employee’s official Goodwill duties.
3. Does not use Goodwill’s material, facilities, or resources without approval by the President/CEO.
4. Does not compete with the work of Goodwill and is not otherwise contrary to the best interests of Goodwill, and
5. Does not violate federal or state laws.

**Misuse of Information**

No Goodwill employees shall, for personal gain or for the gain of others, use any information not available to the public that was obtained as a result of employment with Goodwill. No employee shall personally exploit any business opportunity in
which the employee knows or reasonably should know Goodwill is or would be interested, unless the employee obtains the written consent of the Divisional Vice President and/or the President/CEO.

**Gifts and Favors**

No employee shall solicit or accept for personal use or for the use of others any gift, favor, loan, gratuity, reward, promise of future employment, or any other item of monetary value that might influence or appear to influence the judgment or conduct of an employee in the performance of his or her job. Employees may accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or holiday baskets) as long as the gifts or favors have a market value under $50.00 per gift, are customary in the industry and do not influence or appear to influence the judgment or conduct of the employee in Goodwill’s business. Additionally, no employee may accept honoraria or speaking fees, nor receive compensation for consultations that draw upon ideas or data derived from his or her official duties at Goodwill.

Alleged violations of this policy and the basis for the allegation shall be communicated to the employees’ Manager or the Division Manager. This communication will be treated confidentially. Measures must be taken to ensure that no adverse action is taken, either directly or indirectly, against a complainant who made allegations in good faith. When or if it is determined that there is no real or apparent conflict of interest, the employee will be advised in writing by the Division Manager.

**Discipline**

Engaging in any activity, transaction or relationship adverse to Goodwill’s interests, in violation of Goodwill Policy or failing to make required disclosures can result in immediate corrective action, up to and including termination of employment. Goodwill requires each employee to cooperate fully with any inquiry or internal or external investigation and employees shall not take any action which could influence, impede, interfere with or obstruct the investigation or decision.

**Non-Disclosure**

The protection of confidential business information and trade secrets is vital to the interests and success of Goodwill. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Customer data
• Consumer information
• Financial information
• Marketing strategies
• Pending projects and proposals
• Proprietary information

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Classifications of Employment

**Associates**: Persons for whom opportunities do not generally exist in competitive industry.

**Exempt Employees**: Salaried employees engaged in a bona fide executive, administrative or professional capacity not covered (exempt) by the provisions of the Fair Labor Standards Act of 1938, as amended.

**Non-exempt Employees**: Hourly paid employees covered by the provisions of the Fair Labor Standards Act of 1938, as amended.

**Ability One Full-time Employee**: Employees who consistently work 25 or more hours per week and are eligible for organization benefits.

**Non-ability One Full-time Employee**: Employees who consistently work 35 or more hours per week and are eligible for organization benefits.

**Ability One Part-time Employee**: Employee consistently working less than 25 hours per week, subject to all taxes, withholdings and benefits required by law.

**Non-ability One Part-time Employee**: Employee consistently working less than 35 hours per week, subject to all taxes, withholdings and benefits required by law.

**Temporary Employee**: Employee not hired on a regular basis, working full or part-time for a limited length of service, subject to all taxes and withholdings required by law, and ineligible for organization benefits.

**Volunteer**: A person offering services without pay.

**Intern**: Interns are considered volunteers.

All classifications of employees as listed herein are employee’s at-will. This means that both Goodwill and the employee retain the right to terminate the employment relationship at any time, for any reason, with or without prior notice.
Employment Application

Goodwill relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring and employment process.

Any misrepresentations, falsifications or material omissions in information and data may result in the exclusion from further consideration for employment or, if the individual has been hired, termination of employment.

Hiring Policy

Goodwill hires individuals who most closely fit the needs of Goodwill, based on character, ability, experience and training. All decisions regarding the recruitment, selection and placement of employees are made solely on the basis of job-related criteria.

Goodwill will take all available steps to discover qualified applicants with disabilities for available positions. When considering two equally suitable candidates and one is a person with disabilities, Goodwill will always select the candidate with the disability.

When a division head determines there is a requirement for additional personnel, the following procedures will be followed:

1. A personnel requisition form will be submitted to the President/CEO for approval.
2. The position request, if below the Executive Staff Level, will be referred to Workforce Development to determine if there is an individual with a disability that can fill the position.
3. If there is not an individual with a disability that is able to fulfill the position, the request will be posted internally for 5 days to allow current employees to express interest in the position.
4. If there are no internal applicants expressing interest, the position request will be posted on Goodwill’s website for a minimum of five days; other listings and advertising will be accomplished as necessary.
5. All appropriate applications will be available to the supervisor or manager to review.
6. The supervisor or manager will conduct interviews.
7. Before a job offer is made, references and credentials will be checked and appropriate Executive Management staff or the President/CEO may interview the recommended applicant. When making a job offer, the offer will be contingent upon the results of a criminal background check.

8. Group orientation for the new employee is the responsibility of the Safety and Security Department. Orientation of specific job responsibilities and department procedures will be the responsibility of the supervisor.

9. Professional staff, consultants and volunteers must provide documentation of any required credentials. A copy of the appropriate license, college transcript or diploma must be provided to the Human Resources Department for this purpose.

10. All employees hired must be at least 16 years of age at the time of employment.

**Employment Verification**

A release of information form signed by the employee is required from any organization (i.e. mortgage and loan companies, Dept. of Social Services, Social Security, etc.) for requesting employment and salary verifications. Two working days is required to process and return the information to the requesting organization by mail or fax.

Verification of past employment with Goodwill Industries will include employee’s name, dates of employment, job title and department only. These may be issued without a statement of release of information from the former employee. Any further information may only be released upon written request from the former employee or court order.

**Reference Request**

All inquiries regarding a current or former Goodwill employee must be referred to the Human Resource Department. Should an employee receive a written request for a reference, he should refer the request to the Human Resource Department for response. No Goodwill employee may issue a reference letter to any current or former employee without the permission of the Divisional Vice President or the President/CEO.
Under no circumstances should any Goodwill employee release information about any current or former Goodwill employee over the telephone. All telephone inquiries regarding any current or former employee of Goodwill must be referred to Human Resources.

In response to an outside request for information regarding a current or former employee, Human Resources will furnish or verify only an employee’s name, dates of employment, job title and department. No other data or information regarding any current or former Goodwill employee, or his or her employment with Goodwill, will be furnished unless (1) the employee authorizes Goodwill to furnish this information in writing that also releases Goodwill from liability in connection with the furnishing of the information or (2) Goodwill is required by law to furnish the information.

**Criminal Background Checks**

It is the policy of Goodwill to take all reasonable measures to safeguard its program participants, employees and assets. Therefore, all employees of Goodwill will be subject to a criminal background check. This is done in the spirit of our stewardship for the people we serve, our donations and the protection of our employees.

**Orientation**

All employees will participate in the New Employee orientation conducted by the Safety and Security Department.

It is important that new employees attend the first regularly scheduled orientation after their hire date. During orientation, employees will receive a copy of the Employee Handbook, as well as important information regarding their employment, Goodwill policies, benefit programs, and other information to acquaint them with Goodwill. In order to better understand policies and procedures that affect employment, attendees are encouraged to ask questions during the orientation session.

**Personnel Records**

Goodwill maintains personnel files on each employee. These files are the property of Goodwill. These files contain confidential documentation of many aspects of the employee’s history with Goodwill. This may include employment applications, performance appraisals, beneficiary designation forms, any disciplinary warning notices, as well as letters of commendation. Employees may review their personnel file at a convenient time during business hours. Any employee wishing to review his or her file should first contact their immediate supervisor who will refer them to
the Human Resource Department to schedule a convenient time. Employees may not remove their own personnel files from the Human Resources Department.

To ensure that personnel files are up-to-date at all times, employees should notify their supervisor of any change in name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, emergency contacts or any other pertinent changes. Any misrepresentation, falsifications, or material omissions in any of this information or data may result in termination of employment.

**Outside Employment**

Employees may hold outside jobs as long as they meet the performance standards of their job with Goodwill. All employees will be judged by the same performance standard and will be subject to Goodwill’s scheduling demands, regardless of any existing outside work requirements.

An employee wishing to work part-time for another organization should discuss the matter with their supervisor prior to accepting the job. There may be good reasons not to accept another job and thus a problem can be avoided. Permission to hold any outside employment or business interests with anybody doing business with Goodwill, its suppliers, or dealers must be secured in writing from Goodwill. Failure to secure advance permission may result in immediate termination.

If Goodwill determines that an employee’s outside work interferes with performance or the ability to meet the requirements of Goodwill as they are modified from time to time, the employee may be asked to terminate the outside employment if he wishes to remain with Goodwill. Outside employment that constitutes a conflict of interest is prohibited.

**Employment of Relatives**

Goodwill does not encourage the employment of relatives of employees; however, the employment of qualified relatives of employees may be permitted, as long as such employment does not, in the opinion of Goodwill, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or “step” relation. Goodwill will exercise sound business judgment in the placement of related employees under the following guidelines:

  Individuals who are related by blood or marriage are discouraged from working in the same Goodwill facility.
No employee is permitted to report directly to a relative so that it creates a situation where one’s relative’s work responsibilities, wages, or career progress is, or could be, influenced by another relative unless specifically approved by the President/CEO.

No relatives are permitted to work in the same department or in any other positions in which Goodwill believes an inherent conflict of interest may exist unless specifically approved by the President/CEO.

Employees who marry while employed are treated in accordance with these guidelines. That is; if, in the opinion of Goodwill, a conflict or apparent conflict arises as a result of the marriage, one of the employees will be transferred at the earliest practicable time, with notice given to the transferee within legal guidelines.

*This policy applies to all categories of employment at Goodwill, including regular full-time and part-time staff, as well as client contract worker classifications.*

**Job Descriptions**

Written job descriptions are prepared and kept on file for each job in Goodwill. Job descriptions shall contain minimum experience and training requirements for each job, specific duties, physical expectations, working environment, responsibilities of the position, and reporting relationships. Job descriptions will reflect the needs, purposes and objectives of the organization and the persons served.

These job descriptions shall be reviewed and may be revised whenever a position becomes vacant, or if the duties or responsibilities change significantly, as well as annually when performance reviews are conducted. Revised job descriptions are reviewed and approved by the appropriate division head. The President/CEO may also review and approve a revised job description.
EMPLOYMENT BENEFITS

Specific insurance, vacation, leave, etc. benefits information will be provided separately to each employee depending upon their status and work location.

Employee Assistance Program (EAP)

Philosophy

Goodwill knows that personal problems can cost Goodwill in the form of reduced morale, decreased productivity, inefficiency, increased absenteeism, turnover, accidents and benefits costs. The purpose of the EAP program is to provide employees the ability to receive confidential help in resolving personal problems.

Program Provisions

Employee Requested Assistance (Self Referral)

Employees or their dependents that are having personal problems will be offered confidential, professional help through the Employee Assistance Program (EAP) with Family Services. Whether the employee decides to use the benefits of the EAP is his or her personal choice.

All records of participation in the program are kept by Family Services. No information regarding an employee’s personal problems will be entered into his or her personnel files. EAP records will be treated like highly confidential medical records. No records will be disclosed to anyone except as provided by law, in or outside of Goodwill without the employee’s written permission, informed consent, or by court order. Management will not have access to EAP information or records.

