



Goodwill 
EMPLOYEE
HANDBOOK



WELCOME ABOARD
RETAIL AND OPERATIONS



WELCOME

At Goodwill, each employee matters and contributes directly to our growth and success. You will see throughout your Goodwill journey that we make decisions with you in mind. We care about your well-being and your success.

For more than 100 years, Goodwill Industries of Greater Cleveland and East Central Ohio has served the needs of people in our community. Every year thousands of people are served through our mission programs. Programs like employment training for people with disabilities, parenting programs, emergency vouchers for families in need and rape crisis services are all made possible because of the network of retail stores operated by our Goodwill.



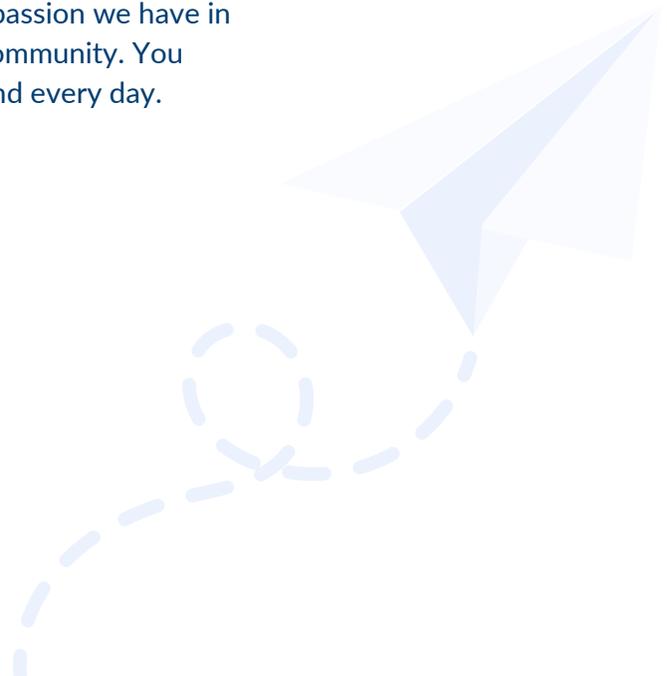
All of this is made possible because of YOU.

This handbook outlines some of the policies and procedures of our organization that you need to know. They are an important part of each day.

To the public, you are Goodwill and are representing our agency every day. I hope that you share in the pride and passion we have in our mission, our heritage and our service to the community. You matter to the success of our organization today and every day.

Welcome to the team!

Anne Richards
President/CEO



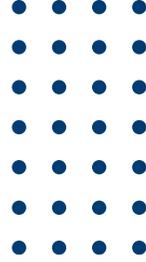


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WHO WE ARE, WHAT WE DO

OUR MISSION

WE EMPOWER PEOPLE ON THEIR JOURNEY TO INDEPENDENCE THROUGH THE SALE OF DONATED GOODS, WHICH SUPPORTS EMPLOYMENT PROGRAMS AND FAMILY SERVICES.

THE DIFFERENCE GOODWILL MAKES

OUR IMPACT

EMPOWER PEOPLE AND IMPROVE COMMUNITIES ECONOMICALLY, SOCIALLY AND ENVIRONMENTALLY.

WHAT WE ASPIRE TO BE

OUR VISION

TO BE THE LEADING RESOURCE FOR GROWTH AND DEVELOPMENT FOR PEOPLE IN OUR COMMUNITIES SEEKING TO IMPROVE THEIR LIVES.

THE WAY WE WORK WITH EACH OTHER AND THOSE WE SERVE

OUR VALUES

- PUT PEOPLE FIRST
- ACT WITH HONESTY AND INTEGRITY
- PROVIDE AN INCLUSIVE, EQUITABLE, SAFE, AND WELCOMING ENVIRONMENT
- MEET PEOPLE WHERE THEY ARE
- PARTNER TO EXPAND OUR IMPACT
- PROVIDE A HAND UP, NOT A HAND OUT
- SERVE AS STEWARDS OF DONATIONS AND THE ENVIRONMENT
- CELEBRATE AND REWARD SUCCESS
- INNOVATE AND ADAPT TO CHANGE

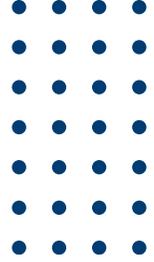




CYCLE OF SUCCESS

When items are donated to a Goodwill store, they are sorted, priced, and put out for sale in our stores. When a shopper purchases those items, money is raised to help cover the costs of Goodwill programming and those goods are kept out of local landfills. Goodwill's programs change lives and strengthen our communities, which in turn makes it possible for the cycle to begin all over again when that person decides to clean out their closet and donate to Goodwill.

GOODWILL HISTORY



Goodwill was founded in Boston, Massachusetts in 1902 by Reverend Edgar J. Helms. Helms collected used household items and clothing in wealthier areas of the city. He then trained and hired workers who were poor to mend and repair the used goods. The goods were then resold or were given to the people who repaired them. The system worked, and the Goodwill philosophy of “Not Charity, but a Chance” was born.

Goodwill of Cleveland was founded in 1918. Goodwill came to Canton, Ohio, in the 1920's as the Goodwill Union Mission and in 1963 merged with the Community Rehabilitation Clinic, Inc. Goodwill Industries of Greater Cleveland and East Central Ohio was formed by the merger of these two Goodwill organizations in 2005.



OUR GOODWILL

Goodwill's network is made up of more than 150 independent, local Goodwill's in the United States and Canada. Our Goodwill, Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. ("Goodwill" or the "Agency") serves a ten-county area, including Stark, Tuscarawas, Carroll, Harrison, Jefferson, Cuyahoga, Geauga, Lake, Brooke (WV) and Hancock (WV).



CODE OF ETHICS

We affirm our commitment to the following Code of Ethics based on the values of Goodwill Industries of Greater Cleveland and East Central Ohio, Inc., as Officers, Employees or Volunteers we pledge to follow both the letter and the spirit of the following code:



BUSINESS PRACTICES

- We agree to engage in and promote honest and ethical conduct, including but not limited to the soliciting, negotiating and monitoring of all contractual relationships.
- We will avoid the actual or appearance of conflicts of interest.
- We will comply with applicable laws, rules and regulations of federal, state and local governments.
- We will responsibly use and control all assets, resources and information in our possession.
- We will encourage the prompt reporting of any violations of this Code of Ethics or other governing documents to our Audit Committee or other so designated entity.
- We will use restricted monies for its requested specific purpose. We will be able to account for its activity and show how the funds were used.
- We will protect our resources against waste, fraud and inefficiency.

MARKETING AND COMMUNICATIONS ACTIVITIES

- We will practice honest, transparent and timely communication to facilitate the free flow of essential information in accordance with the public interest.

- We will ensure that all services and products are promoted in a manner that promotes respect for our employees and the people receiving services, as well as displaying sensitivity to cultural values and beliefs.
- We will protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.
- We will protect the privacy of our employees and disclose information about them as permitted or required by law and/or only with their expressed, written permission.
- We will protect the privacy of people served and use their stories only with their expressed and written permission.
- We will disseminate accurate information and promptly correct any erroneous communication for which we may be responsible.

PROFESSIONAL RESPONSIBILITIES

- We are committed to continually improving our relationship with the community, employees and the people we serve.
- We will respect the tools and resources provided to meet the needs of the organization and those that we serve.
- We will not discriminate because of race, color, creed, sex, gender identity or expression, sexual orientation, disability, marital status, age, genetic information, veteran or military status or national origin, and we shall endeavor to eliminate or prevent discrimination in rendering services.
- We will treat one another, persons served, customers, and donors with dignity and respect.

SERVICE DELIVERY

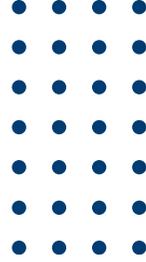
- We will maintain the confidentiality of information regarding the persons served.
- We will not discuss confidential information on Agency, employee, or persons served unless related to job responsibilities.
- We will always strive to provide quality services.
- We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services, as needed.
- We will prohibit the exchange of gifts, money, and gratuities between employees and persons served and discourage same among persons served.
- We will discourage personal fundraising in the workplace other than campaigns to support the needs of employees or persons served who have been adversely impacted by disasters.
- We will discourage bringing personal property to the workplace and will provide reasonable security when this is needed.

- We strongly support the setting of professional boundaries between employees and persons served, while honoring a friendly and respectful provider/customer relationship.
- 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.

HUMAN RESOURCES

- Through on-going professional development and continuing education, we will strive to remain current with our skills and abilities relevant to the services we offer.
- We are committed to diversity within our workforce to effectively meet the needs of the people we serve.
- We are committed to providing a safe, drug-free and healthy working environment.





AGENCY MANAGEMENT

We recognize that financial reporting and an integrated system of internal controls are key responsibilities of our Chief Executive Officer and Chief Financial Officer. We believe that periodic review of our financial status by our Board of Directors is essential and an integral part of their duties. We further recognize that an annual independent examination and assessment of our finances under the supervision of our Audit Committee is a key element in maintaining our credibility and ensuring the safeguarding of our assets.

FINANCIAL STATEMENTS: We reaffirm our responsibility to report the financial position and results of operations and cash flow of the organization in accordance with generally accepted accounting principles to our Audit Committee and Board of Directors at least quarterly.

INTERNAL CONTROLS: We have an integrated system of internal control, designed to provide reasonable assurances that we will attain the following:

- Effectiveness and efficiency of operation, including the safeguarding of assets
- Reliable financial statements
- Compliance with applicable laws and regulations

ANNUAL AUDIT: We will engage an independent accounting firm to conduct an examination of our financial statements. The independent accounting firm will conduct its audit in accordance with generally accepted accounting and auditing standards. The auditors will examine our financial statements and internal control assessment and report on their examination and recommendations for changes in the financial statements, reporting practices or internal controls. This report will be provided directly to our Audit Committee and Board of Directors.

AUDIT COMMITTEE: We have an Audit Committee of at least three volunteers minimally one of whom will be a member of our Board of Directors. One of the three must qualify as a “financial expert.” Our audit committee is directly responsible for the appointment, compensation, and oversight of the independent accounting firm we employ to conduct our annual audit. Our Audit Committee will issue a Request for Proposals minimally every five years to select the independent accounting firm. If the same firm is selected for more than a five-year period, the engagement partner of the independent accounting firm should be changed, if possible. Our audit committee will also establish procedures for the receipt, retention, and treatment of complaints regarding accounting, internal controls, and auditing. Our Audit Committee will report at least annually to the full Board of Directors.

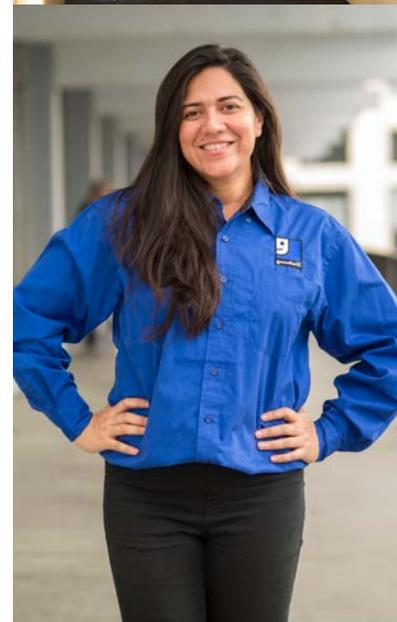
WHISTLE BLOWER PROTECTION: In accordance with laws governing both profit and nonprofit corporations, we have adopted a whistle blower policy and procedures, which will encourage employees to report any financial improprieties. These procedures include the appointment of the Audit Committee who will receive and investigate any complaints and the development of a confidential system to report violations. Employees may report violations following the posted procedures at their work locations. Employee reports of improprieties will be taken seriously and responded to promptly. Employees bringing such reports will not be subject to retaliation or adverse action based on the disclosure of the complaint.

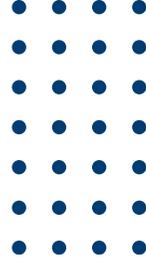
CONFLICT OF INTEREST: We have adopted a conflict-of-interest policy governing our officers, employees, and volunteers. We agree that a conflict of interest arises when an officer, volunteer or employee is influenced by personal considerations, including but not limited to financial considerations, in the course of performing work for Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. All officers, employees and volunteers should disclose any activity or relationship, which may be perceived as a conflict of interest, and a record of that disclosure should be maintained.

DOCUMENT DESTRUCTION: We have adopted a written, mandatory document retention and destruction policy based on legal requirements. By law, certain documents such as, financial records, contracts, real estate, employee records must be archived according to specific guidelines. The policy will also state it is illegal to alter, cover up, falsify, or destroy any document to prevent its use in an official proceeding such as a federal investigation. The policy includes guidelines for electronic mail and voice mail.

CERTIFICATION OF FORM 990: We agree that both the Chief Executive Officer and the Chief Financial Officer of Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. will sign Internal Revenue Service Form 990 to attest to the accuracy and completeness of its contents as well as to the accuracy of financial reports utilized during the year and in preparation of the Form 990. The Financial statements and Form 990 will not contain any untrue material statements or facts and will not be misleading in their presentation.