Referred Employee Assistance (Goodwill Referred)

While Goodwill does not want to intrude on an employee’s personal life, it is sometimes required when there are signs of poor work performance, attendance, or on-the-job behavioral problems. If this happens, the employee may be referred to Family Services for professional and confidential help in resolving his or her problems. All referrals must be approved by the Divisional Vice President. Each referral will be reviewed carefully to make certain the referral is appropriate. Through assistance from the EAP, valued employees keep their jobs, improve their performance, and both Goodwill and the employees benefit.

Any employee that is referred and chooses to participate in the EAP will be expected to meet his or her current work performance standards and established work rules.
Participation in the EAP does not mean the employee will receive any special considerations, privileges or exemptions from current performance standards and expectations of Goodwill.

An employee has the choice of participating in a management referral to the EAP. Should he or she agree to participate, the employee may choose whether to provide written, informed consent for Family Services to provide the Divisional Vice President with the following information: “The employee is actively participating and following the programs’ recommendations.”

All information about an employee’s personal problems will be kept confidential unless disclosure is required by law.

**Job Security and Promotional Opportunities**

An employee’s security and promotional opportunities will not be affected in any way because of his/her past or present participation in the EAP, or any treatment program recommended by Family Services.

**Expenses**

Eligible employees or their dependents covered under this program will have four (4) EAP visits each calendar year which will be paid by Goodwill.

Family Services will assist employees in using their medical insurance coverage for any additional visits or for extended care concerns such as: alcoholism, drug abuse, and physical or psychiatric problem. Any charges that are not under some type of insurance coverage will be managed with a “sliding scale” fee based on the employee’s ability to pay.

**Eligible**

1. All full-time and part-time employees.

**Ineligible**

1. Temporary employees
2. Interns
3. Volunteers

**Liability Insurance**

Personal injury and property damage liability coverage will be maintained at all times for Goodwill employees while performing the scope of their job duties.

Directors’ and Officers’ insurance coverage will also be maintained to cover the President/CEO, members of the Board of Directors, and all appropriate employees for liability that may affect Goodwill.

Help professionals acting within the scope of their duties for Goodwill are covered under a professional liability policy.
Workers’ Compensation Insurance

To provide for payment of medical expenses and for partial salary continuation in the event of a work related accident or illness, Goodwill provides workers’ compensation insurance. The amount of benefits payable and the duration of payment depend on the nature of the injury or illness. In general, however, all medical expenses incurred in connection with a work related injury or illness are paid in full, after a short waiting period or, if the employee is hospitalized, immediately.

Any employees injured or who becomes ill on the job must immediately report such injury or illness to the supervisor. Prompt reporting ensures that Goodwill can quickly assist in obtaining appropriate medical treatment. Failure to follow this procedure could result in jeopardizing any workers’ compensation benefits to which the employee may be entitled. Questions regarding workers’ compensation should be directed to the employee’s immediate supervisor or the Human Resources Department.

Military Leave

Goodwill fully complies with the Uniformed Services Employment and Reemployment Rights Acts of 1994 (USERRA). Employees, who are required or volunteer to undergo military service, including the national or state guard, will be reinstated to their original or an equivalent position without loss of security or benefits and without any break in time qualification for pension purposes, subject to certain conditions.

Military service means uniformed service in the Armed Forces, the Coast Guard, the Army National Guard, Air National Guard or state Guard when engaged in active duty, training, part-time Natural Guard duty, or time away for a physical examination to determine fitness for duty. Also included are the commissioned corps of the Public Health Service and any other category of persons designated by the President of the United States in time of war or emergency. Any such service shall be without pay by Goodwill although the employee may elect to apply any earned vacation or other paid off toward this service.

It is the policy of Goodwill not to deny promotions or benefits to guards or reservists because of their obligation or duty. Goodwill will cooperate where possible in rearranging schedules to avoid time conflicts between work and guard or reserve training to allow those employees to work a full week.

Conditions for Reemployment- Eligibility

Employees will be eligible for employment if they have been absent from employment due to military leave no longer than five (5) years in total and were discharged under honorable conditions. Prior to their military leave, employees must have
been employed in a regular position or have been in an orientation program leading to regular employment as opposed to a position that was only temporary at the outset with no expectation of continuance.

Goodwill will make every effort to reinstate an eligible employee unless reemployment would cause undue hardship, or, in the interim, conditions have changed in such a way that makes reemployment unreasonable or impossible.

Protected Period

Employees on military leave for more than 180 days must apply for reinstatement within 90 days of discharge. Furthermore, they cannot be terminated without cause for a period of one year after reemployment. Employees who undergo military service for a period of 31 to 180 days must apply for reinstatement within 14 days after completing service. Those employees cannot be terminated without cause for a period of six (6) months after reemployment.

Employees on military leave for 30 days or less must apply for reinstatement at the next scheduled shift following eight hours at home after discharge. Those employees, however, have no protected period.

Reinstated Benefits

Employees returning from service will enjoy the same status and pay as if they had not been absent. Improvements in benefits, pension eligibility, if any, and any other expanded rights occurring during the absence will incur to their benefits upon return. Employees who serve 90 days or less will be reinstated in positions that they would have attained had they been continuously employed. In the event they’re not qualified, they will be reinstated in the position they vacated.

Employees who serve 91 days or more will be reinstated in positions of like seniority, status and pay. If they’re not qualified for this, they will be reinstated in positions of lesser status and pay, but with full seniority.

Disabled Veterans

Employees with service connected disabilities will be reinstated in a position they would have attained if employment was not interrupted by military service. In the event they’re not qualified for this position after reasonable accommodation for their disability, they will be employed in another position of similar status, seniority and pay for which they are, or could become, qualified with reasonable efforts on the part of Goodwill. Failing this, they will be placed in another position that is consistent with the circumstances of the individual’s case.
Special Eligibility for National Guard or South Carolina National Guard

Employees who serve in the above military forces will be reinstated to their previous job provided they meet the following conditions and provided it is reasonable for Goodwill to do so:

1. The employee must apply for reinstatement in writing within five (5) days of discharge from active duty or from hospitalization resulting from active duty.
2. The employee must have received an honorable discharge.
3. The employee must have maintained qualifications for previous position.

In the event the employee is no longer qualified for the previous position, Goodwill will offer an alternative position for which the employee is qualified. The alternative position will carry the same status, seniority and pay.

Jury Duty and Witness Duty Leave

Any exempt employee summoned to jury or witness duty will be paid his or her full salary. Nonexempt employees will be allowed time off for jury or witness duty without pay.

To be excused for jury or witness duty leave, employee must submit a copy of the summons to his or her immediate supervisor soon after it is received. In the case of jury duty, submit a completed proof of service to the supervisor at the end of the duty.

Goodwill will not request that an employee be excused from jury duty unless business necessitates such action. Goodwill will continue to provide health insurance and benefits accruals, such as vacation or holidays, for employees during the unpaid time of jury duty.

Family Medical Leave Act (FMLA)

Goodwill recognizes that a leave of absence from active employment may be necessary for family or medical reasons. The following leave of absence policy complies with the provisions of the Family Medical Leave Act of 1993 (“FMLA”).

The objectives of this policy are to ensure that employees are granted time off to accommodate extenuating family and medical circumstances and to protect employees’ rights and benefits and to retain valuable skills and abilities.
1. Eligibility
   All employees, as defined by law, are eligible for family and medical leave who:
   a. Have been employed for at least 12 months,
   b. Have worked at least 1,250 hours during the 12-month period immediately preceding the request for leave.

2. An eligible employee may take leave for the following reasons:
   a. The birth of the employee’s child or to care for such a child;
   b. The placement of a child with the employee for adoption or foster care (within 12 months of placement);
   c. The care of a child, spouse or parent (“family member”) who has a serious health condition;
   d. The serious health condition of the employee.

3. Length of Leave
   a. An eligible employee may be entitled to up to 12 weeks of leave within a 12-month period without loss of seniority or benefits.
   b. The amount of leave available to an employee at any given time will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the requested leave.
   c. An employee who fails to return to work immediately following expiration of the authorized leave period is subject to termination.
   d. All leave taken under this policy and leave for any other reason which would qualify under FMLA, e.g., sick leave, personal leave or workers’ compensation will be counted against the employee’s leave entitlement under FMLA.

4. Substitution of Paid Leave
   a. During family medical leave provided under this policy, an employee shall first exhaust all unused leave (sick, vacation, FCL, etc.) before continuing leave on an unpaid basis.

5. Intermittent or Reduced Schedule Leave
   a. Leave taken because of the employee’s or employee’s family member’s serious health condition may be taken on an intermittent or reduced schedule basis when medically
necessary. If an employee seeks leave on an intermittent or reduced schedule basis, the employee must submit medical certification and additional certification from the health care provider that the intermittent or reduced schedule leave is medically necessary.

b. Goodwill may require an employee taking intermittent or reduced schedule leave to transfer temporarily to an alternative available position for which the employee is qualified or may modify the employee’s current position to better accommodate the employee’s recurring periods of leave.

6. Health Insurance Premiums

a. Goodwill will continue to provide health insurance coverage for eligible employees during the employee’s family or medical leave of absence. However, the employee will remain personally responsible for paying the employee’s portion of the insurance premium.

b. If the leave is paid, insurance deductions will be made from the employee's regular paycheck. If the leave is unpaid, such payments may be made prior to the leave or on a monthly basis and should be submitted to the Human Resources Department according to the payment schedule issued by that department. Failure to pay the premium after the due date could result in loss of coverage. If an employee is unable to return to work after the 12 week FMLA period, continuation of coverage will be offered under the provisions of COBRA.

c. An employee who does not return to work at the expiration of leave will be required to repay any insurance premiums paid by Goodwill during the leave.

7. Job Restoration

a. Upon return from family medical leave in accordance with this policy, the employee will be returned to the same or equivalent position with no loss in benefits which were unused prior to the leave of absence. An employee who does not return to work at the end of an authorized leave is subject to termination.
b. Certain “key employees” may not be eligible to be restored to the same or equivalent job at the conclusion of their leave. Goodwill will notify such employees of their “key employee” status and the conditions under which job restoration may be denied, if applicable.

8. Employee Notification
   a. An employee who expects or anticipates taking a family medical leave in cases where the need for leave is foreseeable is required to notify their Manager of the date of commencement and the expected duration of the leave at least 30 days in advance. If the need for the leave is not foreseeable, notification should be received as soon as practical.
   b. In cases where the need for leave is foreseeable, an employee’s failure to provide 30 days’ notice prior to taking leave may result in denial or delay of leave for 30 days following receipt of notice.
   c. An employee requesting leave under this policy should submit a completed Request for Leave form to their Manager.
   d. Upon receipt of a Request for Leave form under this policy, the Manager will notify the Human Resources Department (HR). HR will send the employee an Employer Response to Employee Request for Family Medical Leave.

9. Certification
   a. If an employee takes a leave of absence because of the serious health condition of the employee or the employee’s family member, the employee must submit to the Human Resources Department, written medical certification from a health care provider describing the serious health condition. Failure to provide such certification within 15 days may result in a denial or delay of the leave.
   b. Goodwill reserves the right to require that the employee receive a second (and possibly a third) opinion from another health care provider (at Goodwill’s expense) certifying the serious health condition of the employee or the employee’s family member.
c. Before returning to work an employee who is on leave of absence as a result of his or her own serious health condition must submit a health care provider’s written certification that the employee is able to return to work. Failure to provide such certification may result in the delay or denial of job restoration.

d. During the employee’s leave, Goodwill may also periodically require recertification or make an inquiry as to the employee’s intent to return to work.

10. An employee on family medical leave of absence in an unpaid status does not qualify for holiday pay.

11. Employees are normally prohibited from working at any other employment during a family or medical leave.

12. If both spouses are employed at Goodwill, the total number of work weeks both is entitled to is 12 weeks in any 12-month period, provided leave is taken for birth or placement for adoption or foster care. This limitation also applies to leave to care for a parent with a serious health condition.

This policy works in conjunction with the vacation and leave policies.

Military Family Leave

Under Military Family Leave, eligible employees are entitled to up to 12 weeks of leave because of “any qualifying exigency” arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.

An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled up to 26 weeks of leave in a single 12-month period to care for the service member. This military caregiver leave is available during “a single 12-month period” during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

Pay Practices

Wages and salaries will be paid in full compliance with all provisions of the Fair Labor Standards Act of 1938, as amended, as administered by the Wages and Hour
Division of the U.S. Department of Labor. Wages and Salaries will be reviewed annually.

New employees are generally hired at the minimum rate assigned to the job. Recommendations for higher starting rates may be approved by the President/CEO based on the level of the employee’s experience or education.

Employees are normally paid on a bi-weekly basis every other Friday. There are 26 pay periods per year. The pay date follows the end of the pay period by one week. Employees are paid by mandatory direct deposit or pay card.

On each payday, employees will receive a statement showing gross pay, deductions and net pay. State, Federal and Social Security (FICA) taxes are deducted as required by law. Voluntary deductions will also be made as authorized by the employee.

Overtime pay will be paid to non-exempt employees at the rate of one and one-half times the regularly paid hourly rate for all hours worked over 40 hours in any work week. All overtime must have prior authorization to be paid.

**Commensurate Wages**

There may be circumstances where wages will be paid to associates working under the Department of Labor Certificate 14(c) involved in productive work situations in the following manner:

Commensurate wages will be paid on piece-rated jobs based on the established piece rates and the individual’s actual productivity measured by the number of pieces produced per hour.

Commensurate wages will be paid on hourly rated jobs based on the established prevailing rates or the Wage Determination Rate, whichever is applicable, for such work in the area and the individual’s actual productivity measured by objective standards and professional evaluations of the quality and quantity of work produced.

**Overtime Policy**

Hourly (non-exempt) employees shall receive one-and-one half times the employee’s hourly rate for all hours worked over 40 in any work week. Time for which employees receive pay, but do not actually work (i.e., sick leave, vacation leave, holiday pay, etc.) will not be counted as time worked for purposes of the 40 hours per work week required for overtime pay. When overtime work is required by Goodwill, the employee performing that job at the conclusion of regular
work hours will normally be expected to continue to perform the job on an overtime basis. Employees may volunteer for overtime; however, the Organization will select which employee(s) shall work the overtime based on the work to be performed and the skills and abilities of the employee(s). Failure to work required overtime may lead to discipline up to and including termination of employment.

An hourly employee may not work overtime unless specifically authorized by supervision or management. Any violation of this policy may lead to discipline up to and including termination of employment.

**Wage Deductions**

There are certain items which must be deducted from gross wages. These are: (1) Federal Insurance Contribution Act (FICA or Social Security) taxes; (2) federal withholding tax; (3) state withholding tax; and (4) other deductions required and/or allowed by law, if any. In addition, employees may elect to have one or more deductions from their gross wages such as, but not limited to: (1) the employee’s portion of the health and welfare benefits; (2) 401(k) plan contributions; (3) other eligible employee benefits.

**Wage Determination**

The President/CEO must approve requests for non-standard salary or wage increases. This does not include any standard annual merit increases or Wage Determination Rate increases. The requesting manager must prepare a Payroll Change Notice (PCN) and attach justification for the nonstandard salary or wage increases. If the request is approved, it will then be input by the Human Resources Department.

**Travel & Related Expenses**

OUT OF TOWN/OVERNIGHT: Employees required to perform official travel for Goodwill will be reimbursed according to the following guidelines:

1. Airline fares, coach rate or the equivalent, authorized auto rental, parking, and taxi services will be reimbursed directly based on official receipts turned into the Finance Department.

“Actual and reasonable” expenses for lodging, meals, tips, and other incidental expenses required in the performance of official out of town travel shall be reimbursed up to the GSA Per Diem rate for the destination city. Per Diem for departure and arrival dates will be based on ¼ day convention. (Q1=12:01am
Receipts shall be required for all lodging, meals, tips, and other incidental expenses to be reimbursed. Amounts over per diem may be paid under certain circumstances (i.e. a cost savings can be shown by staying over a Saturday night, or a shuttle expense was incurred in lieu of renting a car, etc...) at the discretion of management. All such requests must be approved by the CFO in advance of the travel.

(Note: Receipts shall be required for all expenses, including meals, in order to be reimbursed. An exception may be made, at management’s discretion, if a receipt is lost and it is noted and initialed by the employee on the Travel Expense Report).

All employees are required to submit a Travel Expense Report (TER) at the completion of all travel. The TER must be submitted to the Finance Department within 2 weeks (48 hours if a cash advance is involved) of completion of the trip. All requests will be approved by the employee’s VP prior to submission. All required receipts should be attached to the travel reimbursement request. If funds are needed in advance of employee’s trip, the following procedure will be used:

1. A check request signed by both the appropriate Executive Management Staff member involved and the CEO should be submitted to the Finance Department at least two (2) working days prior to when the money is needed. A print-out from the GSA website of the Per Diem rate for the destination city should be attached and include departure and arrival dates and times. The Finance Department will then prepare the check for the employee.

2. Within two (2) days of the employee’s return from his/her trip, a travel expense report (TER) should be submitted for trip detailing mileage, lodging expenses, meals, parking and cab fares complete with receipts. At the bottom of the TER, after arriving at the total of all expenses involved with this trip, the amount of travel advance and any non-reimbursable personal room charges; e.g. movies, personal phone charges (one call home per day is reimbursable), meals and tips charged to the hotel bill are deducted. A positive balance will mean that additional monies are due the employee, and a check will be prepared for this amount. A negative balance will mean that the employee owes Goodwill and payment must be attached to the travel expense report.
Local: Reimbursement for local travel will be at the current rate per mile, as designated by the Internal Revenue Service, when properly authorized and documented on the forms provided by the Finance Department.

**Employees must use company vehicles whenever possible for conducting company business for both local and out of area travel. Employees will NOT be reimbursed for mileage of their personal vehicle when a company vehicle is available and they choose not to use it.**

Mileage, in excess of the usual home to work and work to home round trip miles, and parking fees are reimbursable for local seminars or events. Meals are not reimbursable unless an overnight stay is required or an Agency related business meeting is conducted during the meal.
Working Conditions

Accidents

No matter how insignificant an accident or injury may seem at the time of occurrence, employees are required to notify their supervisor immediately. Accident reports must be completed by the employee’s immediate supervisor. Where personal injury is involved management should ensure that the injured person receives immediate medical attention. If immediate medical attention is required, the employee will consent to having an employer paid drug screen conducted. Failure to comply with this post accident drug screen policy will result in immediate termination of employment. ALL INCIDENTS/ACCIDENTS MUST BE REPORTED IMMEDIATELY TO THE HUMAN RESOURCES DEPARTMENT.

Confidential Policy

All information and knowledge concerning Goodwill business operations and consumers is confidential. The following policies concerning conflict of interest, non-disclosure and professional conduct detail the expectations of Goodwill.

• Knowledge obtained as a result of employment at Goodwill is privileged and confidential.
• This confidential relationship is between the employee and Goodwill.
• Employees are expected to maintain confidentiality with respect to employee and consumer issues.
• Employees may discuss confidential personnel issues with their Manager, their Divisional Manager, their Divisional Vice President or the CEO; however, they may not discuss confidential personnel issues with other individuals inside or outside Goodwill.
• Any breach of confidentiality will be cause for disciplinary action, up to and including termination of employment.

Consensual Romantic Relationships

Frequent communication and interaction between employees, program participants and supervisors is the key to successful achievement of Goodwill’s mission and is a natural outgrowth of the workplace environment. We want to promote professional interactions among staff. Where the interaction progresses to a romantic or sexual relationship, however, it may be contrary to the best interests of Goodwill. It could lead to unhappy complications and significant difficulties for all concerned- the
employee, the participant, the supervisor, and Goodwill. Rejection can lead to retaliation, and acceptance can lead to favoritism. Any such relationship may, therefore, be contrary to the best interests of Goodwill.

Goodwill staff and other employees may have interaction with program participants in the course of performing their duties. Such relationships shall be professional in nature; interactions with program participants will be viewed as a means to help them achieve their goals. Any action that may adversely affect the participant’s welfare shall be viewed as a gross violation of professional ethics and cause for disciplinary action up to and including termination of the employee.

It is not Goodwill’s intent to interfere with the off-duty or personal conduct of its employees and program participants or regulate social interactions between employees or relationships entered into freely. In order to prevent unwarranted sexual harassment claims, uncomfortable working relationships, morale problems among other employees, and the appearance of impropriety, managers and supervisors of Goodwill are strictly prohibited from engaging in consensual romantic or sexual relationships with any employee or program participant of Goodwill. Such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. Goodwill believes that the atmosphere created by such appearance of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect essential to a healthy work environment.

If a romantic or sexual relationship between a supervisor and an employee or program participant should develop, it is the responsibility and mandatory obligation of the supervisor to promptly disclose the existence of the relationship to their Division Manager. The employee or program participant may make the disclosure as well, but the burden of doing so is upon the supervisor.

Goodwill recognizes the ambiguity of and the variety of meanings that can be given to the term “romantic.” It is assumed, however, that either or both of the parties to such a relationship will appreciate the meaning of the term as it applies to either or both of them and will act in a manner consistent with this policy.

The Division Manager shall inform the Divisional Vice President and/or any others with a “need-to-know”, of the existence of the relationship. Upon being informed or learning of the existence of such a relationship, the situation will be reviewed in light of all the facts (reporting relationship between the parties, effect on co-workers, job titles of the parties, etc.) and any necessary or appropriate action will be taken.

At a minimum, the employee or program participant and supervisor will not be permitted to work together on the same matters (including matters pending at time disclosure of the relationship is made), and the supervisor must withdraw from participation in activities or decisions including, but not limited to, hiring,
evaluations, promotions, compensation, work assignments and discipline, that may reward or disadvantage any employee or program participant with whom the supervisor has or had such a relationship. The Divisional Vice President and/or the President/CEO will determine whether one or both parties need to be moved to another job or department.

In order for Goodwill to deal effectively with any potentially adverse consequences such a relationship may have on the working environment, any person who believes that he has been adversely affected by such a relationship, notwithstanding its disclosure, is encouraged to make his views about the matter known to the Divisional Vice President or the President/CEO.

This policy supplements, and should be read in conjunction with, Goodwill’s Sexual Harassment and Conflict of Interest policies. This policy shall apply without regard to gender and without regard to sexual orientation of the participants in a relationship of the kind described.

**Crisis Management Policy Statement**

When a crisis occurs, it is essential to provide clear, accurate and timely communication to safeguard Goodwill’s employees, persons served, facilities, assets and credibility.