CONDUCT REGARDING FISCAL MANAGEMENT: The conduct of all employees, volunteers and officers of Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. impacts on our ability to manage





our financial resources and serve the community. To strengthen our ability to comply with the Code of Ethics and Principles in this document, we will ask each member of the staff, board, or other volunteer groups to agree to conduct him or herself in a manner that promotes essential values and ethical behaviors that include:

- Operating in a manner that upholds the integrity of the movement and ensures public trust.
- Upholding all applicable laws and regulations and furthering the ability of Goodwill to accomplish our mission.
- Being a responsible steward of the resources of our Goodwill.
- Reviewing consistently ethical decision-making.
- Recognizing if you are being asked to do something that might be illegal.
- Consulting others if you are presented with a dilemma on an issue.
- Deciding on a course of action, determining your responsibility, reviewing all relevant facts and information, and referring to all applicable Goodwill policies or professional standards.
- Considering whether an action goes against ethical, moral, and professional standards.

TRAINING/EDUCATION

EMPLOYEE: Employees will receive initial training in the Code of Ethics as part of their orientation process. They will be encouraged to ask questions throughout the training to ensure that they understand the Code. Employees will complete and sign the Code of Ethics policy, a copy of which will be maintained in their personnel file. There will be an annual refresher training provided either directly or via mail, with alerts to modifications to the code.

BOARD: Board members will be provided with a copy of the Code of Ethics policy at the time of their initial orientation to the board. A copy of the Code will be maintained in the board manual.

VIOLATIONS OF THE CODE

EMPLOYEES: Employees have the responsibility to report any violations of the Code of Ethics. We strongly encourage employees to inform their supervisor as the first option for reporting unless the supervisor is directly involved in the misconduct. The CEO will handle all corrective action for violation of the Code. The following circumstances may be considered:

- Employees have promptly reported their own violation.
- Employees cooperate fully in the investigation and correction of the violation.

BOARD: Board members should report any suspected violation of the Code to the Board Chair who will discuss the matter with the CEO. The Board Chair will discuss the issue with the individual board member and interview other appropriate parties. The issues and recommendations will be brought forth to the Executive Committee or Audit Committee if the issue pertains to the Executive Committee.

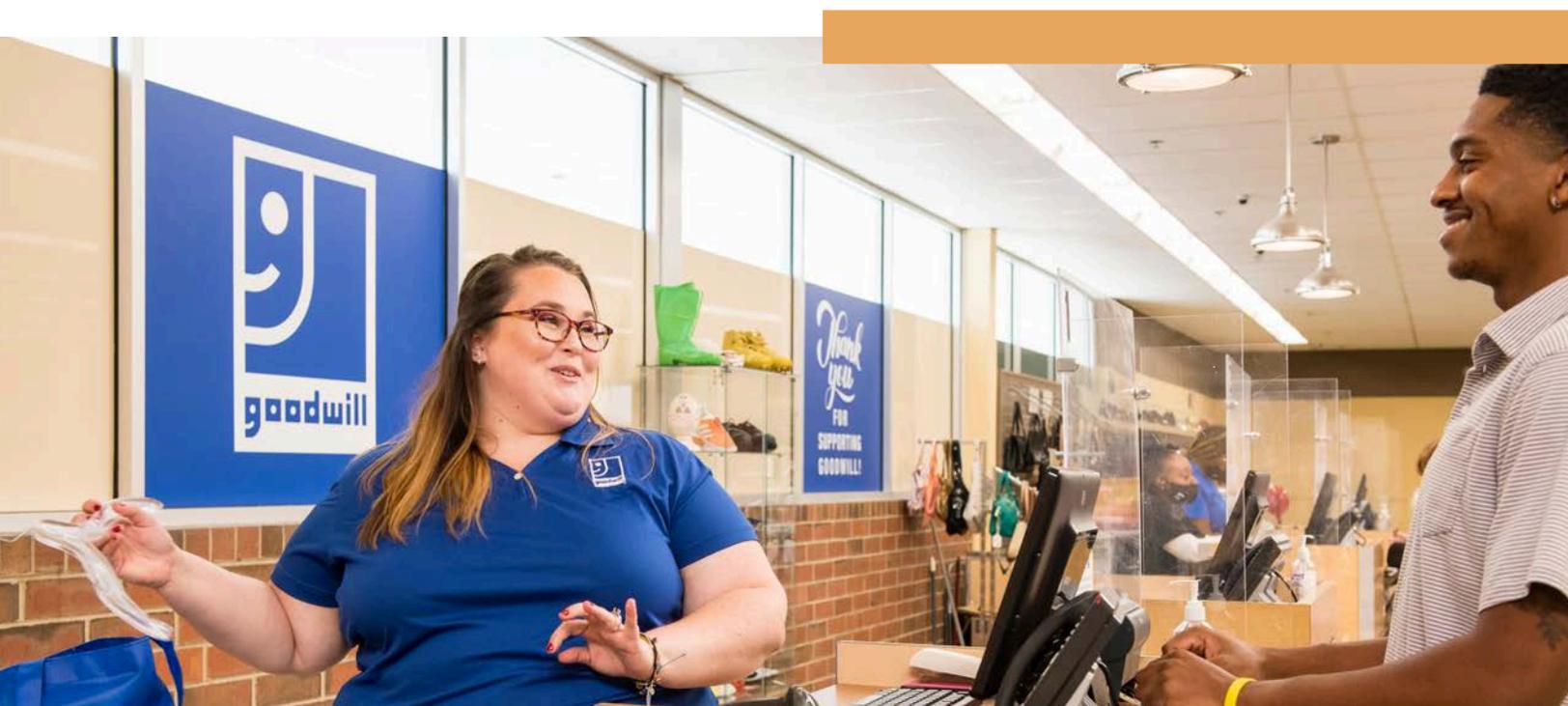
The community and people we serve trust Goodwill based on its long-established reputation and integrity. Any misdeed, illegal activity, or appearance of impropriety impacts negatively upon all of us. To maintain that trust, we agree to comply voluntarily with the guidelines and recommendations set forth in the document.

EMPLOYMENT AT-WILL

This Employee Handbook is presented for informational purposes only and can be changed at any time by the Agency with or without notice. This Handbook is not an employment contract, expressed or implied.

Employment has been and continues to be “at-will.” That means that during employment with the Agency, employees are free to terminate their employment at any time with or without reason, and the Agency can terminate employees at any time with or without reason. Although the Agency can terminate employees for cause, cause is not required.

No one other than the Agency CEO has the authority to alter the at-will employment arrangement or enter into a written agreement expressly altering the at-will employment.



HANDBOOK PURPOSE

This handbook is for you! The Hourly Retail and Operations Handbook applies to all hourly staff in retail, warehouse, transportation, and facilities positions. The purpose of this handbook is to help you become familiar with Goodwill and our policies. The handbook also highlights policies and practices that will be important for you to know as an employee. The information in this handbook supersedes all existing policies and practices.

A complete list of operating standards is available for review by accessing the Agency's SharePoint files. These operating standards provide more detailed information about the Agency's policies and procedures. Do not hesitate to ask your supervisor if you need assistance accessing these standards or have any questions.

DIVERSITY, EQUITY AND INCLUSION (DEI)

At Goodwill, we believe that diversity, equity, and inclusion are essential to our success. Our Agency values diversity, and this commitment is central to our mission.

We strive to achieve an inclusive work environment that values individual differences and provides equal access to everyone. In addition, Goodwill aims to foster a culture that minimizes bias and works as a proactive partner to identify any type of discrimination that could create disadvantages for our employees.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

At Goodwill, we are committed to providing an environment of mutual respect, free of workplace harassment, where equal employment opportunities are available to all employees without regard to:

- Race
- Color
- Religion
- Marital Status
- Gender Identity
- Gender Expression

- Sexual Orientation
- National Origin
- Ethnicity
- Sex
- Age
- Disability
- Genetic Information
- Pregnancy
- Military or Veteran Status
- Any other protected characteristic

Goodwill believes that diversity, equity, and inclusion among our employees is critical to our success. The Agency complies with applicable state and local laws governing nondiscrimination in employment at all our locations. This policy applies to all terms and conditions of employment including recruiting, hiring, training, benefit administration, promotion, transfer or demotion, compensation, termination, layoff and leave of absence.

Neither you, nor any applicants, will be subjected to any kind of retaliation because you have filed a complaint, participated in an investigation, or any other activity related to federal, state, or local laws requiring equal employment opportunity.

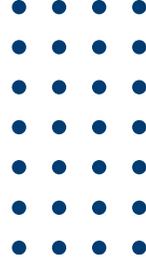
AMERICANS WITH DISABILITIES ACT (ADA/ADAAA)

The Agency abides by the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act and Amendments Act (ADAAA). These Acts prohibit employers from discriminating against applicants and individuals on the basis of a disability.

We will provide a reasonable accommodation, as needed, to applicants and employees so that they may perform the essential functions of the job for which they hold or desire. An individual with a minor, nonchronic condition of short duration, such as a sprain, infections, or broken limb, generally would not be covered.

A qualified employee or applicant with a disability is one who meets the basic skill, experience, and education requirements, and who, with or without a reasonable accommodation, can perform the essential functions of the job.

You can request an accommodation to take part in the application process, perform the essential functions of a job, or enjoy equal benefits and privileges of employment. The Agency is not obliged to grant an accommodation that is not reasonable or that would impose an undue hardship.



HOW TO REQUEST AN ACCOMMODATION:

You may submit a request to Human Resources. The request can be submitted verbally or in writing and should include the following:

- A description of which job function(s) is (are) challenging due to your disability.
- Potential accommodations and how they will allow you to perform the impacted job functions.

You will be sent a form in the mail that will need to be completed by your physician and submitted to Human Resources. Once the form is submitted, the Reasonable Accommodation Committee will review and decide as to whether an accommodation can be provided. If your accommodation request is approved, Human Resources will notify you and your manager, and send an approval letter to your home.

In the event the Agency is unable to grant the specific form of the accommodation requested, it will engage in a dialogue with you to explore other accommodations that may be reasonable and effective.

If you are approved for an accommodation, we will check in with you annually to confirm that the accommodation is still effective, unless your physician indicates the need for more frequent review. Should your disability or job functions change, please contact Human Resources so that we may review the updated facts.

Individual dignity, privacy, and confidentiality will be protected throughout the accommodation process.



PREGNANT, LACTATING, AND NURSING EMPLOYEES

The Agency abides by the Pregnant Workers Fairness Act (PWFA) and Providing Urgent Maternal Protections for Nursing Mothers Act (PUMP). The PWFA requires employers to provide reasonable accommodations for an employee's or applicant's known limitations related to pregnancy, childbirth, and related medical conditions. The PUMP Act requires employers to provide lactating and nursing employees with a private, non-bathroom space and breaks to express breast milk.

HOW TO REQUEST AN ACCOMMODATION:

You may submit a request to Human Resources. The request can be submitted verbally or in writing and should include the following:

- A description of which job function(s) is (are) challenging due to your pregnancy, childbirth, or related medical condition.
- Potential accommodations and how they will allow you to perform the impacted job functions.

The Reasonable Accommodation Committee will review and decide as to whether an accommodation can be provided. If your accommodation request is approved, Human Resources will notify you and your managers, and send an approval letter to your home.

In the event the Agency is unable to grant the specific form of the accommodation requested, it will engage in a dialogue with you to explore other accommodations that may be reasonable and effective.

If you are approved for an accommodation, we will check in with you periodically to confirm that the accommodation is still effective. Should your condition or job functions change, please contact Human Resources so that we may review the updated facts.

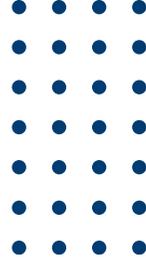
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TREATMENT OF EACH OTHER

POSITIVE WORK ATMOSPHERE

Goodwill is committed to maintaining a positive workplace where all employees are treated with dignity and respect: an environment where individual differences are welcomed and valued.

Everyone has the right to work in a professional atmosphere free of any type of disruptive, harassing, or violent conduct.



Below are examples of behaviors that are expected to promote a positive workplace atmosphere. These behaviors are not all inclusive:

- Display respectful behavior and speech in all interactions.
- Approach conflict with maturity and with a genuine desire for resolution.
- Give feedback in a direct and non-personal manner, rather than criticizing or insulting.
- Maintain a positive and professional demeanor, even when you are having a difficult day.

The following policies have been set in place to help ensure a positive and safe working environment for all:

ANTI-HARASSMENT AND NON-DISCRIMINATION STATEMENT

The Agency expects that all relationships among people will be professional and free of bias, prejudice, and harassment.

Our Equal Employment Opportunity policy prohibits any discrimination or harassment based on protected classes or any other characteristic covered under law.

The Agency requires reporting of all real or perceived incidents of discrimination or harassment. The Agency will promptly and thoroughly investigate such reports. The Agency prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

It is imperative that management set the tone for the enforcement of this policy. Management has a special obligation not to engage in discrimination, harassment, or retaliation. All management personnel are required to report promptly any discrimination, harassment, or retaliation that they observe, learn about from others, or suspect has occurred.

SEXUAL HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined as unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to 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 individual.
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body; leering, whistling, or touching; insulting or obscene comments or gestures; displays in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature. Harassment based on any other protected characteristic is also strictly prohibited.

HARASSMENT DEFINED

Under this policy, harassment is verbal, written, or physical conduct that disparages or shows hostility or aversion toward an individual because of one's race, color, religion, sex, gender identity or expression, sexual orientation, national origin, marital status, age, disability, genetic information, pregnancy, veteran or military status, or any other characteristic protected by law 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.
- otherwise adversely affects an individual's employment opportunities.

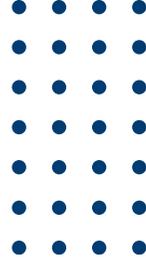
Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; disparaging jokes, and written or graphic material that disparages or shows hostility or aversion toward an individual or group, and that is placed on walls or elsewhere on the employer's premises, or circulated in the workplace on or off Agency time, or using Agency equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

INDIVIDUALS AND CONDUCT COVERED

These policies apply to all employees, participants, vendors, consultants, and customers. Conduct prohibited by these policies 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.

COMPLAINT PROCESS

Individuals who believe they have been the victims of conduct prohibited by this policy or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources, or any member of management.



When possible, the Agency encourages individuals who believe they are being subjected to such conduct to advise the offender promptly that the behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The Agency recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

The Agency requires prompt reporting of complaints or concerns, so that swift action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

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

Every effort to maintain confidentiality will be made throughout the investigation and corrective action process to the extent it is practicable to do so. However, it may be necessary to disclose the identity of the complaining party to conduct an effective investigation.

Retaliation against an individual for reporting harassment or discrimination, or for participating in an investigation of a claim of harassment or discrimination, will not be tolerated. Like harassment or discrimination, acts of retaliation will be subject to corrective action up to and including termination.

Individuals who intentionally make false and/or malicious complaints of harassment, discrimination, or retaliation may be the subject of appropriate corrective action.

BULLYING POLICY

Bullying is unwelcome or unreasonable behavior that puts down, intimidates or humiliates others. Bullying behavior is often persistent and part of a pattern. It can be carried out by an individual or a group.

Examples include, but are not limited to:

- Abusive and offensive words
- Insults
- Unwelcome teasing
- Spreading malicious rumors, innuendo and slandering
- Trivializing the work and achievements of others
- Unfairly blaming other for mistakes
- Deliberate exclusion or isolation

- Unwelcome and malicious jokes
- Belittling the opinions or suggestions of others
- Demeaning
- Patronizing
- Stalking
- Making threatening remarks or comments
- Any other conduct that ridicules, intimidates or is physically abusive

It is everyone's responsibility to prevent bullying in the workplace. Employees who act in good faith by reporting real or implied behavior will not be retaliated against.

WORKPLACE VIOLENCE PREVENTION POLICY

Goodwill is dedicated to your safety and the safety of everyone who enters our facilities. Everyone should always be treated with dignity and respect. Goodwill has a zero-tolerance policy for any type of violence.

Workplace violence includes direct or indirect acts or threats of violence, intimidation, harassment, coercion, stalking, frightening, and/or assaulting others.

Goodwill will promptly and thoroughly investigate all reports of suspected violence. Information will be treated with as much confidentiality as possible, and the Agency will not tolerate retaliation. Anyone found to have committed any threat or act of violence will be subject to termination and reported to local law enforcement.

You can help by reporting what you see in the workplace that could lead to workplace violence. This can be reported to your Supervisor, Human Resources, or Loss Prevention via the agency confidential reporting hotline in the ThinkLP portal, or via phone at 1-844-922-3672, all of which can be accessed via the UKG home page.

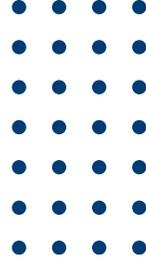
Additionally, if you have a protective or restraining order listing the workplace as a protected area, you should promptly inform the Human Resources Department. You are encouraged to report domestic violence safety concerns. The Agency is committed to supporting victims of domestic violence by providing referrals to the Employee Assistance Program (EAP) and community resources.

RETALIATION

Retaliation against an individual for reporting any form of misconduct, including harassment, discrimination, or participating in an investigation, is prohibited.

You will be subject to termination if you engage in retaliation against anyone who:

- Makes a good faith complaint of unlawful or unethical behavior, or
- Participates in an investigation of unlawful or unethical behavior.



Specific acts of retaliation include, but are not limited to:

- Disciplining without reason, unreasonably or unfairly changing work assignments, providing inaccurate work information, or refusing to cooperate or discuss work-related matters with an employee.
- Intentionally pressuring, falsely denying, or otherwise covering or attempting to cover up such conduct as described.

COMPLAINT RESOLUTION

Do you have a concern or complaint? Feel you are not being treated fairly or feel someone else is not being treated fairly? Here at Goodwill, we strive to create a culture of inclusion that is free of misconduct, and we encourage employees to follow the procedure below to resolve issues, discuss corrective actions, or dispute a termination.

PROCEDURE:

1. If you are experiencing misconduct, or if you witness misconduct in the workplace, alert your supervisor. Give your immediate supervisor a chance to resolve your complaint.
2. If the complaint is not resolved or is regarding your immediate supervisor, you should notify the next level supervisor.
3. If the complaint is still not resolved, it can be taken to the next higher-level supervisor for review.

Your complaint should be submitted in writing and include the concern, date(s) of the incident, if applicable, and facts related to the misconduct. You may contact Human Resources for support at any time.

We encourage prompt reporting. Complaints should occur, if feasible, within 15 days of the incident. In most cases, the answer and an explanation will be given in writing within 10 working days.

PROGRAM PARTICIPANT HUMAN RIGHTS POLICY

We are passionate about helping people help themselves and take the care of our program participants very seriously. To demonstrate this, the Agency has developed this Participant Human Rights Policy and asks that each employee become familiar with all aspects of the policy including the grievance procedure.

This Human Rights Policy is posted at every Agency location and is not intended to be an all-inclusive list of the Agency's Human Rights.

Each person served has the right to:

- Be treated with dignity, courtesy, and respect.
- Know, understand, and consent to individual services and programs.
- Privacy and confidentiality of their information.
- Refuse services at any time.
- Be free from discrimination based on race, color, religion, sex, gender identity, sexual orientation or expression, national origin, marital status, age, disability, genetic information, veteran or military status, or any other protected characteristic, as defined by law.
- Make decisions without fear of retaliation, abuse, neglect, humiliation, or judgment.
- Be free from financial and other exploitation.
- Access their own records.
- Access information pertinent to them in sufficient time to facilitate his or her decision making.
- Authorize or revoke authorization for release of information.
- Determine the composition of their service delivery team.
- Be informed and consent or refuse participation in research activities.
- Have access to referrals for necessary services and supports.
- File a grievance.
- Sanitary and safe working conditions, including availability and use of Personal Protective Equipment (PPE).
- Request accommodations as outlined in the Americans with Disabilities Act (ADA).
- Request a conference involving themselves, family/advocate, and/or representative(s) of other agencies (e.g. Opportunities for Ohioans with Disabilities) to discuss or to develop alternative programming.
- Investigation and resolution of alleged infringement of these rights.

If you are aware of, or suspect the abuse, exploitation or neglect of any person served by Goodwill, you must report this information to the Chief Operating Officer or the Director of Mission Services immediately. If necessary, the participant's referral source and case manager will be notified immediately.

Engaging in or failing to report known abuse, neglect or exploitation will result in corrective action, up to and including termination.



EMPLOYEE AND PROGRAM PARTICIPANT RELATIONSHIPS

Relationships between an employee and a program participant are to remain professional in nature. Personal involvement, outside of the work environment, can interfere with program goals and can lead to compromising situations for both the participant and the employee.

Personal involvement could include sharing rides, giving gifts or money, sharing food or cigarettes. Communicating through social media channels is also considered inappropriate.

In situations where a pre-existing relationship exists between an employee and a program participant, efforts will be made to ensure that appropriate boundaries are established to ensure quality services for the participant.

It is Agency policy to consider a non-working relationship as inappropriate and could result in corrective action up to and including termination.

For the purposes of this policy:

- An employee is defined as anyone hired by Goodwill to perform a specific job duty.
- A participant is defined as anyone participating in programming or training.

WORKPLACE POLICIES

EMPLOYEE PURCHASE POLICY

This Agency would not exist without generous donations from the public and our loyal customers. To make sure our donors, customers, participants and other employees receive fair access to merchandise, certain limitations apply.



When can I shop?

You may only shop when you are “off the clock.” Customers, friends, family members, or other “off the clock” employees may not purchase items for you. Only snacks and beverages may be purchased on your paid break.

Where can I shop?

You may only shop on the sales floor. You may not shop in the donation or processing area, off the z-rack, from the trash containers, or from salvage. Holding and/or hiding items for yourself or customers to purchase later is prohibited.

What can I buy?

At your work location, you may purchase date ticketed items (discounted or full price) after they have been on the sales floor for two days, counting the day stocked. For example, an item placed on the sales floor on Monday would not be available for purchase until Wednesday. This policy does not apply to snacks, beverages, and new good purchases so long as it follows the other policy requirements.

Goodwill e-Commerce employees may not purchase an item they have listed for sale. Goodwill Outlet employees may shop at the outlet, but they may only shop during unpaid time, which includes unpaid meal breaks.

The waiting period does not apply if you purchase date ticketed items (discounted or full price) in locations where you do not work.

Do I get a discount?

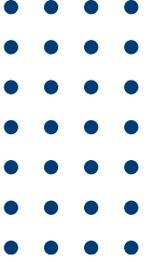
All Agency employees and program participants are eligible to receive a 20% discount on merchandise. The employee discount does not apply to purchases made by immediate family members and/or friends.

Are there any other limitations?

You may not ring up purchases made by immediate family members (spouse, parents, children, or siblings). Additionally, you cannot add loyalty points to your own card or that of a family member.

How do I make a purchase?

- A member of the store leadership team must ring up the purchase, or witness purchases made by all employees, including other members of store leadership, program participants, employees from other stores, and all office staff.
- Employment status will be verified by the POS system before the merchandise is rung up for purchase.
- The Employee Purchase Log must be signed by employees or program participants, which documents all purchases other than snacks and beverages. A member of store leadership must audit and approve the purchase and sign the log.
- Purchases must be placed in a bag with the receipt.
- Employees must exit from the designated doors with purchases (except furniture, which may be removed with proof of purchase receipt).

- 
- Purchases may be stored in lockers when provided by Goodwill or placed in a vehicle or an area designated by retail leadership.

Store leadership has the responsibility of ensuring all purchases are made according to policy and should deny a purchase they deem a potential violation at any time. The Agency reserves the right to inspect all packages and lockers at any time if there is suspicion of violation. Violations of the Employee Purchase Policy are severe and will result in immediate termination and/or prosecution.

MISAPPROPRIATION STATEMENT

Since this Agency accepts donations from the community, a special level of care needs to be taken while handling these donations. All employees have the responsibility to protect the items from misuse to continue the trust of the public.

What is misappropriation?

Misappropriation is the misuse or theft of Agency property and/or merchandise. Any use of Agency-donated or purchased merchandise, property, or funds must be handled as designated by Agency management (Regional Directors and those above).

What is Agency property?

Agency property includes merchandise, either donated or purchased, funds, found money, supplies, materials, equipment, trash, refuse, items designated as salvage, and any other items not owned by an employee.

All employees, volunteers, and participants of Goodwill must follow these guidelines:

- No employee may keep, sell, trade, or give items to a third party, unless specifically directed to do so by Goodwill management.
- No employee shall price items and take them directly to a friend or family member on the sales floor.
- No employee in any employment classification may remove any Agency property from the Goodwill facility for personal use, use by a third party, or for the stated purpose of repair unless specifically directed to do so by Goodwill management.
- No employee may remove or authorize others to remove items from refuse containers or items which have been designated as trash or refuse even if it has yet to be placed in a refuse container.
- No employee may discount items unless directed to do so by a member of management or the leadership team.
- All retail employees must price items at a fair market value (new goods, designer goods, antiques, etc.) and price donated items according to the retail pricing guidelines.
- All donations must be evaluated and sorted before being designated as trash. No employee may throw donations directly into a refuse container.
- All employee purchases must be in accordance with the established Employee Purchase Policy.

Any employee having knowledge of any activities in violation of these guidelines must report the activity to their supervisor immediately. Failure to report such conduct will be considered assisting in the prohibited conduct and will subject the employee to immediate dismissal.

FOUND MONEY PROCEDURES: When employees find money, jewelry, or other valuables in a donated item, they are to give it to a member of management. All money found must be recorded on the Found Money Log which is initialed in ink by both the employee and a member of management. If the money is not claimed and/or returned to the original owner, the employee may receive a 10% finder's reward on any amount \$5.00 or greater. Refer to Operating Standard 3310 for more information.

CASH DONATION PROCEDURES: Any cash donations that are received must be turned into a member of management immediately. Cash donations must be put into the register as a donation or turned into the finance department as a donation.

TIPS AND GIFTS: Since you are a Goodwill representative, all monetary gifts, including tips, must be declined. Even if a customer attempts to give you a personal cash tip or donation, you are still obligated to decline because of your association with Goodwill.

Any employee who violates these guidelines will be subject to prosecution and immediate dismissal. If there is a suspicion of theft, contact your supervisor, any member of Agency management, or the confidential tip line at 1-844-922-3672. This number can be used to report any suspicious behavior.

WORKPLACE SEARCH POLICY

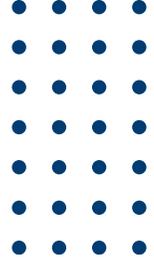
While the Agency respects employee privacy, the safety and needs of the Agency may outweigh any need for privacy.

To ensure compliance with Agency policies and procedures, random searches may be conducted. Loss Prevention and Human Resources will make the decision to search Agency property randomly.

The Agency reserves the right to make searches of any hand-carried items that enter or leave our facilities, as well as lockers, desks, vehicles, and other storage areas when there is reason to suspect that illegal or stolen items may be in these areas. In addition, security cameras are in use at many of our facilities.