**Definitions**

**Crisis:** A crisis is an unplanned situation which has the potential to result in injury to employees or others. For Goodwill, a crisis might involve a fire, hurricane, client disappearance or injury, theft, employee arrest or scandal involving a Goodwill employee or board member.

**Crisis Team:** Crisis Management Team (CMT) members will serve as the primary crisis team. The CMT is made up of the Leadership Team (LT). When a crisis occurs, a member of the CMT will be responsible for informing those who need to know and for designating appropriate members for the crisis team as the situation requires. The President/CEO will head up the CMT.

**Procedures**

1. Notify a member of the Crisis Management Team (CMT) to assess the situation, gather facts - who, what, when, where, why, how.
2. Take necessary immediate action, e.g. evacuate building (Crisis Team)
3. Involve legal, insurance, safety team, security as appropriate (Crisis Team)
4. Prepare communication materials (Marketing)
5. Provide a clear statement (CEO)
6. Communicate internally and externally as appropriate (CEO, Marketing)
7. Channel all communication through designated spokesperson (CEO, Marketing)
8. Issue release to media if appropriate (Marketing)
9. Reassess situation (Crisis Team)
10. Update regularly (Crisis Team)
11. Conduct post-crisis evaluation (Crisis Team)
12. Implement corrective measures when appropriate (Crisis Team)
13. Issue report to internal and external audiences regarding follow-up measures (CEO, Marketing)

**First Aid**

Any employee injured at work or requiring medical assistance should contact his or her supervisor. The supervisor or a person trained in First Aid will provide necessary first aid treatment, as appropriate.

**Fiscal Management**

Goodwill does not expend or invest funds for employees, consumers or any persons affiliated with the organization. In addition, Goodwill does not receive benefits or other monies as representative payees for employees, consumers or affiliates of the organization.

**Maintenance of Work Areas**

Work areas will be kept clean and orderly at all times. A “general clean-up” of work areas shall be accomplished at the end of the shift or workday. It is the responsibility of each supervisor to ensure that his or her work area is maintained according to this policy.
Medications

Goodwill does not store, administer or dispense medications of any kind to employees, consumers or affiliates of the organization.

Money – Borrowing or Lending

Borrowing money from or lending money to any subordinate employee, customer, program participant, client, supplier of materials or services, or competitor of Goodwill other than recognized financial institutions (for example banks, credit unions, etc) would be considered a conflict of interest.

MSDS (Material Safety Data Sheets)

Information as required by OSHA on cleaning supplies, materials used in sanitation, etc. at the various work sites are readily accessible at the work site locations. Please see the immediate supervisor for the exact location.

Opportunity for Advancement

To provide employees with opportunity for job change or advancement, internal job openings will be posted on our Human Resources web site at www.gwlsc-hr.com. An employee must have been performing satisfactorily in his or her current job to be considered for advancement or a change to another position.

Packages/Personal Items

Employees and program participants are encouraged not to bring packages or personal items into the building. Only necessary items will be allowed. Goodwill reserves the right to inspect the contents of lunch boxes, bags, packages, purses and brief-cases upon entering or leaving the building. Items of a personal nature such as calculators, pictures, etc. maintained in the employee’s work area must be identified with the employee’s supervisor. Removal of such items not identified, as described, will be considered theft of Goodwill property. Goodwill will not be responsible for personal items lost, stolen or damaged. This policy will be strictly enforced. Spot checks at the front door may be made.

Parking

Employees are expected to observe the parking and speed limit rules listed below:

1. Employees are required to park in designated spaces only.
2. No employee is to take his or her vehicle into the dock area at any time for any purpose. Only members of the Senior Leadership Team can grant exceptions to this rule. Violations of this rule will be grounds for discharge.

3. The posted speed limit in the parking lot is 5 mph.

It is recommended that employees keep their cars locked while in the parking lot. Goodwill assumes no responsibility for any damage to or theft of any automobile or personal property left in an automobile in the parking lot. Valuables should be stored out of sight, covered or preferably locked in the trunk.

**Performance Appraisals**

The job performance of each employee shall be evaluated periodically by the employee’s supervisor.

1. Associates employed under the provisions of the Department of Labor’s certificate 14(c), in accordance with the requirements of 29 CFR Part 525, will be evaluated at regular intervals. An evaluation will be conducted within the first 30 days of employment, and once every six months, thereafter.

2. Regular employees will be evaluated at least annually on their anniversary date.

This policy should not be construed to prohibit or discourage supervisors from discussing an employee’s job performance with the employee whenever the need to do so arises.

An employee may be evaluated and placed on notice at any time when his or her performance has deteriorated to the extent that the supervisor or manager believes it is necessary to impress upon the employee the significance of poor performance and the need for improvement.

These evaluations, on completion, are to be submitted to Human Resources to be filed in the employee’s personnel file.

**Personal Appearance of Employees**

An employee’s dress, grooming and hygiene should be appropriate to both the work situation and to serve as a model for program participants in vocational
programming. The properly attired employee helps to create a favorable image of Goodwill.

Office/professional employees are expected to dress in a manner that is normally acceptable in business establishments. The dress, grooming and hygiene of production and sales workers in the retail division shall be governed by retail's Standard Operating Procedures and the requirements of safety, comfort and appearance presented to consumers and the public.

If employees report for work improperly dressed, groomed or unclean, the supervisor shall instruct the employee to return home to change clothes or to take other appropriate corrective action. The employee will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.

Safe and appropriate footwear must be worn at all times. The wearing of open toe shoes (sandals, thongs, etc.) is unsafe in any production area (contract floor, stores, janitorial contracts, etc.).

**Personal Emergency or Special Medical Needs**

An employee having a personal or medical emergency should contact his or her supervisor. Any employee with physical limitations, medical allergies or any other special medical needs should also advise the supervisor and clearly specify what reasonable accommodations will meet his or her needs.

**Promotions**

Current employees who are interested in a vacant position for promotion must apply to be considered. Goodwill reserves the right to select the candidate who best fits the criteria for a vacancy, whether the candidate is either an internal or external applicant.

Supervisory personnel may recommend employees for consideration as a candidate for promotion. In selecting the most suitable candidate for promotion, the following factors will be considered:

1. Work record and performance
2. Experience and training
3. Supervisor's general evaluation
4. Employee’s ability, skills, merit and capacity to perform the job in question.
Retention and Security of Records

Goodwill will keep and maintain all records in accordance with federal, state and local guidelines. All files will be stored and secured in a manner to ensure that strict confidentiality is maintained at all times. It will be the responsibility of the Human Resources Department to ensure personnel and confidential files are maintained in a neat and orderly manner. All clinical files will be the maintenance and storage responsibility of the Mission Services Division. All clinical files will be kept separate from the personnel and confidential files and maintained with the strictest of confidentiality and under the same federal, state and local guidelines as personnel and confidential files.

Safety and Health Policy

It is the policy of Goodwill to comply with relevant federal and state occupational health and safety laws. Goodwill’s policy is directed to minimizing the exposure of our employees, customers, and visitors to health or safety risks in our facilities. To accomplish this objective, Goodwill employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

Goodwill employees are responsible for the following:

1. Exercise maximum care and good judgment to prevent accidents and injuries.
2. Maintain clear pathways around workstations.
3. Immediately report and seek first aid for all injuries, regardless of how minor.
4. Immediately report accidents and unsafe conditions, equipment or practices.
5. Properly use safety equipment provided by Goodwill.
6. Conscientiously observe all safety rules and regulations.
7. Provide notice to the supervisor before beginning the workday of any medication that may cause drowsiness or other side effects that could lead to injury to an employee or his/her co-workers.
8. Maintain required certifications for operation of equipment.

All Occupational Safety and Health Administration (OSHA) regulations must be followed. Employee’s safety and health are important to Goodwill. Employees who do not adhere to the safety standard operating procedures may be subject...
to disciplinary action up to and including termination of employment. Violations include:

- Disregard to safety standards
- Cause or failure to report hazardous or dangerous situations or (where appropriate) remedy such situations
- Failure to report an accident

**Solicitations**

In an effort to ensure a productive and harmonious work environment, persons not employed by Goodwill may not solicit or distribute literature in the workplace at any time for any purpose.

Goodwill recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty. Employees should not be made to feel obligated to purchase items from charities.

In addition, the posting of written solicitations on Goodwill management bulletin boards is prohibited without permission from the President/CEO. Bulletin boards are reserved for official organization communications on such items as:

- Federal and state law posters
- Affirmative action statement
- Employee announcements
- Internal memorandum
- Job openings posting
- Organization announcements
- Payday notice
- Occupational accident benefit information
- Unemployment insurance information

If you notice information or postings that are outdated, contact the supervisor or manager.
Standards of Conduct

We believe that our employees are and will continue to be good citizens, both in the community and on their jobs and they ordinarily will not engage in acts contrary to the best interests of themselves, other employees, customers, or the Organization. Employees are expected to observe common sense rules of honesty and adhere to generally accepted standards of conduct. Employees shall conduct themselves in a manner both on and off the job, which brings credit to themselves and Goodwill. Employees should not engage in any conduct that will in any way reflect adversely upon him or herself or Goodwill.

Employees are expected to discharge their assigned duties safely, conscientiously and effectively. Employees are expected to report for duty on time and maintain regular attendance. Employees are required to follow the instructions of their supervisor unless doing so would constitute a safety concern. Although, it is not the policy of Goodwill to interfere with the private lives of employees, it does require that Goodwill employees be honest, reliable, trustworthy, courteous and of good character. Employees are expected to maintain satisfactory personal habits so as not to be obnoxious or offensive to other persons, or create unpleasant working conditions.

Certain standards of conduct regarding employee behavior are necessary for the efficient operation of Goodwill and for the benefit and protection of the rights and safety of all. An employee who violates Goodwill’s standards of conduct shall be subject to corrective action up to and including, immediate termination of employment, depending upon the facts surrounding the issue and the seriousness of the offense in the judgment of management.

It should be noted that the above standards of conduct are examples and are not intended to be an all-inclusive list. Goodwill has no obligation to use any particular form of corrective action. NOTHING HEREIN CONSTITUTES A CONTRACT OF EMPLOYMENT OR GUARANTEES THAT EMPLOYMENT WILL CONTINUE FOR ANY SPECIFIED PERIOD OF TIME. GOODWILL IS AN AT-WILL EMPLOYER AND MAINTAINS THAT ANY INDIVIDUAL MAY VOLUNTARILY LEAVE EMPLOYMENT AT ANY TIME AND MAY BE TERMINATED BY THE EMPLOYER AT ANY TIME AND FOR ANY REASON OR NO REASON AT ALL.

Store Shopping/Purchases

We welcome employees’ interest and employees are encouraged to purchase items from Goodwill retail stores. When making a purchase at any of our stores, the following guidelines will apply:
1. Employees must identify themselves as a Goodwill employee. Verification, such as a recent pay stub, may be requested.

2. Employees are entitled to a 20% discount.

3. All employees must be issued a rewards card. An employee purchase cannot be made without using a rewards card. The assigned rewards card is for employee use only.

4. All purchases, with or without an employee discount, made by Goodwill employees must be recorded on the receipt. This will include:
   - Employee’s signature
   - Manager’s signature

5. At no time may an employee check out his/her own purchases or purchases of his/her family. All employee purchases must be rung up by a member of the management team.

6. All employees and customers shall be required to wait until items are placed on the sales floor before purchasing an item. No employees or customer may “set aside” merchandise for sale for any reason. No merchandise may be pre-designated for sale to a specific employee or customer. This includes setting aside merchandise for purchasing or “trying on” later in the day. It is not permissible to purchase material from the processing area of the store or plant.

7. Goodwill store employees may shop ONLY when they are off the clock.

8. All other Goodwill employees who may be at one of our Goodwill stores on business may make purchases when their business at the store is finished and they are ready to depart or during their meal breaks.

9. Two receipts must be printed for all purchased merchandise. One receipt is to be signed by the employee and forwarded to the District Manager. All merchandise must have the sales receipt attached until it has been removed from the premises.

10. Any attempt to violate the pricing structure or circumvent this policy is cause for disciplinary action up to and including termination of employment. Marked prices cannot be marked down without prior authorization of the store manager.
11. All material contributed to Goodwill becomes the property of Goodwill as a whole and must not be used for the benefit of any one person. Each employee receiving or handling any material is actually a trustee of this material. Under no circumstances may an employee remove merchandise from a store, including the dumpster area, without paying for it (saleable or not), including trash items, without the explicit approval of the District Manager or President/CEO. Failure to comply will result in corrective action, up to and including termination of employment.

**Teamwork**

Goodwill is committed to the team concept. Through teamwork the whole becomes greater than the sum of its parts. In other words, Goodwill believes one employee should help another and vice versa.

At times, employees may be asked to perform duties other than those to which they are regularly assigned. Employees are expected to handle those duties with promptness, diligence, a spirit of teamwork, and a positive attitude. Everyone’s cooperation will be appreciated by all, but particularly by fellow team members and employees.

**Termination of Employment**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Employees are responsible for returning all Goodwill property, materials, or written information issued to them or in their possession or control.

All Goodwill property must be returned on or before the employee’s last day of work. Repayment of outstanding debts to Goodwill must be accomplished prior
to receipt of the final pay check unless previous arrangements have been made. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination. All benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee’s expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Transfers

Employees at Goodwill will be placed in jobs according to the abilities of the employees and the needs of Goodwill. Employees may be transferred from one job or location to another or their schedules may be changed by management. An employee must be performing satisfactorily in his or her current job to be considered for a voluntary transfer to another position.

Uniforms

Some employees within specific departments of Goodwill shall be required to wear uniforms in order to present a positive and professional image to the community.

1. All employees who work in departments that require uniforms shall be fitted for and assigned uniforms upon hire.
   - Retail: Retail employees wishing to purchase additional uniform shirts may do so through payroll deduction.
2. All assigned uniforms shall be kept clean and in good repair. This will be accomplished by either the employee or Goodwill. The supervisor will inform employees how their work site handles uniform cleaning.
3. All assigned uniforms are paid for and are the property of Goodwill.
4. Any employee choosing to leave the employment of Goodwill or upon discharge must return all assigned uniforms in their possession. If he or she fails to do so, a payroll deduction will be made from the employee’s final pay to pay for assigned uniforms not returned.
5. Any employee found in violation of this policy will be subject to corrective action.
Visitors at the Administrative Offices

In an effort to improve safety and increase security at our Eagle Drive facility, the following building safety procedures are in place.

Because of safety and security issues, visitors will be prohibited from being in the warehouse, transportation, dock or bailing area unless accompanied by an appropriate staff member. Individuals who are seen in the facility without an appropriate staff member should be reported immediately to the receptionist so that the necessary safety actions may be taken.

Weather Related Delays or Cancellations

If weather conditions cause the need for delay or cancellation of Goodwill activities, Goodwill will notify the radio/TV stations listed below. They will broadcast the plan that Goodwill will be operating under for that day. If there is no information on these stations, Goodwill operates under normal conditions.

- WCBD-TV Channel 2       WEZL 103.5 FM
- WCIV-TV Channel 4       WSSX 95 FM
- WCSC-TV Channel 5

If, at the discretion of the President/CEO, a determination is made to close for a portion of the day, those employees who reported for duty will receive pay for their scheduled hours.
Miscellaneous Policies

Attendance and Tardiness Policy

Employees are required to be in regular attendance. Attendance of all employees at Goodwill will be reviewed regularly.

Failure to properly notify your immediate supervisor of any absence could result in disciplinary action up to and including termination. Failure to properly notify Goodwill of any absences, except in the case of an emergency which renders an employee unable to notify, will constitute voluntary resignation. It is the responsibility of each employee to provide proper notification. Asking someone else to notify Goodwill of an absence is not permitted, except under emergency conditions.

Tardiness is defined as arriving later than the scheduled starting time. Tardiness is unacceptable. Tardiness creates morale problems and interferes with productivity. If an employee is going to be late for work, they need to notify the supervisor 30 minutes prior to starting time. Any employee that is late five minutes or more, on three occasions, may receive a disciplinary warning. The fourth tardy could result in termination.

Employees who fall in the excessive category, with a legitimate health problem, and who meet eligibility requirements, should apply for a medical leave of absence per the Family and Medical Leave Act policy.

Cell Phone Policy

In an effort to ensure the safety of Goodwill employees and the general public, the following cell phone policy has been adopted by Goodwill.

The use of cell phones while moving about on the workroom floor is prohibited. Use of personal cell phones while in a pay status is prohibited except in an emergency situation.

When it is necessary to use a business cell phone to perform the duties of the position, the cell phone user should avoid phone conversations in any active work area. In an effort to bolster the safety and security of our employees and electronic assets, Global Position System (GPS) tracking of company issued cell phones may be used during business hours.

Additionally, the use of business or personal cell phones while on the job is prohibited while driving. Should it be necessary to conduct a conversation while driving any motor vehicle, the employee should pull off of the road or highway to complete the business call.
Complaint Resolution Procedures

The following complaint procedure has been established for the benefit and use of Goodwill employees and program participants to provide an effective and acceptable means to bring problems and complaints concerning their well being at work to the attention of management. Through open communications employees can deal directly with the people within our organization. Each employee is an individual, having the right to speak for him or herself.

An employee or program participant who feels that he or she has been treated unjustly or inequitably in connection with his or her work, and who has been unable to resolve the issue per the problem resolution/open door process, may submit a complaint as follows:

**Step I:** The employee submits his or her complaint, in writing*, within five (5) working days to his or her appropriate Division Manager. (If the complaint involves the Division Manager, then the employee will proceed to Step II).

The Division Manager has five (5) working days to render a decision, in writing, to the employee.

**Step II:** If Step I does not produce the desired outcome, the employee may elevate the matter, in writing*, to the Divisional Vice President, within five (5) working days.

The Divisional Vice President will render a decision, in writing, within five (5) working days.

**Step III:** If Step II does not produce the desired outcome, the employee may submit his or her complaint, in writing*, to the President/CEO. This submittal must be within three (3) working days of receipt of the decision rendered by the Divisional Vice President.

Upon receipt of the written complaint, the President/CEO will review and render a decision, in writing, within five (5) working days. The decision rendered by the President/CEO will be considered the final decision of the organization, and completes the internal resolution process.

*If an individual needs an accommodation made for him/her based on a disability or impairment, one will be provided.

Computer and Network Policy

It is the policy of Goodwill that only supported and approved computer hardware, software and software upgrades will be used within the organization. This policy ensures that all computer systems used are properly installed and supported.
Computer Hardware and Software

Computer hardware and software purchased must have the required compatibility and flexibility to operate within the network. It is the responsibility of the Information Systems Manager to maintain an inventory of all Goodwill computer hardware. Any additions to Goodwill’s computer hardware, software and software upgrades must have the prior approval of the Information Systems Manager. The Information Systems Staff will install and configure all new hardware and software onto the network. Approval by the Director of Information Systems for new and additional hardware, software and software upgrades is required.

No Use of Personal Software without Approval

All computer hardware and software used for business purposes or by employees at work shall be purchased, leased or otherwise specifically authorized by the Information Systems Manager. This will ensure that we are not in conflict with licensing or property laws. No personal hardware or software may be brought into the facility for use on Goodwill computers or the network without prior approval and virus scanning by the Director of Information Systems. No software is to be downloaded from the Internet. This will help in preventing viruses and network incompatibility that can result in network failures. In addition, no Goodwill software may be taken home and installed on any employee’s personal home computer without the consent of the CEO.

All data and files created by employees for the benefit of Goodwill and as a requirement of their job responsibilities becomes the property of Goodwill. All data and files must be saved on the network drives and not floppy disks. Any employee who destroys any Goodwill information for the purposes of damaging Goodwill may be prosecuted to the full extent of the law.

Upon resignation or termination of employment with Goodwill, all data residing on the employee’s computer continues to be the property of the organization. If the computer is the property of the employee the data must be removed from the employee’s computer and saved. All organization supplied software must be removed from the departing employee’s computer.

Backing up All Files to Box.com

To ensure that all data is secure, confidential and protected, all files will be kept on Box.com drive so that it may be backed up each night by the network servers. Do not save any data on the “C” drive as it will not be backed up Box.com and Information Systems is not responsible for data not stored on Box.com. Data should not be kept on Thumb Drives. All computers will need to be shut down each night to ensure that we preserve our green initiative.
No Games on Organization Computers

No games are to be installed or maintained on Goodwill computers. Any games that are a part of an overall software package will be removed by the Information Systems Staff. The Information Systems Staff will periodically check network computers for compliance. Any violations of this policy may result in disciplinary action up to and including termination of employment. This includes website games from sites such as Facebook and other social networking sites.

Internet and E-Mail

Access to the Internet is limited to business use only. No software is to be downloaded from the Internet. Any e-mail received from a previous employee or from a stranger should be forwarded to the IT department WITHOUT being opened and then immediately deleted. It will be the responsibility of the Information Systems Staff to notify employees of any new viruses.

Passwords

Password selection must adhere to the following guidelines: passwords must be 8-12 characters long, using at least one capital letter, at least one number, and at least one symbol. Passwords should not use names of persons, places or brands, and should not use repeating patterns. These passwords are required for access to the network. No other passwords are to be placed on any data without the knowledge and approval of the Information Systems Staff. The network will prompt a password change every ninety (90) days. An employee’s password should only be given to their immediate supervisor and the Director of Information Systems. Unauthorized access to Goodwill network and data is prohibited.

Drug/Alcohol-Free Workplace Policy

It is the policy of Goodwill to provide a safe workplace for employees and program participants. Goodwill will not tolerate the manufacture, distribution, dispensation, possession or use of drugs or alcohol in the workplace and will not tolerate the use by employees of drugs or alcohol while at work or at such times outside of work that would cause them to be under the influence of drugs or alcohol while at work.

As a condition of employment, employees will:

1. Abide by the terms of this policy.
2. Notify the supervisor of any criminal drug or alcohol statute conviction for a violation occurring in the workplace no later than five days after such conviction.
Penalties for drug/alcohol abuse violations occurring in the workplace may include:

1. Taking appropriate personnel action up to and including termination.
2. Requiring the employee to satisfactorily participate in appropriate drug/alcohol abuse assistance or help program.

The drug/alcohol-free awareness program is intended to inform employees about:

1. The dangers of drug and alcohol abuse in the workplace
2. The employer’s intent of maintaining a drug and alcohol-free workplace
3. Any available drug counseling, help, or employee assistance programs; and
4. The penalties that may be imposed upon employees for drug/alcohol abuse violations occurring in the workplace.