Only locks issued by the Agency are to be used on Agency lockers. Supervisors must follow Operating Standard 4304 to ensure proper procedures for distribution and record-keeping of Agency locks. The Agency strongly recommends that valuable personal property is not brought into Agency facilities or onto property. Periodic locker inspections will be held. Every effort will be made to have the employees present at the time of inspection. All locker searches will include a member of management and a witness.

Goodwill employees should not have any expectation of privacy when using any Agency-provided items. Authorized personnel may search any work area and/or item whenever there is reasonable suspicion to believe that an Agency policy is being, or has been, violated.



EMPLOYEE ATTENDANCE

Your job is important – both to Agency operations and for your own personal goals. Goodwill's attendance policy is based on our belief that good attendance leads to successful execution of our mission. However, the Agency understands that personal issues may arise that interfere with your work schedule.

PLANNING TIME OFF

When planning time off, please consult with your supervisor prior to scheduling and make every effort to schedule absences that will limit interference with Agency operations.

You can schedule time off in advance by utilizing the automated time and attendance system. Approved time off scheduled in advance will not count against your attendance record. Examples of these are as follows:

- PAL, days off, tardiness or leaving early when scheduled in advance and approved
- Job-related injury or illness
- Jury duty
- Bereavement
- Participation in a legal proceeding as a principal witness, with documentation (such as a subpoena)
- Military requirements
- Approved Family and Medical Leave Act (FMLA)
- Approved Other Leave
- Lack of work, not scheduled

ATTENDANCE TRACKING

When you experience an unexpected attendance issue, it is classified as an occurrence. To avoid an occurrence, you may first attempt to trade your shift with another employee with your manager's approval. Occurrences are all encompassing, including calling off, being tardy, leaving early without advance notice (unexpected), or not following proper call-off procedures. Occurrences are calculated as follows:

- Tardiness of less than two (2) hours and leaving less than two (2) hours early will result in only a half (1/2) occurrence.
- Any time missed over two (2) hours will result in one (1) occurrence.
- A single occurrence can be one (1) to three (3) days if absent for the same personal illness only (no other reason, such as car trouble). Example: Flu - off three (3) days, equals one (1) occurrence.

- All days missed after three (3) days will be counted individually as one (1) occurrence each day.
- Once you have agreed to cover a shift, you are held accountable for all aspects of the attendance policy.

Employees are permitted seven (7) occurrences within a rolling twelve (12) month period, with the eighth (8) occurrence resulting in termination of employment. During the first 90 days of employment, employees are limited to three (3) occurrences, with the fourth (4) occurrence resulting in termination of employment.

Supervisors may, at their discretion, request a statement from your health care provider or other documentation at any time concerning the justification for an absence. The Agency may consider extenuating circumstances and has the right to exercise discretion in cases considered emergencies.

CALL-OFF PROCEDURE

When you experience an unexpected attendance issue, please follow these guidelines:

- When calling off, employees should contact their supervisor as soon as possible, but no later than one (1) hour prior to your scheduled starting time. Some departments have additional call-off requirements. Please ask your supervisor about specific call off rules. Failure to adhere to this guideline could result in the occurrence being a NCNS (No Call/No Show),
- Employees must call in personally and speak with their supervisor or designee. Sending a text message or leaving a voicemail may be unacceptable unless it is an emergency.
- When an emergency arises, you must call and speak to the supervisor or designee within eight hours. The Agency may exercise discretion in certain cases.
- If you anticipate being tardy, you must call in and report your expected time of arrival. Employees are tardy when they are not at their workstation at their scheduled starting time.
- Please call every consecutive day, unless a doctor's statement indicating the length of absence has been submitted.

REDUCTION OF OCCURRENCES

Each employee, including those in their first 90 days of employment, may remove up to 2 occurrences in a calendar year. Unused "grace" occurrences cannot be rolled over into a new calendar year and cannot result in a negative occurrence balance. The most recent occurrence would be the one to fall off.

- One (1) occurrence will be subtracted after 3 months (90 days) of perfect attendance. This reduction can only be used once during the calendar year.
- One (1) occurrence will be subtracted if an employee reports to work for an unscheduled shift (including partial coverage) if needed and at the request/approval of their manager. This reduction can only be used once during the calendar year.
- This does not apply to occurrences associated with a No Call/No Show.

ATTENDANCE CORRECTIVE ACTION PROCESS

- Third occurrence within the 90-day orientation period = written coaching/warning
- Fourth occurrence within the 90-day orientation period = termination of employment
- Fifth occurrence in a 12-month period = written warning
- Seventh occurrence in a 12-month period = a final warning
- Eighth occurrence in a 12-month period = termination of employment



The following attendance-related events are more serious and require more stringent corrective action:

1. The employee did not report to work (NCNS-No Call/No Show).
 - a. The first day is a final written warning and 1 occurrence.
 - b. The second event, regardless of whether it is consecutive, will result in termination of employment. The Agency will consider this as your voluntary resignation from employment.
2. The employee knowingly takes time off after being denied approval for time off.
 - a. The first event is a final written warning and 1 occurrence.
 - b. The second event, regardless of the circumstance, will result in termination of employment.

While the Agency will make every effort to follow these procedures, we recognize that no program can anticipate every situation that may arise. Consequently, Goodwill reserves the right to vary or alter the application of this program with respect to individual employee's circumstances.

DRESS CODE

It is important that everyone maintains a neat, clean, and professional appearance that is appropriate for the workplace setting and for the work being performed.

ADC attendants, truck drivers, maintenance, janitorial, and security employees will be provided with work shirts, jackets and/or caps as selected by the Agency.

Store employees will be issued and must wear a t-shirt, vest, apron, or smock. When wearing an apron, a sleeved shirt must be worn underneath. You may purchase additional work t-shirts at your own expense. Our Goodwill logo must always be visible to better serve our customers and coworkers.



WHAT TO WEAR:

- Goodwill name badge
- Goodwill apparel or smock
- Pants, slacks, or jeans
- Close-toed footwear
- Undergarments
- Goodwill branded ballcaps with a forward-facing bill
- Gloves when processing



WHAT NOT TO WEAR:

- Sweatpants, stretch pants, pajama pants, yoga pants
- Sleeveless, strapless, or crop tops
- Ripped or see-through clothing
- Suggestive or offensive attire
- Shorts
- Sandals, backless, and open-toed shoes
- Dresses, skirts, or skorts
- Non-Goodwill hats, beanies, or winter hats, unless working donor door

If you are improperly dressed, you will be reminded of the policy, or in severe cases, may be sent home to change. If you are sent home to change, you will not be compensated for any work time missed.

DRUG AND ALCOHOL POLICY

Goodwill is committed to providing a safe, healthy, and productive workplace. This follows the Drug-Free Workplace Act of 1988. Alcohol and drug abuse pose a threat to the health and safety of everyone: employees, participants, customers, and the community. It also jeopardizes the integrity of our Agency and our values.

POLICY RULES

- You must report to work fit for duty.
- You must report free of any adverse effects of alcohol or drugs, including marijuana in any of its forms, even if legally obtained.
- This policy does not prohibit you from the lawful use and possession of prescribed medicines.
- If you are using a prescription, or over-the-counter drug, which has actual mind or performance altering effects, you must immediately report the medication information to your supervisor or Human Resources. A determination will be made if it is safe for you to work while taking the medication.
- You are required to notify the Agency of any criminal drug or alcohol statute conviction no later than five (5) days after such conviction.
- Whenever you are working, operating an Agency vehicle, on Agency property (which includes the facility, parking lots, and equipment) or are conducting Agency-related work offsite, you are prohibited from being under the influence of, or being involved in the improper use, sale, manufacture, purchase, transfer or possession of alcohol or illegal drugs, including marijuana in any of its forms, even if legally obtained or misusing legal drugs
- Goodwill employees subject to Department of Transportation (DOT) guidelines or those who hold a Forklift/Tow Motor Certification and operate forklifts/tow motors shall not be allowed to utilize medical or recreational marijuana under this policy, even if recommended by a physician.

REQUIRED TESTING

Employees and applicants will be required to submit to testing under the situations listed below. Employees or applicants who test positive in any of the situations listed below will be immediately terminated or disqualified.





In addition, situations that will result in disqualification or termination of employment of an applicant or employee include two diluted tests in a row, producing an adulterated sample, and/or the inability to provide a sample at the time of testing. In lieu of termination, employees may choose to participate in the Second Chance Program as outlined below.

PRE-EMPLOYMENT

Some applicants, depending on position, must submit to a drug test within 48 hours of accepting an offer and must pass it successfully before beginning work. Applicants who test positive will not be considered for employment for a period of one year.

REASONABLE SUSPICION

Testing will occur within 1-2 hours whenever there is reasonable suspicion that an employee is under the influence of alcohol or drugs. Reasonable suspicion will be based on observations concerning the employee's appearance, behavior, speech, or carelessness.

Additionally, reasonable suspicion includes evidence of the manufacture, distribution, possession, or use of alcohol or illegal drugs. Employees will be transported to the appropriate testing facility by a member of management, the Safety and Security Officer, or Human Resources. If the results come back positive, the employee will not be paid for testing or time away from work while results were pending.

POST-ACCIDENT

Employees are subject to testing immediately after they cause or are involved in accidents that result in damage to Agency property, injury to themselves or another person requiring offsite medical attention or having been involved in a vehicle accident while performing work-related duties. Tests must be taken as soon as possible; in extenuating circumstances, the drug test should not exceed 32 hours and the alcohol screen should not exceed 8 hours. Extenuating circumstances will be evaluated on a case-by-case basis. Employees, if able, can transport themselves.

RANDOM

Employees in safety-sensitive positions will be subject to random, unannounced testing. Safety-sensitive positions include, but are not limited to, truck drivers, tow motor operators and baler/dock workers. Employees are paid while being tested unless the results come back positive.

Failure to follow the Drug and Alcohol Policy will result in corrective action up to and including termination of employment.

DRUG AND ALCOHOL TREATMENT/SECOND CHANCE PROGRAM

Goodwill believes employees struggling with alcohol or substance use disorders should be provided with the opportunity for treatment and rehabilitation, therefore:

- Employees are encouraged to seek immediate treatment.
- The Agency will grant available paid time off, unpaid leaves of absence, time off without pay or other accommodation as required by law.
- Employees are encouraged to seek help using the agency's Employee Assistance Program (EAP) or Good Partner program through the Missions Services department.
- Employees who have a positive test for an illegal substance, marijuana or alcohol will be permitted to seek treatment at their own expense in lieu of termination.
- The treatment facility must be licensed by the Ohio Department of Mental Health and Addiction Services or the West Virginia Department of Health and Human Resources.
- Following an alcohol and drug assessment, employees must participate fully in the recommended treatment plan.
- Employees will sign a release allowing Goodwill to gain information from the treatment program regarding full and adequate participation in the recommended treatment plan.
- To be able to return to work after participation in a treatment program, employees must obtain and present to management a letter or signed release from the treatment provider detailing their readiness to return to work and determination of willingness to follow through with the recommended treatment plan. Additionally, employees must willingly submit to and test negative to a drug/alcohol screen.
- Employees who complete treatment shall be placed in the random pool for one year.
- Employees who fail to follow through with the recommended treatment shall be terminated from employment.
- Employees with alcohol or drug addiction shall not be excused from following all agency rules and policies, nor will they be excused from discipline for failure to follow agency rules or policies, including fitness for duty.
- An employee who has a second positive illegal substance, marijuana or alcohol test will be terminated.

SMOKE-FREE WORKPLACE

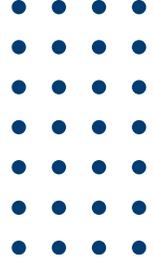
So that Goodwill can provide and maintain a safe and healthy work environment, smoking is prohibited on all Agency premises, except for in assigned smoking areas. The Agency defines smoking as the act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, e-cigarette, or pipe of any kind.

The smoke-free workplace policy applies to:

- All areas of Agency buildings.
- All outdoor areas immediately adjacent to public and employee entrances/exits, open windows, and ventilation system intake areas.
- All vehicles owned or leased by the Agency.
- All visitors, contractors, and consultants.
- All employees, temporary employees, and participants.

Employees who violate the smoking policy will be subject to corrective action.

VEHICLE POLICY AND TRAVEL EXPENSES



Certain positions may require travel using your own personal vehicle or an Agency vehicle. All work-related travel must be approved by your supervisor.

If you are authorized to use your own vehicle for Agency business, you will be reimbursed based on miles driven above and beyond your normal commute. Submit an expense report (form IIA11) to your supervisor for approval. You will also have to present to Human Resources a valid driver's license and proof of automotive insurance at each renewal.

While operating Agency vehicles or using your own vehicle for work:

- You must have a valid driver's license.
- All passengers must wear a seatbelt.
- You must treat the vehicle with proper care and follow all traffic laws.
- You are prohibited from using cellular devices.
- You must act in the best interest of the Agency.

Contact Human Resources immediately if your driver's license or insurance lapses, is revoked, or suspended.

PARKING

Employees are required to park in designated employee parking areas. Those eligible to use designated accessible parking spaces may do so.

MAIL

All mail and/or deliveries sent to the Agency will be opened if they are not properly addressed. Mail that is marked "personal" or "confidential" shall be opened only by the addressee. Employees should not have personal mail sent to the Agency's address.

BULLETIN BOARDS

Goodwill provides bulletin boards at all locations for Federal and State required posters. These boards are also used for Agency information that is important to employees. Only Human Resources or a member of management may post or remove items.

It is your responsibility to check these boards frequently to remain informed.

NON-SOLICITATION POLICY

Selling, promoting and/or distributing external products/materials on Agency property is prohibited. No one may solicit materials, distribute literature, or post announcements unless approved by Human Resources or in connection with an Agency sponsored event.

ELECTRONIC COMMUNICATION, CELL PHONE, INTERNET USE, AND SOCIAL MEDIA

Goodwill's goal is to use the internet, social media, and Agency-provided cell phones and email in appropriate and ethical ways. Even during non-work hours, employees should exercise sound judgment concerning organization-related information shared through social media—even if the employee shares the information from a home computer.

- Internet and Agency-provided equipment like cell phones, laptops, and computers may not be used for transmitting, retrieving, or storing communications of a defamatory, discriminatory, harassing, or pornographic nature.
- Employees are encouraged to avoid using inappropriate or offensive language, including obscenities and slurs.
- Employees must not engage in any illegal activities, including piracy, extortion, blackmail, copyright infringement, and unauthorized access of any computers and Agency-provided equipment.
- Employees may not copy, retrieve, modify, or forward copyrighted materials, except with permission or as a single copy for reference only.
- Employees must not use the system in a way that disrupts its use by others.
- Employees should not open suspicious e-mails, pop-ups, or downloads. Contact IT with any concerns to reduce the release of viruses or to contain viruses immediately.
- Be responsible when creating and sending emails. Internal and external e-mails are considered business records and may be used during litigation.
- Employees may not post financial, confidential, or proprietary information.
- The Agency requires employees to be truthful and courteous in their posts.
- Employees may not post information or comments which violate the Agency's harassment or any other policies.

More information on Social Media use is in Operating Standard 3506.

RIGHT TO MONITOR

Goodwill has the right to monitor Agency-supplied technology and social media sites for inappropriate or illegal use. Incorrect use may be subject to corrective action up to and including termination of employment. Agency-supplied technology and Agency-related work records belong to Goodwill and not the employee, and therefore, the employee has no right of privacy regarding any information on any Agency-supplied technology.

PERSONAL CELL PHONE & EARBUD/HEADPHONE USE

To ensure great customer service and sound safety practices, the following conditions apply to personal cell phone and earbud/headphone use during work hours:

- Personal cell phone use is only permitted for rare emergencies. Personal cell phone use is prohibited when working with customers, donors, or participants.
- A single-use earbud in one ear is permitted for listening to music only. It may not be used for making phone calls. Earbud use is prohibited when working with customers, donors, or participants.
- Headphones and earbuds are prohibited when driving agency vehicles, operating forklifts, compactors and tippers, or any other safety-sensitive equipment.
- Headphones are prohibited.

The use of cell phones and earbuds is at the discretion of your manager. Excessive use of cell phones and earbuds, or failure to follow this policy may result in disciplinary action.

WORKSPACE DECOR

You are welcome to decorate your workspace/office. Decor must be reasonable and cannot be excessive. No offensive decor is allowed. Harassing and/or discriminatory decor will not be tolerated.

Personal decor is not permissible in common areas, on office doors or exterior facing workstations.

VISITORS

Employees are not to have guests, including family members or friends, visit on a routine basis during work time. All meetings with visitors should be held in public areas. Please contact your supervisor for clarification before bringing a visitor into your work area.

- Visitors are not permitted in employee-only areas without prior authorization.
- You must always monitor your visitors.
- You are responsible for the behavior of your visitors.



CORRECTIVE ACTION PROCEDURES

We are committed to giving employees notice and a reasonable opportunity to improve when performance is below an acceptable level or misconduct has occurred.

We have a Corrective Action Policy in place to ensure this commitment is met.

This progressive process creates an open dialogue between the employee and supervisor about poor work performance or misconduct.

The supervisor will consider severity of infraction, past performance record, and circumstances to determine appropriate level of corrective action. Corrective action may bypass one or more steps in the process due to the seriousness of the offense.

Management may choose all or any one of the corrective action steps listed.

Corrective action options include but are not limited to:

Step 1-Coaching/Verbal Warning:

Coaching sessions between the employee and the supervisor are used to bring a problem or behavior to the attention of the employee before it becomes serious in nature. The supervisor will document the conversation in the employee coaching log.

Step 2-Written Warning:

If the conduct addressed by a coaching is repeated or additional problems occur, the supervisor should follow up with a written warning.

Step 3-Suspension/Final Warning

If the conduct addressed by the written warning is repeated or additional problems occur, corrective action may progress to a final written warning, which may include an unpaid suspension from work for a period of up to five days. The length of the suspension will depend on the seriousness of the offense.

Step 4-Termination of Employment

Employment may be terminated based on progressive corrective action or based on the severity of infraction.

A single incident may be so severe as to warrant an immediate final warning and suspension without pay or immediate termination.

Examples of misconduct include, but are not limited to:



1. Violations of any policy and procedure, including:
 - Attendance (i.e., excessive tardiness/absenteeism, failure to follow proper call-off procedures)
 - Drug Free Workplace or Alcohol Policy
 - Harassment/Discrimination
 - Retaliation
 - Cash Handling
 - Electronic Communications
 - Misappropriation/Employee Purchase Policy
 - Failure to report an accident, incident, or injury/near miss within 24 hours

2. Violence in the workplace
 - Possessing an unauthorized weapon
 - Threatening or assaulting another person

3. Serious neglect of duty
 - Failure to follow valid instructions given by a supervisor or manager
 - Violation of safety rules
 - Dishonesty
 - Sleeping on the job
 - Falsification of records
 - Breach of confidentiality
 - Leaving the workplace without permission
 - Disorderly or disruptive conduct
 - Failure to cooperate in an investigation
 - Poor work performance

The Agency reserves the right to determine the appropriate level of corrective action for any inappropriate conduct.

HUMAN RESOURCES

Your Human Resources team works diligently to support you! Our primary objective is to provide great customer service for all our employees. We can be contacted at any time for questions, comments, or concerns.

You can reach Human Resources by emailing hr@goodwillgoodskills.org or calling Goodwill's main phone number and asking to be transferred to a Human Resources Representative. In addition, all Human Resources staff phone numbers can be accessed in the Agency's SharePoint files.

CONFIDENTIALITY

During employment, you may have access to confidential Agency information. This information (verbal, written, or electronic) should be handled with respect and only used for business purposes.

Specifically, in Mission Services, employees who have access to a participant's personal and private program information must take extra care to ensure its safety. Mission Services' employees shall not disclose any program information to any person who does not have a legitimate need to know.

Release of confidential information will comply with Operating Standards 5304 and 4128. All inquiries from the media must be directed to the Marketing Department.

EMPLOYEE RECORDS

It is your story; we will keep it safe!

ACCESS TO RECORDS

The Human Resources Department keeps and maintains all employees' official records. Employee records are the property of the Agency and may not be removed. If you want to review your records, you may schedule an appointment with Human Resources. Someone in Human Resources will be present for viewings of employee records.

Reasonable requests for copies of information may also be made by an employee.

RELEASE OF INFORMATION

Public information, such as name, position, and dates of employment may be viewed or requested at any time. All other information is considered private and will only be shared with third parties when you have signed a release. Cases where a release is not required include legal communication such as court orders or a request from our service providers.





CHANGE OF PERSONAL INFORMATION/STATUS

Up-to-date records are important. You can change personal information, such as name, address, phone number, emergency contacts, and beneficiaries in the employee portal. Some changes require supporting paperwork to be submitted to Human Resources. Out-of-date records could result in a delay in important communications from the Agency.

EMPLOYMENT VERIFICATIONS

Unless required by law, all employment verifications need a signed release. We will share name, dates of employment, job title, and current job description without a release. All requests for employment verifications must go to Human Resources. Only Human Resources' personnel are authorized to release any information on current or former employees.

The Agency does not write reference letters for current or former employees.

EMPLOYEE SELECTION, ORIENTATION AND PROMOTION

SCREENING AND SELECTION

The Agency selects employees using several screening tools, including online applications, phone screens, and personal interviews. After all available information is considered and evaluated, candidates are selected to become employees of the Agency. At that point, candidates are subject to a background check.

The Agency relies on the accuracy of the information contained in the employment application, as well as the accuracy of other data presented in the hiring and employment process. Any misrepresentations, falsifications, or omissions in any of this information or data may result in an applicant's exclusion from further consideration for employment. This also applies if people have already been hired, but it is later found that they have falsely represented themselves, which can lead to termination.

INTERNAL TRANSFERS/PROMOTIONS

Employees who have worked more than ninety (90) days and have a satisfactory performance record may be considered for a transfer to other jobs as vacancies become available.

In addition, these employees cannot have any corrective actions during their last six (6) months of employment to be considered for transfers or promotions. It is the employee's responsibility to check the Goodwill website for job openings. You can visit www.getagoodwilljob.org.

The Agency offers promotions to higher-level positions when appropriate. Management prefers to promote from within and may first consider current employees, unless outside recruitment is in the Agency's best interest.

The Agency reserves the right to alter this process as needed to meet business needs.

JOB DESCRIPTIONS

The Agency maintains a job description for each position in the Agency. When duties and responsibilities are changed, an employee's job description will be updated. Employees can obtain their job description on the Agency's SharePoint site or by contacting Human Resources.

YOUR ORIENTATION

Newly hired employees must attend orientation at the time of hire to familiarize themselves with policies and operating procedures, mandatory safety and harassment training, and other pertinent new hire information, including benefits.

EMPLOYMENT OF RELATIVES AND DOMESTIC PARTNERS

Employee relationships can affect the work environment in many ways. To help prevent negative issues, Goodwill has adopted the rules below:

- No employee is permitted to work under the direct or indirect supervision of a member of the employee's immediate family or domestic partner.
- Immediate family members of the Chief Executive Officer must have approval made by a Board Executive Committee motion. All other relatives of the Chief Executive Officer must be approved by the current Board Chair.
- Immediate family members or domestic partners of the Leadership Team and the management staff of Human Resources are not permitted to work for Goodwill without the approval of the Chief Executive Officer. This is because of the relationship these individuals have with all Agency departments.

For the purposes of these rules, "immediate family" is defined as spouse, parent, parent-in-law, child, sibling, stepparents, stepchildren, stepbrother, or stepsister. A "domestic partner" includes but is not limited to a fiancé, fiancée, common law spouse, boyfriend, girlfriend, live-in partner, or live-in roommate.

Should a relationship be hidden to violate this policy intentionally, corrective action will be taken up to and including termination of employment. Each situation will be evaluated by the Human Resources Department.



REPORTING ISSUES AFFECTING EMPLOYMENT

If you choose to hold another job outside our organization, we ask that you work to ensure that your other employment does not interfere with your performance or attendance here at Goodwill. Outside employment must also not directly or indirectly compete with, conflict with, or compromise the goals and purpose of the Agency.

The following activities must be reported to Human Resources immediately:

- Situations that would affect your eligibility for employment or prevent you from performing your job.
- Outside activities that could negatively impact our organization or reputation.
- Felony convictions.
- Job-related license revocations or expirations.

COMPENSATION AND WORK HOURS

EMPLOYEE CLASSIFICATIONS

Goodwill wants all employees to understand their employment status, benefit eligibility, and their rights under the Fair Labor Standards Act.

As an hourly (nonexempt) employee, you are:

- Paid for all hours worked.
- Paid overtime for working more than 40 hours in a week.
- Required to record all hours worked in the Agency's time and attendance system.
- Prohibited from performing job duties without being paid.

The Agency has established the following employment statuses.

FULL TIME	Employees working 30 hours or more a week on a regular basis according to an established schedule. These employees are eligible for the full benefits package subject to the terms, conditions, and limitations of each benefit program.
PART-TIME	Employees working less than 30 hours per week on a regular basis. These employees are eligible for limited benefits subject to the terms, conditions, and limitations of each benefit program.
ON CALL, TEMPORARY, OR SEASONAL	Employees not working a scheduled number of hours per week or only working until an assignment is completed. These employees are not eligible for benefits or PAL time.

Employees who transfer to full-time from any other classification will maintain their original date of hire.



WORK HOURS, BREAKS AND LUNCH

Retail employees work a varied schedule depending on the needs of the store including day, evening, weekend, and holiday hours. Alterations to scheduled work hours may only be made with a supervisor's approval. You should contact your supervisor with questions about scheduled work hours.

Hourly (nonexempt) employees must clock in for all time worked. They are not expected nor permitted to perform their job duties without being paid.

Examples of behavior that must be compensated include working over lunch, answering email on non-scheduled work times, taking work home to do on the weekends, and receiving a work-related phone call (even if only for a few minutes). If employees need additional hours to complete their job, they should speak with their supervisor.

Employees should also be respectful of Agency-paid time. Any employee found to be stealing Agency time by remaining clocked in while attending to personal matters will be terminated from employment.

A fifteen-minute paid break will be given for every four hours of work. Breaks must be taken, so they do not interfere with Agency operations and scheduled with supervisor approval. Employees are not permitted to leave the Agency property while on a paid break.

A thirty-minute unpaid meal break will be given for every six hours scheduled. Meal breaks will be scheduled with your supervisor's approval. Employees on an unpaid meal break may not continue to work. Employees working in areas that are required to remain on duty during the lunch period will be paid for this lunchtime.

PAY

The Agency requires the use of direct deposit for wages. If you do not have a bank account, the Agency offers a pay card that acts just like a debit/credit card and has guaranteed eligibility.

Wages are paid on a biweekly basis or 26 pays per year. The Agency's pay period is two weeks beginning on a Sunday and ending on a Saturday. Wages are paid the Friday following the close of the pay period.