Compliance with Goodwill’s Drug and Alcohol Testing Policy is a condition of employment. A consent form must be signed by all employees waiving any rights of the employee concerning confidentiality. However, Goodwill will maintain confidentiality to the extent practical. The consent form is a condition of employment and employees who refuse to sign will be subject to termination.

Goodwill’s Drug/Alcohol Free Workplace Policy will be enforced in conjunction with Goodwill’s Substance Abuse Policy.

Any questions regarding this or any policy in this Manual may be referred to your manager or the Human Resources Department.

**Electronic Communications Policy**

Goodwill’s computer, electronic, telephone, beeper, and voice mail systems are intended for the sole purpose of supporting Goodwill’s management, information, and operational needs. Goodwill’s computers should be used only for business-related purposes.

Business-related information contained in Goodwill’s computer system, including electronic mail, is considered confidential. Information contained within the system should be disclosed only to authorized employees.
Goodwill will monitor the computer, electronic, and voice mail systems to assure the system is being used for business purposes. Goodwill may inspect the computer files on any computer or terminal at any time, with or without notice, in its sole discretion. The responsibility and authority to inspect computer files, computer terminals, electronic mail, and voice mail is vested in the President/CEO, or his or her designee.

System users shall not abuse the privilege of access to the Internet. Sexually explicit images or documents may not be downloaded, displayed, stored, sent or otherwise accessed using Goodwill’s information systems. Goodwill’s systems shall not be used to violate the law or download or distribute pirated information.

Employees do not have a personal privacy right in any message or item created, received, or sent through electronic or voice mail. Employees should have no expectation of privacy regarding files and data residing on their assigned computer, diskettes, computer system, cell phone or voice mail.

In an effort to bolster the safety and security of our employees and electronic assets, Global Position System (GPS) tracking of company issued cell phones may be used during business hours.

**Equipment Operation Policy**

During use of equipment, employees are expected to exercise care and follow all operating instructions, safety standards and guidelines.

Employees should notify their supervisor immediately if any equipment or tool appears to be damaged, defective or needs repair. Prompt reporting of damage, defects, and the need for repairs will prevent deterioration of equipment and possible personal injury. The supervisor will answer questions concerning the responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive or unsafe use or operation of equipment may result in disciplinary action up to and including termination of employment. Operation of heavy equipment, including but not limited to, balers, floor cleaning equipment, shop wet vacuums, pallet jacks and other electrical or hydraulic equipment can only be operated by authorized, trained personnel. **Forklift Operators must be at least 18 years old and certified through an OSHA approved training course or refresher training.**

**Hours of Work Policy**
Working hours at Goodwill will be established as required by the workload and production flow, program participant service needs and the efficient management of personnel resources.

Salaried employees normally work a minimum of 40 hours per week. Hourly employees shall be paid for all hours worked. Under no circumstances can an hourly employee clock out and continue to work or defer payment or hours to another date. The normal work week begins at 12:01 A.M. Sunday.

The normal workday for a regular employee shall consist of eight (8) consecutive hours of work with a minimum one-half hour or full hour meal period without pay, depending on the position. One 10-minute break period every four hours of work may be provided, depending on workload, and is considered as time worked.

All hourly employees are required to clock in and out on the time clocks provided. Hourly employees in locations without a time clock are required to record actual hours worked on their Hourly Attendance Sheet. Such time records are to be made on a daily basis only and must be signed by the employee and their supervisor before submitting for payment. Attendance sheets must be turned in to the payroll department by 10:00 a.m. the Monday after the pay period ends to receive pay on that Friday following the pay period.

Employees are not permitted to clock in or commence work more than five minutes before their normal starting time, or to clock out more than five minutes after their normal quitting time without prior approval of their supervisor. All overtime work must have prior management approval.

All hourly employees must be clocked in prior to starting work and clocked out when they leave work. There can be no contributing of time as it is the policy of Goodwill to compensate all hourly employees for time worked.

All employees working a shift longer than six hours are required to take a minimum 30-minute meal break.

Retail and Service Contract employees shall work variable hours, as required.

Clocking another employee’s time card, or falsifying one’s own time card, is prohibited and will automatically be grounds for termination. This is not a contract of employment. Any individual may voluntarily leave employment at any time and may be terminated by the employer at any time and for any reason.

**Educational Reimbursement Policy**

To assist with your educational goals, Goodwill will provide employees the opportunity to attend GED prep classes at their local Adult Education program free of cost. Ask your supervisor for more information!
Ongoing in-service training will be provided within the organization. Goodwill will pay for in-service training and workshops provided they relate directly to the employee’s job duties and have prior approval of the President/CEO.

**Individuals Eligibility** – An employee working a minimum of 30 hours per week in an established position and who has completed one full continuous year of employment at Goodwill Industries of Lower South Carolina, Inc.

**Tuition Reimbursement Program Eligibility** – Courses that are part of an approved degree program at an accredited technical institution or an accredited four-year college/university will be eligible for reimbursement; provided that the degree program in which the employee enrolls is job-related. Job-related is defined as a course of instruction which has a direct bearing/relationship to the employee’s current or potential work assignment or area of expertise at Goodwill Industries of Lower South Carolina, Inc. Internet, email, or other distant learning courses/programs must meet the requirements of this section and the employee must follow the application process for these courses to be eligible for reimbursement.

**OTHER NON-CREDIT COURSES AND SEMINARS ARE CONSIDERED ‘TRAINING’ AND SHOULD BE PROCESSED FOR PAYMENT UNDER GOODWILL OF LSC’S TRAINING BUDGETS.**

Goodwill will reimburse the approved cost of the tuition fees for educational courses at local educational institutions up to a maximum of $5,250 per calendar year at the corresponding grade scale percentage below, provided they meet the eligibility criteria set forth above.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Reimbursement Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade of A</td>
<td>90%</td>
</tr>
<tr>
<td>Grade of B</td>
<td>80%</td>
</tr>
<tr>
<td>Grade of C</td>
<td>70%</td>
</tr>
<tr>
<td>Grade Below C</td>
<td>No</td>
</tr>
</tbody>
</table>

*Courses taken on a “Pass/Fail” basis will be reimbursed at 50% for Pass and no reimbursement for Fail.*

In order to provide documentation of staff training for Goodwill’s CARF accreditation and to maintain up-to-date credentials in individual personnel records, the employee should provide Human Resources with a certificate of training or in the case where a certificate was not issued, a memo outlining attendance at any in-service seminars or workshops, etc.; the dates of attendance; and a brief description of the material presented.

**Program Application Process** – The employee must complete the required Tuition Reimbursement form available through the Human Resources Department,
including all approvals from the President/CEO that the course meets Program Eligibility criteria prior to the start of the course to be eligible for reimbursement. Applications not approved in writing and received by Finance prior to the date the course begins shall not be eligible for reimbursement.

Program or class schedule – All courses are to be taken during a time other than the employee’s regular work hours.

Goodwill Industries of Lower South Carolina, Inc. will only reimburse an employee for one degree per level: for one Employee’s Degree (Associate’s Degree (A.S.), and/or for one Bachelor’s Degree (B.S. or B.A.). If an associate wishes to be reimbursed for his/her graduate degree (see “Accredited Graduate Degrees” for additional information and requirements).*

Within (60) sixty days after the course has been completed, the employee must submit to the Finance department the previously completed Tuition Reimbursement form along with a copy of the grade report and a copy of a receipt of payment for the course. A copy of the transcript indicating the course and grade will be forwarded to the Human Resources Department by Finance for filing in the employee’s personnel file. NO REIMBURSEMENT WILL BE MADE IF THE REQUIRED DOCUMENTS ARE NOT PRESENTED WITHIN (60) SIXTY DAYS AFTER THE COURSE IS COMPLETED UNLESS THERE ARE CIRCUMSTANCES BEYOND THE CONTROL OF THE EMPLOYEE.

If an employee provides false or incorrect/misleading information regarding courses, grades, costs, or reimbursements from other agencies (grants, assistantship, fellowships, GI benefits) disciplinary action will be taken up to and including discharge. Goodwill Industries of Lower South Carolina, Inc. will not reimburse employees for courses paid through other sources of funding, e.g., Fellowships, grants, etc.

IF AN EMPLOYEE LEAVES GOODWILL INDUSTRIES OF LOWER SC, INC., EITHER VOLUNTARILY OR IS TERMINATED FOR ANY REASON OTHER THAN JOB ELIMINATION WITHIN TWO (2) YEARS OF RECEIVING TUITION REIMBURSEMENT, THE EMPLOYEE MUST REPAY THE AMOUNT REIMBURSED BY GOODWILL INDUSTRIES OF LOWER SC, INC. AS FOLLOWS:

| YEAR 1 | FULL AMOUNT REIMBURSED |
| YEAR 2 | HALF THE TOTAL AMOUNT REIMBURSED |

Certification or Professional Registry - Goodwill Industries of Lower South Carolina, Inc. will pay costs for certification and/or registry exams for each level of certification on a one-time basis. Additionally, refresher courses to prepare for the same will be covered. Some professional registrations, while not required for a
position, may be of benefit to Goodwill Industries of Lower South Carolina Inc., and may be approved on a case-by-case basis.

*Accredited Graduate Degrees*- If an employee wishes to apply for tuition reimbursement for a graduate degree, they must obtain the approval of the President/CEO and explain why it is necessary at their current level of responsibility to obtain an advanced degree.

Goodwill will reimburse the approved cost of the tuition fees for graduate courses at local educational institutions up to maximum of $5,250 per calendar year under the same conditions as for workshops based on the corresponding grade scale percentage:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>Reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRADE OF A</td>
<td>50% Reimbursement</td>
</tr>
<tr>
<td>GRADE OF B</td>
<td>40% Reimbursement</td>
</tr>
<tr>
<td>GRADE OF C</td>
<td>30% Reimbursement</td>
</tr>
<tr>
<td>GRADE BELOW C</td>
<td>No Reimbursement</td>
</tr>
</tbody>
</table>

IF AN EMPLOYEE LEAVES GOODWILL INDUSTRIES OF LOWER SC, INC., EITHER VOLUNTARILY OR IS TERMINATED FOR ANY REASON OTHER THAN JOB ELIMINATION WITHIN TWO (2) YEARS OF RECEIVING TUITION REIMBURSEMENT, THE EMPLOYEE MUST REPAY THE AMOUNT REIMBURSED BY GOODWILL INDUSTRIES OF LOWER SC, INC. AS FOLLOWS:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Amount Reimbursed</th>
</tr>
</thead>
<tbody>
<tr>
<td>LESS THAN 6 MONTHS</td>
<td>FULL AMOUNT REIMBURSED</td>
</tr>
<tr>
<td>6 MONTHS - 1 YEAR</td>
<td>75% OF THE TOTAL AMOUNT REIMBURSED</td>
</tr>
<tr>
<td>OVER 1 YEAR - 18 MONTHS</td>
<td>50% OF THE TOTAL AMOUNT REIMBURSED</td>
</tr>
<tr>
<td>OVER 18 MONTHS - 2 YEARS</td>
<td>25% OF THE TOTAL AMOUNT REIMBURSED</td>
</tr>
</tbody>
</table>

Lost/Found Money Policy

When money is found on or about any Goodwill premises or in any donated material, the following procedures will be followed:

- The person finding the money should turn it in and provide his or her supervisor with a description of how and where it was found.
- If the money is found somewhere other than a retail store, the supervisor will give the money to the Finance Department.
- If the owner cannot be determined, the money will be donated to Goodwill through a deposit to the bank.
Retail Store will process found money as a cash donation.