Under certain circumstances, a paper check may need to be issued. If you are giving others permission to pick up your check, they must have a release signed and dated by you, specifying the date the check will be picked up. They will also be required to show proof of identification before the check is released to them.



OVERTIME PAY

Hours worked over 40 in any one work week (Sunday-Saturday) will be paid at one and one-half (1½) your regular hourly rate. Hours not actually worked, such as paid holidays and PAL days, are not included in overtime calculations. Always get supervisor permission before working overtime hours.

ON-CALL PAY

From time to time, if you work in certain departments, you might be on call and must respond via phone, e-mail, or in person to a situation during non-working hours. If this happens, and you are an hourly employee, the following will apply:

- You will be paid for a minimum of 2.0 hours.
- If you do not work a minimum of 2.0 hours, you will still be paid for the 2.0 hours.
- You will not be paid for any additional work outside of your normal work hours for that week unless you work more than 2.0 hours.
- If you work more than 2.0 hours, you will be paid for the full time you have worked.
- If you travel while On-Call, you will be paid for travel time.
- If your On-Call hours take you over 40 hours worked in a week, you will be paid time and a half for those excess hours.

Using Jane as an example: Jane works for thirty minutes on an issue while On-Call. She is paid for 2.0 hours. Later that week, Jane works an hour while On-Call. She has already been paid for that hour as part of the original 2.0 hours. If she receives another call and works for an hour, she has now worked over the 2.0 original hours and will be paid for the additional half an hour worked.

GARNISHMENTS AND CHILD SUPPORT

When the Agency is notified of a court-ordered garnishment, child support order, or wage assignment, the Agency must fulfill the garnishment. Employees will be notified prior to the deduction in their paycheck.

PERFORMANCE AND SALARY REVIEW

Communication between employees and supervisors is very important. Discussions regarding job performance and goals are ongoing and often informal. Formal performance reviews are also conducted for all employees.

Merit increases are designed to reward individual performance and to be fair and competitive with other employers. Merit increases are not guaranteed, as they are based on Agency performance, individual performance, and the Agency financials. Acceptable performance does not always result in a merit increase. The employee's overall performance and wage are evaluated to determine any increases.

Other salary adjustments on a per person or per group basis, not based on merit, may occur with the approval of the Chief Executive Officer.

TIME CLOCK

All hourly employees will use an automated time system (time clock) to record hours worked, including clocking in and out for lunch. Employees should use the kiosk or designated computer to clock in/out. The use of a mobile device or other electronic device to clock in/out is not allowed unless your job requires travel, and you have obtained supervisor approval.

If you make an error or forget to clock in or out, bring the matter to your supervisor's attention, so corrections can be made in the system.

Any hourly employee knowingly not tracking and turning in hours will receive corrective action. Supervisors who knowingly or negligently allow this to occur will also receive corrective action up to and including termination of employment.

Additionally, the Agency prohibits anyone from dishonestly altering time records. It is a violation of Agency policy to falsify a time record. Any employee who violates this policy will be terminated.

BENEFITS

HEALTH AND WELFARE BENEFITS

PLAN INFORMATION

All health and welfare benefits have a plan year of June 1st through May 31st, but the deductible year runs from January 1st through December 31st.

You will receive detailed information about your benefit options at the time of hire and during the annual open enrollment. The level of benefits, premium rates, and insurance carriers are subject to change at any time.

ELIGIBILITY

All active, full-time employees working 30 hours or more per week are eligible to participate in the benefit programs. Elections must be made within the first 30 days of full-time employment. The coverage is effective from the first of the month following 30 days of full-time employment. Coverage will remain in effect through the date of separation, or until you choose to terminate coverage due to a life event or election during the open enrollment period.

If you experience a qualifying life event, like marriage, birth, or divorce, you may be eligible to make changes, cancel, or enroll in any of our insurance benefits plans within 30 days after the event.



You may also cover eligible dependents, which include your spouse to whom you are legally married and your children under the age of 26. To be eligible for the dental and vision plans, children must be unmarried. Proof of eligible dependent relationship (marriage license, etc.) will be required at the time dependents are added to the plan. Dependents aging out of the plans are covered until the end of the month in which they turn 26.

MEDICAL

The organization offers a choice between two medical plans that include prescription coverage.

The Core/HSA plan is a high deductible plan which means you can contribute to a Health Savings Account to save money on taxes.

The Buy-Up/PPO plan is a traditional PPO plan with a lower deductible.

Both plans allow you to see any preferred provider without physician referral and provide 100% coverage for preventive care. The level of benefits you receive is dependent on your choice of a provider in the plan administrator's network. Significantly higher benefits will be received when you obtain care from an in-network provider. For a list of preferred providers, visit your insurance carrier's website.



DENTAL

The organization also offers a choice between two dental plans.

The Core/Low plan offers no deductible for preventive and restorative care.

The Buy-Up/High plan offers a higher level of coverage after a deductible is met (waived for preventive care).

Both plans allow you to see any dentist you wish, but you will receive a higher level of benefits when you go to a preferred provider. For a list of preferred providers, visit your insurance carrier's website.

VISION

Vision benefits are available and provide annual benefits of one routine eye exam and either eyeglasses or contact lenses. Although you can go to any vision provider you choose, visiting a preferred provider will result in a higher level of coverage. For a list of preferred providers, visit your insurance carrier's website.

GROUP LIFE AND AD&D

The Agency provides group life and accidental death and dismemberment insurance at no cost to you. The life coverage is equal to one and a half times your annual salary, which doubles in the case of an accidental death. The dismemberment coverage pays a scheduled amount corresponding to the loss. You may purchase additional life insurance, known as Voluntary Life, for you, and any eligible dependents. You will select a beneficiary to receive these funds in the event of your death. Notify Human Resources when you have a need to change the beneficiary you have on file.

SHORT-TERM DISABILITY

The organization provides short-term disability (STD) insurance at no cost to you. The plan is designed to provide temporary replacement of your salary of up to 13 weeks while you are disabled from work because of an illness or injury. The disability must be certified by an attending physician and approved through the insurance carrier for any benefits to be paid. During the period in which you are disabled and unable to work, your salary will be replaced at 60% to a maximum of \$2,000 per week.

If you become disabled due to an illness or pregnancy, a waiting period applies, and your benefits begin on the 8th calendar day of your disability. During the waiting period, unpaid time cannot be used if PAL or extended sick leave (ESL) is available. If you were hired prior to June 1st, 2013, you may have an ESL balance; see the ESL section for more information.



If you become disabled due to an accident or injury, benefits begin on day one (1) of your disability.

LONG-TERM DISABILITY

The organization provides long-term disability (LTD) insurance at no cost to you. If the eligibility criteria are met, the plan is designed to provide replacement of your salary up to Social Security normal retirement age. During the period in which you are disabled and unable to work, your salary will be replaced at 60% to a maximum of \$10,000 per month. Once you have run out of short-term disability coverage, your long-term disability insurance will take over as long as you meet the eligibility criteria.

COBRA

Upon separation from the Agency for any reason, you may elect to continue group medical coverage at the group rate. You must pay the required monthly premium to remain on the plan.

At the time of separation, Human Resources will provide you with information on your COBRA rights. You may also request information at any time from Human Resources regarding these rights.

FLEXIBLE SPENDING ACCOUNTS (FSA)

A Flexible Spending Account (FSA) allows you to contribute, through payroll deduction, into specially designed accounts on a pre-tax basis.

The Agency offers two types of accounts:

- A Healthcare FSA that allows you to fund your out-of-pocket healthcare expenses throughout the year. If you are enrolled in the Health Savings Account (HSA) plan, you are not eligible to contribute to an FSA.
- A Dependent Care FSA which allows you to fund your dependent daycare, preschool, or aftercare expenses.

You can enroll in these plans during open enrollment or when electing benefits due to a life event or enrolling as a new, full-time employee.

EMPLOYEE ASSISTANCE PROGRAMS

EMPLOYEE CONNECT

The Agency believes in the well-being of all employees. An Employee Assistance Program (EAP) is provided to focus on three key areas: health, family, and finances.

The EAP is designed to help balance work and home by providing support, guidance, and education. Information on the EAP is available online at www.GuidanceResources.com and at 888-628-4824. You may also contact Human Resources for a flier outlining the EAP program. The EAP is a voluntary and private program.

GOOD PARTNER PROGRAM

As a Goodwill employee, you can access a valuable service provided to you in the form of our Good Partner program. Good Partner is a program provided free to Goodwill employees and is designed to help employees overcome barriers that are impacting employment or their ability to stay employed. The program offers social service navigation to assist with issues with housing, transportation, food access, child-care, benefits, and more. It also provides comprehensive case management and job enhancing skills/opportunities. This is a confidential program provided through Mission Services. For general questions, email goodpartner@goodwillgoodskills.org.

RETIREMENT SAVINGS PROGRAM

The Agency sponsors a savings plan for employees. You can set up and fund your own retirement account at any time.

The Agency provides a match equal to \$0.50 for every \$1.00 you contribute to the plan up to the first 8% of your income. To receive the match, employees must have one year of service, have worked at least 1,000 hours in the last year, and be 21 or older.

After three years of service the employee is considered vested, and all funds made by Goodwill are now the employees' funds.

Contact Human Resources to obtain Mutual of America's contact information.

SERVICE AWARDS

Dedicated and motivated employees are the foundation of Goodwill! Their knowledge, effort, and loyalty are an asset to our Agency.

To recognize and show gratitude toward long-term employees, we have a recognition program to honor milestone anniversaries. A certificate of appreciation and a pin will be given to those employees. These anniversaries are a time to celebrate you and your contributions to the Agency!

TIME OFF AND LEAVE

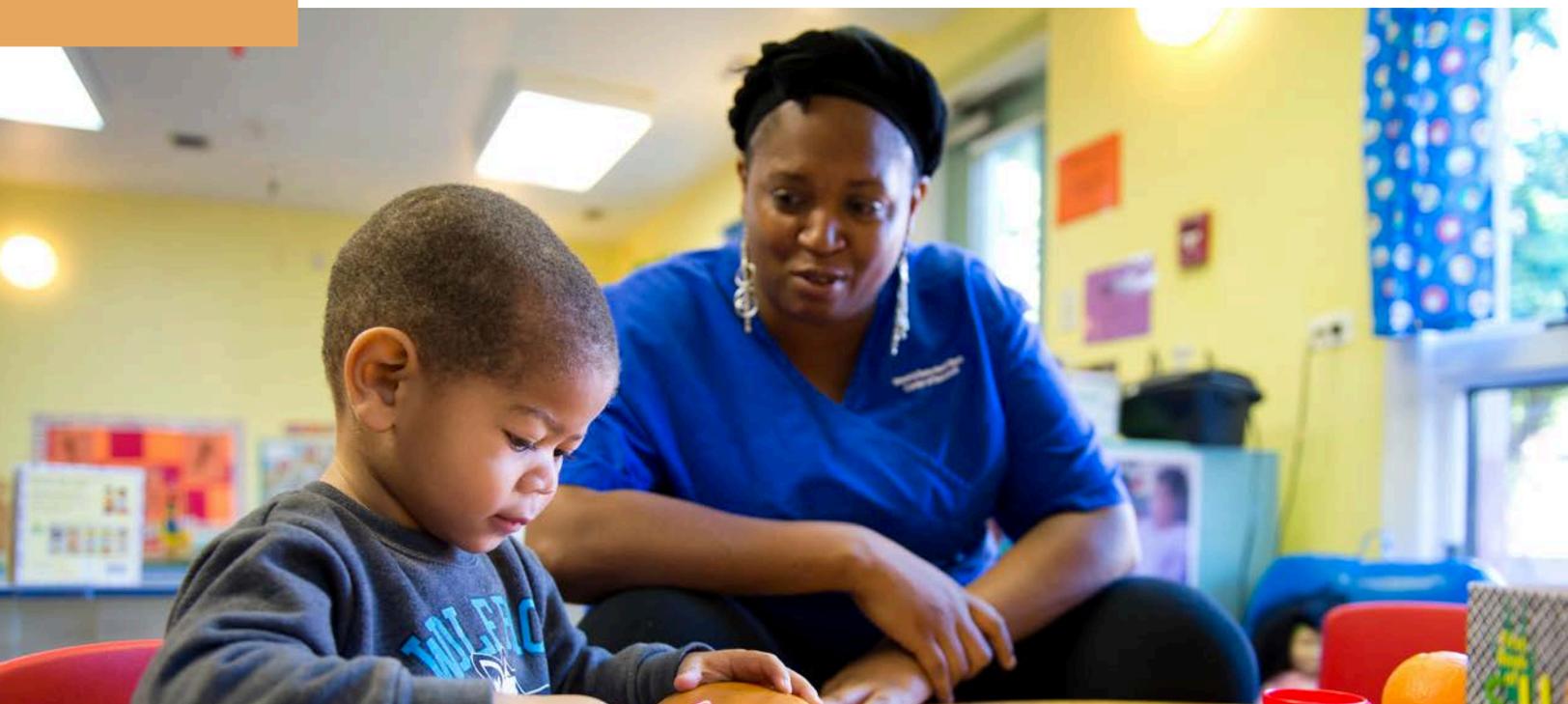
PERSONAL ANNUAL LEAVE (PAL)

The Agency works hard to hire good people, so we want you to stick around and have a good balance between work and family. To help with that, the Agency is pleased to offer you a generous paid time off program called Personal Annual Leave, or PAL, for short. When planning time off (paid or unpaid), you should consult your supervisor prior to scheduling.

New Hires receive a pro-rated amount of PAL based on hire date and must work 90 days before using any time.

Refer to this chart if you are newly hired.