Non-Discrimination and Anti-Harassment Policy

Goodwill is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has a right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment.

To this end, Goodwill expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment. Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his race, color, religion, sex, age, national origin, disability or any other characteristic protected by law or that of his relatives, friends or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities Racial or ethnic harassment is also prohibited and is defined as any non-consenting conduct based upon race, ethnicity, or national origin that creates a hostile work environment.

Racial or ethnic harassment may include threats, physical contact, pranks, vandalism, or verbal, graphic, or written conduct directed at an individual or individuals because of their race or national origin.

This includes such things as racial or ethnic slurs, jokes, or offensive or derogatory comments. Even if actions are not directed at specific persons, a hostile environment is created when the conduct is sufficiently severe, pervasive, or persistent so as to unreasonably interfere with or limit the ability of an individual to perform his duties.

Harassing conduct includes, but is not limited to, epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through the use of e-mail).
This policy applies to all applicants, volunteers, associates, program participants and employees, and prohibits harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to Goodwill (e.g., an outside vendor, consultant or customer). Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Goodwill prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to corrective action.

**Phone and Mail System Policy**

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Employees should practice discretion when making local personal calls and may be required to reimburse Goodwill for any charges resulting from their personal use of the telephone. Personal use of the telephone for long-distance and toll calls is not permitted.

The use of Goodwill postage for personal correspondence is not permitted.

**Problem Resolution and Open Door Policy**

In an effort to prevent or reduce workplace conflict, Goodwill promotes a problem resolution and an open door process before the issue becomes a true complaint. The intent of this policy and the process is to provide a fair, equitable, and effective means for resolving problems at the earliest opportunity, at the lowest organizational level, and to the mutual satisfaction of all parties. We believe that this process will initiate better communication and early resolution of concerns by:

- Providing information that will address specific workplace issues and concerns.
- Providing, when appropriate, neutral complaint resolution assistance to address employee and management concerns.
Suggested procedures are as follows:

Step I: The supervisor will explain the job and what is expected of the employee. If there is anything the employee does not understand he or she is responsible for seeking clarification.

Step II: If possible, when the problem first occurs, give the offending party the first opportunity to explain themselves or correct him or herself. Discuss the problem openly and honestly. Most problems can be resolved at this step.

Step III: If the other party is not agreeable in resolving the problem, seek help from the supervisor. In many cases, the supervisor and the parties involved will be able to resolve the problem through an open group discussion. The employee - supervisor relationship is extremely important. It is important that any problems be discussed openly so that a fair solution can be reached. It is everyone’s responsibility to help maintain good working relationships by discussing their problems and cooperating to resolve the issues. The best way to develop a lasting relationship with the supervisor is to be honest, open, and frank.

All supervisors will maintain an open door policy, allowing employees to discuss any questions, problems, complaints or suggestions that may arise as a result of the job. Any employee that does not believe they are able to reach a resolution through the open door policy may follow the complaint resolution process.

Search and Surveillance Policy

Goodwill’s Search and Surveillance Policy ensures a safe working environment, protects our employees and improves our internal security.

This policy may include the installation of video surveillance cameras at appropriate entrances and exits of property owned, leased or controlled by Goodwill and in Goodwill public work areas. These surveillance cameras will not be installed or used in restrooms, change rooms, or showers located in Goodwill’s workplace. Conspicuous signs will be displayed whenever video surveillance is being utilized by the organization. These signs will inform Goodwill employees and members of the public that “this area is under video surveillance.”

Goodwill reserves the right to require employees while on property owned or leased by Goodwill to agree to inspection of their persons, personal possessions and property, personal vehicles parked on property owned or leased by Goodwill and work areas. Goodwill property covered by this policy includes, without limitation, all Goodwill owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under Goodwill’s ownership or control.

Goodwill vehicles are covered by this policy at all times regardless whether they are on Goodwill property at the time. Under this policy, Goodwill’s searches may
include inspection of lockers, desks, file cabinets, workstations, purses, briefcases, baggage, toolboxes, lunch containers, clothing, vehicles parked on Goodwill property, personal mail sent to Goodwill, and e-mail. Goodwill management at any time, without advance notice, may conduct such searches.

Employees are prohibited from using personal locks on Goodwill property unless specifically authorized by management to do so. Goodwill shall retain a copy of the key or the combination of all locks.

An employee’s participation in Goodwill’s program to provide enhanced security is a condition of employment. Failure to cooperate may result in disciplinary action, up to and including discharge."

Since the program will benefit all concerned, we expect and appreciate full cooperation. This policy supplements, and should be read in conjunction with, Goodwill’s Workplace Violence, Electronic Communications, Voicemail and Drug/Alcohol-Free Workplace policies.

Goodwill reserves the right to question employees entering and leaving its facilities concerning possible violations of the organization’s policies and procedures and to search any person and inspect any locker, vehicle, package, handbag, briefcase or other possessions carried to and from its facilities.

**Sexual Harassment Policy**

It is the policy of Goodwill to provide a productive and comfortable working environment free from harassment or intimidation, which is connected to offensive sexual conduct. All employees have rights and protection under the law. This policy applies to every aspect of the employment relationship throughout the organization and to the dealings of its employees with vendors and customers.

Unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature constitute sexual harassment when:

- submission of such conduct is made either explicitly or implicitly a term or condition of an individual’s employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals; or
- such conduct has a purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.
Sexual harassment is any suggestion that any person’s transfer, promotion, employment, compensation or treatment is in any way contingent upon, or related to, that person’s participation in, or rejection of, conduct of a sexual nature. Harassment includes unwanted advances, suggestive comments, or physical contact, if they create an intimidating, hostile or offensive environment. Hostility toward or intimidation of, members of the same or opposite sex may also constitute sexual harassment. Examples include unwanted sexual advances; use of unwanted sex-related jokes, slurs and innuendoes; explicit or implied threats aimed at getting an employee to agree to sexual activity.

Every employee is accountable for his/her own actions. All personnel in line of delegated authority are responsible for ensuring compliance with Goodwill’s policy by employees in their department and taking action when sexual harassment is alleged to have occurred. Violation of this policy will not be tolerated and could result in corrective action up to and including termination of employment.

If an employee believes that he/she has been the recipient of sexual harassment by a supervisory employee, co-worker, customer, contractor, vendor or any individual at the work place, the employee should immediately report the incident to a member of management or Division Manager. There will be no retaliation against the employee as a result of such reporting.

Goodwill believes that equality and human dignity are essential elements in maintaining a quality work environment and are integral parts of an effective work environment. The success of Goodwill depends on our ability to promote and encourage positive human relations at every opportunity. It is Goodwill’s commitment to ensure that every person will be afforded an equal opportunity to fulfill their potential without regard to race, religion, color, national origin, sex, age and disabling conditions except as prescribed by statute or policy.

Goodwill will not tolerate any form of discrimination, sexual harassment or the establishment of a hostile work environment. Supervisors and managers are accountable for creating an environment where individuals feel comfortable expressing their concerns. If anyone believes they are the victim of unlawful forms of discrimination or sexual harassment, it is their responsibility to come forward and address their concerns without fear of reprisal or retaliation. Supervisors and managers with Goodwill have direct responsibility to rigorously enforce Goodwill’s policies that prohibit discrimination and/or sexual harassment and to take appropriate action to end discrimination or harassment if it occurs. If the problem cannot be resolved through those channels, employees are encouraged to immediately report the incident to the Division Manager or Divisional Vice President.

Goodwill is committed to ensuring that Goodwill is a great place to work. We believe that all employees deserve to feel a true sense of pride in their jobsites and themselves. All employees are responsible for preventing, identifying, and
resolving discriminatory behaviors. We must all work diligently to support equal opportunity and respect human dignity in all aspects of life as we contribute our best to our community.

Social Computing Guidelines

Introduction

Whether or not a Goodwill employee chooses to create or participate in a blog, wiki, online social network or any other form of online publishing or discussion is his or her own decision. However, doing so on behalf of Goodwill or recognizing your affiliation with Goodwill requires one to follow the below guidelines. These guidelines are set forth to protect you and Goodwill.

Goodwill Social Computing Guidelines

The same principles and guidelines that apply to an employee’s activities in general, as found in the Goodwill Employee Handbook, apply to your activities online. This includes forms of online publishing and discussion, including blogs, wikis, file-sharing, user-generated video and audio, virtual worlds and social networks.

Goodwill fully respects the legal rights of our employees. In general, what you do on your own time is your affair. However, activities in or outside of work that affect your Goodwill job performance, the performance of others, Goodwill’s brand or Goodwill’s business interests are proper focus for company policy.

Goodwill wishes to communicate publicly – whether to the marketplace or to the general public – it has established means to do so. Only those officially designated as spokespeople by Goodwill have the authorization to speak on behalf of the company.

Goodwill trusts – and expects – employees to exercise personal responsibility whenever they participate in social media. This includes not violating the trust of those with whom they are engaging. Employees should not use these outlets for covert marketing or public relations. If and when members of Goodwill Marketing have the authorization to participate in social media, they should identify themselves as such.

Consult the Goodwill Employee Handbook

If you have to ask yourself whether or not a particular comment or image is appropriate to post online, chances are the answerer is “no”. All information posted on the site should adhere to the Code of Ethics Statement found in the first section of this handbook. If after reading the statement you are still unsure if it is
appropriate, you should then seek out the advice of a member of management for further clarification.

**Be who you are**

Some bloggers work anonymously, using pseudonyms or false screen names. Goodwill discourages that as it relates to Goodwill, our business or issues with which the company engaged. We believe in transparency and honesty. For authorized Goodwill spokespersons, if you are blogging about your work for Goodwill, we encourage you to use your real name, be clear who you are and identify that you work for Goodwill Industries. Nothing gains you more notice in the online social media environment than honesty – or dishonesty. If you have a vested interest in something you are discussing, be the first to point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be judicious in disclosing personal details.

**Be thoughtful about how you present yourself in online social networks**

The lines between public and private, personal and professional are blurred in online social networks. By virtue of identifying yourself as a Goodwill employee within a social network, you are now connected to your colleagues, managers and Goodwill customers. You should ensure that content associated with you is consistent with your work at Goodwill Industries.

**Use a disclaimer**

If you publish your own blog and reference Goodwill Industries as your employer, you should include the following standard disclaimer: “The postings on this site are my own and don’t necessarily represent Goodwill’s positions, strategies or opinions.” Managers and executives take note: This standard disclaimer does not by itself exempt Goodwill managers and executives from a special responsibility when blogging. By virtue of their position, they must consider whether personal thoughts they publish may be misunderstood as expressing Goodwill positions. And a manager should assume that his or her team will read what is written.

**Respect copyright and fair use laws**

For Goodwill’s protection, as well as your own, it is critical that you show proper respect for the laws governing copyright and fair use of copyrighted material owned by others. You should never quote more than a short excerpt of someone’s work, and it is a good general blogging practice to link to other’s work.