DATE OF HIRE	FULL TIME PAL AVAILABLE AFTER 90 DAYS WORKED	PART TIME PAL AVAILABLE AFTER 90 DAYS WORKED
January 1st – March 1st	120 hours	32 hours
March 2nd – April 1st	108 hours	28.8 hours
April 2nd – May 1st	96 hours	25.6 hours
May 2nd – June 1st	84 hours	22.4 hours
June 2nd – July 1st	72 hours	19.2 hours
July 2nd – August 1st	60 hours	16 hours
August 2nd – September 1st	48 hours	12.8 hours
September 2nd – October 1st	36 hours	9.6 hours
October 2nd – November 1st	24 hours	6.4 hours
November 2nd – December 1st	12 hours	3.2 hours
December 2nd – December 31st	0 hours	0 hours



Each proceeding January after hire, PAL eligibility is awarded based on service as of December 31st each calendar year. For example, your 2023 annual PAL allowance is based on service completed by December 31st, 2023.

STATUS	SERVICE AS OF DECEMBER 31	ANNUAL ALLOTMENT
Full-Time	New hires through 4 years of service	120 hours (15 days)
	5 to 9 years of service	160 hours (20 days)
	10 or more years of service	200 hours (25 days)
Part-Time	Any Length of Service	32 hours

FULL-TIME PAL

Full-time employees may roll over up to 40 hours (5 days) to the next year. The only exception to this carryover will be for the convenience of the Agency, which must have the approval of the Chief Executive Officer.

Employees who are classified as full-time but are regularly scheduled and work less than 40 hours per week shall have PAL prorated based on full-time equivalency (FTE) and years of service.

If you have at least 1 year of service and voluntarily resign your employment, you will be paid up to 40 hours of unused PAL, provided you successfully work a 2-week notice (waived for employees on an approved medical leave), and you do not use PAL during the last two weeks of your notice, including any PAL previously scheduled. Those who leave without notice or are discharged will not be eligible to be paid unused PAL time.

If you are a part-time employee and transfer to full-time, your full-time PAL award is based on your transfer date. If you have a part-time balance at the time of transfer, this will be added to the pro-rated full-time amount with the total not to exceed the annual allotment based on years of service. If you are outside your first 90 days of employment, your PAL is available for immediate use.

PART-TIME PAL

Part-time employees must use their PAL allotment every year and are unable to roll over a balance.

Part-time employees that resign employment will not receive a PAL payout.

If you are a full-time employee who is transferring to part-time, the 32-hour award is based on your original hire date. All PAL over 32 hours will be forfeited.



USE OF PAL

1. PAL may be used for whatever purposes meet your personal needs and may be scheduled at your convenience provided it does not interfere with Agency operation. Some departments limit the number of employees who can take PAL at the same time.
2. All PAL must be used before any time off can be taken without pay. Exceptions include tardiness or leaving less than one hour early, Agency closing, and departmental lack of work.
3. Hourly (nonexempt) employees must make requests for time off through the automated time and attendance system. Failure to follow this procedure properly may result in the issuance of an incorrect paycheck which may not be corrected until the next payday.
4. An hourly (non-exempt) employee must take PAL for any prior scheduled time or time missed due to an unexpected absence (call-off) or for any time missed (by arriving late or leaving early) of one hour or over. For example:
 - If the employee leaves three hours early, that employee will be charged with one occurrence and three hours of PAL will be entered on the timesheet.
 - If an employee calls off for an entire 8 hour-shift, that employee will be charged with 1 occurrence, and 8 hours of PAL will be entered on the timesheet.
 - If an employee arrives to work 30 minutes late, one-half an occurrence will be assessed, but no PAL will be entered, as the time missed is less than one hour.
 - If an employee arrives to work an hour late, one-half an occurrence will be assessed, and one hour of PAL will be entered as the tardy is at least one hour.
5. Employees who have exhausted PAL time may not borrow against future PAL awards.
6. PAL may not be used during a suspension.
7. Holidays observed by the Agency which fall within your scheduled PAL time will not be charged against your scheduled PAL time. Holiday pay will be based on regular scheduled hours per day.

LEAVES OF ABSENCE

FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Family and Medical Leave Act (FMLA) of 1996 was designed to balance the demands of the workplace with the needs of families by providing eligible employees with unpaid leave for qualifying conditions.

ELIGIBILITY

To be eligible for this type of leave, you must have completed at least 12 months of service within the past seven years and worked at least 1,250 hours during the 12 months prior to the start of leave.

QUALIFYING CONDITIONS

If you are eligible for FMLA, you may take leave for one or more of the following reasons:

- The birth of a child, or placement of a child with you for adoption or foster care, and to bond with the newborn or newly-placed child.
- Your own serious health condition, including conditions related to pregnancy such as prenatal care or recovery from childbirth.
- You are needed to care for your family member due to a serious health condition. Family members include your spouse, parent, child under 18, or child over 18 who is incapable of self-care because of a mental or physical disability.
- Reasons related to a family member's service in the military, including:
 - A qualifying exigency arising out of the fact that your spouse, parent, or child is on covered active duty or has been notified of an impending call or order to covered active duty status.
 - You are needed to care for your spouse, parent, child, or next of kin who is a covered servicemember with a serious injury or illness.

FMLA ENTITLEMENT AND USE

You are entitled to a maximum of 12 workweeks of leave within a 12-month period, with one exception: for leave taken to care for a covered service member with an illness or injury, the maximum combined leave entitlement is 26 weeks, with leaves due to any other FMLA reason constituting no more than 12 of those 26 weeks.

For leave to care for a covered service member, the 12-month period begins on the first day you take leave for this reason and ends 12 months later. For leaves taken for any reason other than to care for a covered service member, the 12-month period is calculated as a "rolling" 12-month period measured backward from the date of any FMLA usage. Each time you take FMLA leave, the leave available is the balance of the 12 weeks not used during the 12 months immediately before the FMLA leave is to start.

If spouses are both employed by the Agency and eligible for FMLA, they shall be limited to a combined total of 12 weeks of leave during the rolling 12-month period if the leave is taken to care for the employee's parent with a serious health condition, for the birth of employee's child or to care for the child after birth, or for the placement of a child with the employee for adoption or foster care or to care for the child after placement.





FMLA leave may be taken for a continuous period of time, intermittently (as needed), or on a reduced schedule when medically necessary. If taking FMLA leave on an intermittent or reduced schedule basis, you must attempt to schedule your absences in such a way as to minimize disruption of the Agency’s operations. In addition, you may be reassigned, at the discretion of the Agency, to an available alternative position for which you are qualified, and which better accommodates the recurring periods of leave. Leave to care for or bond with a newborn child or for a newly placed adopted or foster child may not be taken intermittently or on a reduced schedule basis.

When you return from an FMLA leave of absence, you (unless designated by the Agency as a “key” employee) will be reinstated to the position you held prior to the leave or to an equivalent position.

SUPPLEMENTAL LEAVE

The Agency recognizes there might be situations that arise where 12 workweeks of FMLA are not enough time. If you use 12 workweeks of FMLA and still need to be away from work on a continuous basis for your own serious health condition, you may request up to 14 workweeks of Supplemental Leave. To be eligible, you must meet the requirements of 12 months of service and at least 1,250 hours worked during the prior 12-month period immediately before Supplemental Leave is to begin.

The granting of Supplemental Leave shall be at the sole discretion of the Agency, considering such factors as the operating needs of the Agency and the hardship such leave will impose. The Agency requires substitution of accrued paid leave (PAL and ESL) before taking any unpaid time off.

Agency operating needs will dictate whether your specific position will be filled, so the Agency does not guarantee that you will be returned to the same position you held prior to Supplemental Leave being granted pursuant to this policy.

OTHER LEAVE

Employees who have completed their 90-day orientation period but have not met the FMLA eligibility requirements may request Other Leave for the same qualifying conditions as FMLA. Other Leave may only be taken on a continuous basis and is limited to eight workweeks within a rolling 12-month period, measured backward from the date of any Other Leave usage. Each time you take Other Leave, the leave available is the balance of the eight weeks not used during the 12 months immediately before the Other Leave is to start.

If you become eligible for FMLA while on Other Leave, you are no longer eligible for Other Leave and the conditions of FMLA will apply.

The granting of Other Leave shall be at the sole discretion of the Agency, considering such factors as Agency operating needs and the hardship such leave will impose. The Agency requires substitution of accrued paid leave (PAL and ESL) before taking any unpaid time off.

Agency operating needs will dictate whether your specific position will be filled, so the Agency does not guarantee that you will be returned to the same position you held prior to Other Leave being granted pursuant to this policy.

The following conditions apply to all leaves of absence:

Requesting Leave

To request leave, notify Human Resources at least 30 days in advance of the desired leave, or as soon as you become aware of the need for such leave. Employees requesting leave will be required to submit documentation supporting the need for leave. In the case of a leave arising from a medical condition, an employee must submit a medical certification issued by the health care provider verifying the need for such leave, including the beginning, and expected ending dates of the leave. Failure to provide this certification in a timely manner may lead to a delayed leave approval and/or unprotected leave.

Failure to submit Medical Certification Forms or other supporting documentation as requested will result in unauthorized leave and subject absences to the rules of the attendance policy which could lead to corrective action up to and including termination from employment.

Returning to Work

To return to work at the end of an approved leave, you must:

- Notify the Human Resources Department of your intent to return to work at least two weeks in advance, or as soon as practical.
- Certify to the Agency, your fitness to return to active employment.

When returning from Supplemental Leave or Other Leave, a vacancy for which you are qualified must exist. If there is no position for which you are qualified, your employment may be terminated.

Failure to return to work at the end of an approved leave under FMLA, Supplemental Leave, or Other Leave, will be considered a voluntary resignation.





Other Conditions

- You may be required to contact Human Resources periodically to provide updates on
- Your progress and expected return to work date.
- All leave taken for the birth of a child/care for the newborn or the placement of a child for adoption or foster care/care for the newly placed child must be concluded within 12 months from the birth or placement.
- Date of hire will not be affected by a leave of absence.
- Yearly accrual of PAL days will not be affected by a leave of absence.
- Holidays will be paid and not counted toward the leave allowance, as per the Department of Labor guidelines.
- All unused accrued paid time (PAL and/or ESL) must be used before any unpaid time will be granted. When appropriate, PAL leave will run concurrently with FMLA, Supplemental, or Other Leave. The leave shall begin with the first day of absence.
- The HR Department will track all PAL usage.

Benefits

You will maintain your health insurance benefits and will be responsible for the same portion of the premium cost as before the leave. We will continue to deduct your portion of the premium cost from any payroll checks issued during your leave. On a monthly basis, you will be invoiced and required to pay for any costs we are unable to deduct. Payment can be made by check, cash, or money order, made payable to Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. and submitted to the Human Resources Department by the established due date.

The Agency's obligation to maintain health insurance coverage for an employee on leave will end if your premium payment is more than 30 days late. The Agency may recover your share of missed premium payments for any leave period during which the Agency chooses to maintain your health insurance coverage by paying your share.

Extended Sick Leave (ESL)

If you were employed by the Agency prior to June 1, 2013, you may have an Extended Sick Leave (ESL) balance. This balance or PAL may be used to cover the one week waiting period prior to you qualifying for short-term disability. This balance may also be used to supplement lost pay while on short-term disability. This balance is tracked in the payroll system. Once the ESL balance is depleted, there will be no more future accruals.

For the weeks in which you are on short-term disability, and you receive 60% income replacement, you must use any remaining ESL balance to cover the 40% of your income that is not being replaced. An example follows:

Jane becomes disabled due to an illness and is eligible for short-term disability. She has a balance of 0 PAL hours and 80 ESL hours; she will be out for 8 weeks, and her regular pay is \$12.50 per hour (\$500 per week).

- Week 1: Jane uses 40 hours of ESL. ESL will pay \$500 (40 hours x \$12.50=\$500) and STD will pay \$0 as Jane is in the elimination period. In this example, Jane does not have any PAL. If she did, she would have had the choice to use ESL or PAL to cover the week.

- Weeks 2-3: STD begins to pay 60% of Jane’s income; she uses ESL to cover the remaining 40%. Jane uses 16 hours of ESL per week (40 hours x 40%=16 hours). ESL will pay \$200 per week (\$500 x 40% = \$200) and STD will pay \$300 per week (\$500 x 60% = \$300).
- Week 4: Jane has 8 hours of ESL remaining. ESL will pay \$100 (8 hours x \$12.50 = \$100) and STD will pay \$300 (\$500 x 60%=\$300).
- Weeks 5 through 8: STD will pay \$300 (\$500 x 60%=\$300).

HOLIDAYS

The Agency has a generous policy of providing the following paid holidays for full-time employees:

	OFFICE/MS	ADC ATTENDANTS, RETAIL & TRANSPORTATION DEPT./DOCK
New Year’s Day	Closed	Open
MLK Jr. Birthday	Closed	Open
Memorial Day	Closed	Open
Juneteenth	Closed	Open
Independence Day	Closed	Open
Labor Day	Closed	Open
Thanksgiving Day	Closed	Closed
Day after Thanksgiving	Closed	Open
Christmas Day	Closed	Closed

Retail locations will be closed on Easter Sunday as well. This is an unpaid holiday.

The Chief Executive Officer may allow additional holidays.

Full-time employees who have successfully completed 30 days of their orientation period qualify for holiday pay.