**Protect confidential and proprietary information**

Social computing blurs many of the traditional boundaries between internal and external communications. Be thoughtful about what you publish – particularly on
external platforms. Make sure you do not disclose or use Goodwill confidential or proprietary information or that of any other person or company in any online social computing platform. For example, ask permission before posting someone’s picture in a social network or publishing in a blog a conversation that was meant to be private. You must not comment on confidential Goodwill financial information such as our donors, customers, future business performance, business plans or prospects.

**Protect Goodwill’s customers and business partners**

Customers and partners should not be cited or obviously referenced without their approval.

**Respect your audience and your coworkers**

Don’t be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, etc) but also proper consideration of privacy and topics that may be considered objectionable or inflammatory – such as politics and religion.

**Don’t argue**

When you see misrepresentations made about Goodwill by media, analysts or by other bloggers, you may certainly use your blog – or join someone else’s – to point that out. Always do so with respect, stick to the facts and identify your affiliation with Goodwill. Also, if you speak about a competitor, you must make sure that what you say is factual and that it does not disparage the competitor. Avoid unnecessary or unproductive arguments. Brawls may earn traffic, but nobody wins in the end. Don’t try to settle scores or provoke competitors or others into inflammatory debates. Here and in other areas of public discussion, make sure that what you are saying is factually correct.

**Use your best judgment**

Remember that there are always consequences to what you publish. If you’re about to publish something that makes you even the slightest bit uncomfortable, review the suggestions above and think about why that is. If you’re still unsure, and it is related to Goodwill Industries business, clients, customers, etc… feel free to discuss it with management. Ultimately, however, you have sole responsibility for what you post to your blog or publish in any form of online social media.

**Conclusion**

1. Access to the internet during work hours is for business purposes only.
2. Should Goodwill deem that online behavior of an employee is negatively affecting the Goodwill clients, customers, the company or brand, we reserve the right to require that employee to remove objectionable content.

Goodwill’s Social Media Team/ Authorized Spokespersons

1. CEO/President
2. Vice President, Corporate Relations
3. Marketing Manager
4. Marketing Specialist

Substance Abuse Policy

Goodwill has a significant interest in ensuring the health and safety of its employees. Therefore, Goodwill has established a policy prohibiting the use, sale, distribution or possession of alcohol, illegal drugs, or controlled substances of whatever type or legality that impairs the employee’s ability to perform his or her job (hereafter referred to as Drug and Alcohol) by Goodwill employees on Goodwill’s premises and work sites or while using Goodwill’s vehicles. Goodwill encourages an enlightened viewpoint towards alcoholism and drug dependencies as behavioral medical problems which can be treated. Goodwill encourages employees or members of their families to seek assistance if alcohol or drug abuse is a problem. Assuming there are no performance issues, an employee’s job will not be jeopardized if he or she voluntarily notifies management, seeks assistance and provides documentation of successful completion of a recommended program.

In conjunction with the above policy, Goodwill has established the following rules and procedures. Violation of any of these rules may result in disciplinary action up to and including dismissal on the first offense.

1. Employees are prohibited from using, selling, distributing, purchasing, possessing, or being under the influence of any drug or alcohol on Goodwill premises, Goodwill work sites or while using Goodwill’s vehicles, other than over-the-counter drugs and prescription medications for which the employee has a valid prescription. Employees knowingly involved in the sale, purchase or transfer of drugs or alcohol on Goodwill’s property will be subject to immediate dismissal and potential criminal prosecution.
2. While on Goodwill premises, Goodwill work sites, or while using Goodwill vehicles, employees are prohibited from possessing paraphernalia used in connection with any drug or alcohol other than over-the-counter drugs and prescription medications for which the employee has a valid prescription.

3. Goodwill maintains the right to conduct searches to ascertain a violation of this rule. Inspection of employee personal property to include briefcases, lunch boxes or toolboxes will be maintained as part of Goodwill’s general security measures. All employees will be expected to cooperate as a condition of employment with special drug and alcohol searches of vehicles, purses, clothing, briefcases, or other employee personal property containers when there is reason to believe that an employee may be in possession of drugs or alcohol. Searches of Goodwill premises and Goodwill property can be conducted at any time.

4. Goodwill has the right to require that any employee submit blood or urine samples for testing when it has reasonable cause to believe that the employee is using or is under the influence of alcoholic beverages or drugs in violation of this rule. Such reasonable cause includes, but is not limited to, the following:
   a. Absenteeism or excessive tardiness;
   b. Declining productivity or performance;
   c. Suspect behavior, e.g. stumbling, slurred or incoherent speech, apparent confusion, and disorientation, emotional outbursts, inability to perform normal job tasks, the unsafe handling of equipment or tools, or the actual observation of behavior such as drinking alcohol or using some other drug.
   d. In addition, any employee who is involved in a serious near-miss or any accident or injury at the work site or on duty, whether on or off Goodwill’s premises, may be required to submit blood and/or urine samples for testing at the discretion of Goodwill.

Screening is mandatory for drivers of commercial vehicles as classified by the Department of Transportation (D.O.T.) regulations. Drivers may be subject to random testing.
Random Drug Testing

All employees may be subject to random testing at any time. Employees may be tested on a periodic basis to detect substance abuse in the workplace.

Refusal to submit to testing under any of the above circumstances constitutes an independent violation of this rule and will result in termination of employment. Test results will be treated as confidential medical records.

Prescription or Nonprescription Drugs

Employees are to inform their immediate supervisor of the use of any prescription or nonprescription drug that may affect the employee’s ability to perform his or her assigned duties or that may cause the employee to be a safety risk to him or herself or others.

Goodwill is under no obligation to refer an employee who has violated the above rules to counseling or treatment, and Goodwill retains the sole discretion to make that decision. Such referral, if made, may be in addition to or in lieu of any corrective action.

An employee who is referred to a treatment plan and who returns to work shall be subject to unscheduled testing during the twelve-month period following reinstatement. Employees who fail to successfully complete the treatment plan under this policy will be subject to dismissal.

Tobacco Free Policy

Background and Purpose

Tobacco is the leading cause of preventable death in the United States. It degrades the ability of our employees to fulfill the mission. The use of open flames or flame producing devices pose a significant fire hazard and is not permitted in our facilities. Tobacco can only be used on any Goodwill premises in the Designated Tobacco Areas (DTAs). These areas will be located a minimum of 50 feet from any structure and are the only locations where the use of tobacco is authorized on Goodwill grounds.

Enforcement

The success of this policy will depend upon the thoughtfulness, consideration and cooperation of tobacco users and nonusers. All employees share in the responsibility for adhering to and enforcing the policy. Individuals found in violation of this policy will be subject to corrective action.
Vehicle Operations Policy

All operators of Goodwill vehicles or those operating their personal vehicles on behalf of Goodwill will follow all Goodwill, local, state and federal laws and regulations. All operators of Goodwill vehicles are to be properly trained. All operators of Goodwill vehicles will hold a valid Driver’s License and are subject to pre-employment and random drug testing as outlined in the Substance Abuse Policy and as required by South Carolina law.

Employees are expected to follow safety procedures and take an active part in protecting themselves, their fellow employees, and their vehicles. When operating a vehicle on behalf of Goodwill, the employee is representing Goodwill to the community. The safe operation of vehicles is of utmost importance. Seat belts are to be used at all times and by everyone in the vehicle. Under no circumstances are employees allowed to transport program participants.

If the employee operates their personal vehicle on Goodwill business they must submit their driver’s license and proof of liability insurance to Goodwill. When operating a personal vehicle on Goodwill business, the employee must maintain a valid driver’s license and a driving record acceptable to Goodwill’s liability insurance provider and maintain adequate liability insurance on their vehicle.

If at any time the employee is unable to maintain a valid driver’s license, a driving record acceptable to Goodwill’s liability insurance provider or adequate liability insurance on their vehicle, they must immediately notify their manager. Unsafe operation or failure to maintain proper license, liability insurance or driving record can result in corrective actions up to and including termination of employment.

No company vehicle may be used for personal use unless approved by a Senior Leadership Team (SLT) member. If approved by a SLT member the mileage will be reported and sent to finance. It will be recorded under the IRS vehicle cents per mile rule. All mileage forms must contain a signature of the SLT member who authorized any personal use of a vehicle other than commuting to and from work as explained above.

In an effort to bolster the safety and security of our employees and vehicles, Global Positioning Systems (GPS) are used to help determine location. Employees utilizing company vehicles must be aware that vehicle movements are tracked and recorded. Any unauthorized use may result in corrective action up to and including termination of employment.

Weapons Policy
The carrying of weapons and firearms is strictly prohibited on the premises of Goodwill and that of its customers, including office space, buildings, parking lots, and grounds. The carrying of weapons concealed or otherwise, is prohibited in Goodwill-owned vehicles at any time and in personal vehicles immediately before, during, or immediately after work. No weapon or firearm shall be kept in a locker, lunch box, purse, or other personal property.

This policy is intended to reduce the potential for violence in the work place. Accordingly, failure to comply with this policy may result in immediate termination of employment.

Goodwill, on behalf of itself and its customers, reserves the right to inspect an employee’s personal property, including but not limited to, toolboxes, packages, purses, clothing, and vehicles based upon any suspicion that this policy has been or is being violated. Refusal to consent or cooperate in the search of personal property may be grounds for corrective action up to and including termination of employment.

Witnessing Documents Policy

We limit and vest authority of witnessing documents outside the scope of services provided and pursuant to persons served to those designated by the Chief Executive Officer of the organization. Notary Public agents who work for the organization will discharge their duties according to current authority.

Workplace Violence-Duty to Warn Policy

Goodwill is concerned about the increased level of violence, including sexual assault in society, which has now spread to workplaces throughout the United States.

It is the policy of Goodwill to expressly prohibit any acts or threats of violence by any Goodwill employee against any individual on or off Goodwill premises. Goodwill will not tolerate acts or threats of violence against Goodwill employees, customers, visitors, or any individual at any time while engaged in business with, or on behalf of, Goodwill - on or off Goodwill premises.

In keeping with the spirit and intent of this policy and to ensure Goodwill's objectives are attained, Goodwill is committed to the following:

- To provide a safe and healthful work environment, in accordance with Goodwill’s safety and health policy.
- To take prompt corrective action up to and including immediate termination, against any employee who engages in any threatening
behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.

- To take appropriate action when dealing with employees or visitors to Goodwill’s facilities who exhibit this type of behavior. Such action may include notifying law enforcement personnel and prosecuting violators to the maximum extent of the law. Goodwill will never attempt to restrain or confine anyone at anytime.

- To prohibit employees, former employees, customers, and visitors from bringing unauthorized firearms or other weapons onto Goodwill’s premises.

- To establish measures that ensure Goodwill’s facilities are safe and secure and, where possible, limit access to working areas to current employees.

Employees have a “duty to warn” their supervisors or the Division Manager of any workplace activities or anyone whose actions appear questionable as quickly as possible.

Examples of suspicious behaviors include but are not limited to:

- Threats or acts of violence
- Aggressive behavior
- Offensive acts
- Threatening or offensive comments
- Persons at or near the workplace with no apparent reason or purpose for being there
- Goodwill will not tolerate retaliation in any form against employees making reports under this policy. Employees are not expected to confront suspicious persons or restrain a violent person or persons threatening violence. It is the duty of all employees to report such persons immediately.
Corporate Headquarters

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