To receive holiday pay, an employee must work:

- Full shift on day of Holiday (If scheduled)
- Full shift before Holiday
- Full shift after Holiday

Criteria - The following criteria govern paid holidays:

- Holiday pay will be based on a regular rate of pay for eight hours.
- Full-time employees regularly scheduled for less than 40 hours per week will receive holiday pay based on full-time equivalency (FTE).
- Employees must work the holiday, if scheduled, and will be paid their regular rate of pay for all hours worked on the holiday plus holiday pay if they are full-time. Example: Joe works 8 hours on Labor Day. He receives 8 hours pay for working, plus 8 hours pay for holiday pay.



BEREAVEMENT LEAVE

In the unfortunate event of a death in your family, the Agency provides some paid time-off for full-time employees to attend the funeral services.

Five days paid leave will be provided for the death of a spouse or a child.

Three days paid leave will be provided for the death of a parent, stepparent, sibling, stepchild, parent-in-law, son-in-law, or daughter in-law.

One day paid leave will be provided for stepsibling, half-sibling, brother-in-law or sister-in-law, grandparents-in-law, grandparents, step grandparents, and grandchildren.

This paid leave will not be provided if the employee is not scheduled to work or is on an approved leave (PAL, FMLA, etc.). Employees may request PAL to attend the funeral of a relative not covered. If PAL is not available, employees can request time off without pay.

JURY DUTY

The Agency supports your civil service rights, and if you are summoned for jury duty, your time away from work will be excused. You need to notify your supervisor as soon as possible when you receive a summons for jury duty.

Upon return to work, you must provide proof of actual jury service for the absence to be excused and paid for any scheduled hours missed; however, you are expected to work scheduled hours that do not interfere with jury duty. You may retain jury pay.

MILITARY LEAVE

Employees performing military services, including National Guard training, will receive a leave of absence and will have reinstatement privileges in accordance with federal and state regulations. If military leave is required, we request that you give notice to your supervisor as soon as possible.

AGENCY CLOSING

Weather Hotline: 330-445-1099 -or- 1-800-942-3577 ext. 1099

Agency closings will be announced on the Weather Hotline and certain television and radio stations. In addition, the Agency will send a text message to cell phone numbers currently on file. All closings must be approved by the Chief Executive Officer. You should periodically check the hotline for updates.

If you are scheduled to work when a closing occurs, you can use PAL time to receive pay or take the day unpaid.

SAFETY AND WORKER'S COMPENSATION

HEALTH AND SAFETY

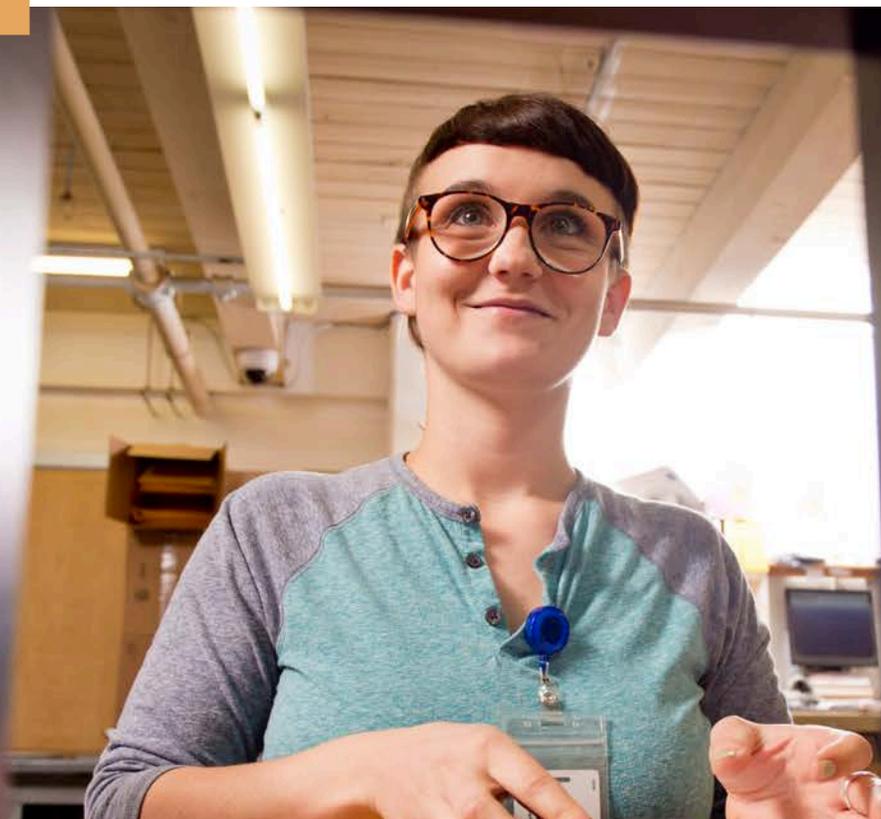
Safety is essential to our success. We are committed to providing a safe and healthy workplace for all employees and anyone on our property. As a condition of employment, employees are responsible for knowing and following the safety procedures for the tasks they perform and the equipment they operate.

Mission Services' employees must ensure they follow program safety standards and consider any special safety concerns when working with participants.

Each department has specific safety rules relating to work performed. Certain positions will receive job-specific safety training. All employees will receive monthly safety training.

Below is a list of safety guidelines that everyone is required to follow. This list is not all inclusive:

- Conduct all tasks in a safe manner and follow all safety policies, procedures, and practices.
- Comply with all local, state, and federal safety and health regulations.
- Report any unsafe conditions, so that they may be addressed.
- Do not engage in any practice which endangers your health and safety or the health and safety of others. This includes acts of extreme carelessness or negligence.
- Running, horseplay, fighting, and other unsafe acts are prohibited.
- Do not use electric fans unless they are properly guarded and grounded.



- The use of any appliance must comply with the personal electrical appliance policy (Operating Standard 4226).
- Headphones and earbuds are prohibited when driving agency vehicles, operating forklifts, compactors and tippers, or any other safety-sensitive equipment.



Failure to follow Agency safety and health guidelines or engaging in conduct that places an employee, participant, customer, visitor, or Agency property at risk can lead to employee corrective action up to and including termination.

OPERATING EQUIPMENT/MACHINERY

You should never operate any machinery or equipment without proper training and without having the safety guards provided in place.

Do not wear loose-fitting clothing, wristwatches, jewelry, or key chains near any moving part or equipment.

LOCKOUT/TAGOUT

Follow lock-out and tag-out procedures before cleaning, repairing, or adjusting equipment.

PERSONAL PROTECTIVE EQUIPMENT

Agency-provided personal protective equipment, including safety glasses, safety vests, and gloves, must be worn as directed by your supervisor and by Goodwill policy.

REPORTING

The best way to prevent accidents/injuries from occurring is to report unsafe conditions when you observe them. You must report any unsafe conditions, hazards, and/or injuries immediately to your supervisor. You can also report by calling the Confidential Tip Line 1-844-922-3672.

If you are injured, a trained first responder will provide first aid or arrange for immediate medical care. An injury/near miss form is to be completed in the ThinkLP portal immediately or within 24 hours of the event.

For serious injuries, you should go or be transported to the nearest emergency room. For non-serious injuries, you may either be transported or instructed to report to an occupational health care facility.

A drug screen will be required if you are seeking treatment. You must complete an alcohol screening within 8 hours and drug screening within 32 hours of injury. You are expected to provide regular updates to the Agency regarding medical treatments, recovery status, and leaves of absence associated with work-related injuries. In addition, you are expected to follow all instructions regarding follow-up appointments, paperwork, and updates regarding recovery.

WORKERS COMPENSATION

An employee injured on the job is insured under the Workers' Compensation program. The Agency is covered under statutory state workers' compensation laws. **If you obtain a work-related injury, you must immediately notify your supervisor.** Failure to report an injury or accident may delay or deny Worker's Compensation certification.

When you seek medical treatment, please take a Goodwill Injury Packet with you. This will help expedite the claim filing process. The Injury packet can be found on the Agency Drive or on the UKG home page.

Workers Compensation benefits to an injured worker include assistance to help qualified injured employees return to suitable employment. Claims will be filed for you when you seek treatment at an Occupational Treatment location. Information about claim filing, worker benefits, and medical payments is available on the ohiobwc.gov website.

It is the responsibility of injured employees to follow their doctor's recommendations and to keep their supervisor informed by submitting medical documentation after each treatment appointment. A release to full duty provided by the treating physician is required prior to employees returning to work.

RETURN TO WORK PROGRAM

The Agency is committed to promoting employee health and recovery from a work-related injury or illness through early intervention and active case management. The Agency will make every effort to modify an employee's job duties for a timely return to work. Employees are responsible for actively participating and cooperating in the return-to-work process.

Time missed by employees who are unable to return to work for a period will run concurrently with the Family and Medical Leave Act (FMLA).

SAFETY DRILLS

You must familiarize yourself with the evacuation plan in your working area. Your location will conduct periodic drills for the following events: tornado, fire, utility failure, armed violent intruder, bomb threat, and medical emergency.

WEAPON-FREE WORKPLACE POLICY

To ensure a violence-free workplace, Goodwill prohibits the possession or use of dangerous weapons on Agency property or at Agency events. Agency property refers to facilities and Agency provided vehicles. "Dangerous weapons" include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. This policy, restricting the use of firearms or other dangerous weapons is permitted under Ohio Revised Code.

This policy applies to all Goodwill employees in any employment classification, participants, visitors, customers, and anyone else that may be on Goodwill's property.

SEPARATION OF EMPLOYMENT



VOLUNTARY SEPARATION

RESIGNATION

The Agency understands that situations come up, and you may need to voluntarily resign from employment. If you decide to resign, you should tell your immediate supervisor, in writing, of the decision and your last expected day of employment. Scheduled PAL during the notice period will not be paid out.

If you resign, you will receive up to 40 hours of PAL if you:

- Are a full-time employee.
- Have one year of service with the Agency.
- Provide notice of at least two weeks and work the full two weeks.
- Do not use PAL, including any previously scheduled, during the last two weeks of your notice period.

Those who leave without notice or are discharged will not be eligible to be paid unused PAL time. An exit interview will be conducted with employees who resign from employment. The purpose of the exit interview is to discuss work-related subjects, so that we may continuously improve as an Agency.

JOB ABANDONMENT

If you miss two scheduled days of work (which may or may not be consecutive) without proper notification, this will be considered a voluntary resignation, and no PAL will be paid out.

INVOLUNTARY SEPARATION

DISCHARGE

Employees of the Agency are employed on an at-will basis, and the Agency retains the right to terminate the employee at any time.

LAYOFF

Every effort is made by the Agency to avoid layoffs. When economic conditions cause a reduction in the workforce, layoffs will be based on performance, job classification, and the needs of the Agency. Recalls will be based on department and/or Agency needs.

Full-time employees will receive one (1) week of pay for every year of service with a minimum of four (4) weeks and a maximum of twelve (12) weeks. Any remaining PAL balance will also be paid, up to a maximum of 40 hours.

Part-time employees will be paid any outstanding PAL balance.

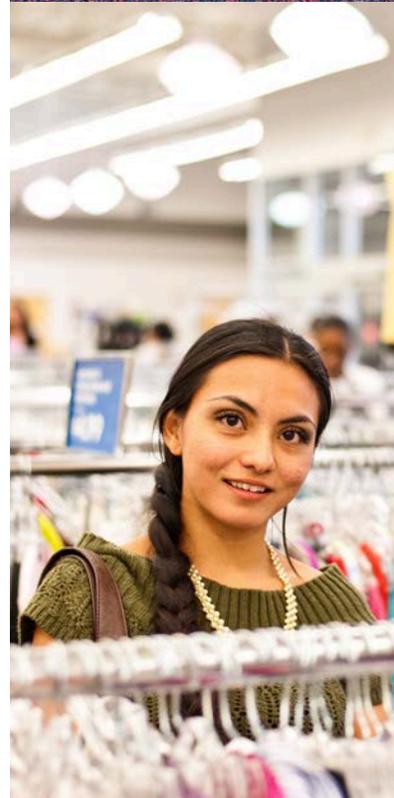
PROPERTY RETURN

The separating employee must return all Agency property at the time of separation, including cell phones, keys, laptops, Surfaces, credit cards, employee badges, etc.

FINAL PAY

A paycheck for hours worked will be mailed or direct deposited on the next scheduled payday following the last day worked.

We want payroll and tax documents to get mailed properly. It is your responsibility to maintain contact with the Agency and inform the Human Resources Department of any changes in address.





SEPARATION BENEFITS

Employees separated for any reason will receive benefits as described below:

- Grandfathered ESL – No employee shall receive compensation for unused ESL upon termination of employment.
- All insurance coverage (Health, Dental, and Vision Insurance Benefits and Flexible Spending Accounts) ends on the date of separation. An employee may elect continuation of coverage in the group plan, by paying full premium costs and an administrative fee under COBRA.
- Life and Accident Insurance coverage ends on the last day the employee works. The exiting employee may choose to convert or “port” the life insurance policy to a portable policy at the insurer’s usual rate within 31 days of your separation date. If your application reaches the life insurance administrator after 31 days, your conversion or port request may be denied. Contact the Human Resources Department for an application.
- Short-Term Disability and Long-Term Disability Insurance ends on the last day worked.
- Regarding Retirement/Tax Deferred Annuity, employees who have met the three-year vesting requirement or have accounts solely employee-funded may withdraw or rollover their retirement funds. Instructions will be provided at the time of termination.

REHIRE

Rehires must be approved by Human Resources. Individuals who leave employment in good standing will be considered for rehire if they meet the position requirements and complete the normal pre-employment process.

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Goodwill



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