

## Equal Employment Opportunity and Affirmative Action Statement of Policy

It is the policy of Goodwill Services Incorporated, not to discriminate or allow the harassment of employees or applicants on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected Veteran status, or any other characteristic protected by law with regard to any employment practices, including recruitment, advertising, job application procedures, hiring, upgrading, training, promotion, transfer, compensation, job assignments, benefits, and/or other terms, conditions, or privileges of employment, provided the individual is qualified, with or without reasonable accommodations, to perform the essential functions of the job. This policy applies to all jobs at Goodwill Services Incorporated. Goodwill Services Incorporated will continue to ensure that individuals are employed, and that employees are treated during employment, without regard to their sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected Veteran status, or any other characteristic protected by law in all employment practices as follows:

Employment decisions at Goodwill Services Incorporated are based on legitimate job related criteria. All personnel actions or programs that affect qualified individuals, such as employment, upgrading, demotion, transfer, recruitment, advertising, termination, rate of pay or other forms of compensation, and selection for training, are made without discrimination based upon the individual's sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected Veteran status, or any other characteristic protected by law.

Employees may choose to voluntarily disclose their sex, race, national origin, disability, and protected Veteran status at any time by contacting Human Resources. Such information will be maintained in a confidential manner and will not be used against an individual when making any employment decisions. Employees and applicants with disabilities and disabled Veterans are encouraged to inform Human Resources if they need a reasonable accommodation to perform a job for which they are otherwise qualified. Goodwill Services Incorporated makes, and will continue to make, reasonable accommodations to the known physical or mental limitations of an otherwise qualified applicant or employee to promote the employment of qualified individuals with disabilities and disabled Veterans, unless such accommodations would impose an undue hardship on the operations of the company's business.

Goodwill Services Incorporated is fully committed to the principals of equal employment opportunity and affirmative action. As President, I support the successful implementation of the organization's Affirmative Action Programs. I have appointed Debbie Crawford, Affirmative Action Officer for the company, with responsibility for implementation of the organization's affirmative action activities. The Affirmative Action Officer has the full support of top management and the staff necessary to fully implement this Program. All managers and supervisors will take an active part in Goodwill Services Incorporated's AAP to ensure all qualified employees and prospective employees are considered and treated in a nondiscriminatory manner with respect to all employment decisions. Furthermore, Goodwill Services Incorporated will solicit the cooperation and support of all employees for the company's Equal Employment Opportunity and Affirmative Action Policy.

Our Affirmative Action Programs include an audit and reporting system, which, among other things, uses metrics and other information to measure the effectiveness of our Programs. The Affirmative Action Officer has been assigned responsibility for periodically reviewing progress in the compliance and implementation of the policy of affirmative action. In accordance with public law, Goodwill Services Incorporated's affirmative action programs for qualified individuals with disabilities and protected Veterans are available for inspection in the Human Resources Department, Monday through Friday, from 9:00 a.m. to 5:00 p.m. upon request.

In addition, employees and applicants will not be subjected to harassment, intimidation, threats, coercion, or discrimination because they have engaged in, or may have engaged in, filing a complaint, assisting or participating in an investigation, compliance review or hearing, or other activity related to the administration of Section 503 of the Rehabilitation Act of 1973, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, Executive Order 11246, all as amended, and/or any other federal, state, or local law or regulation regarding equal employment opportunity, opposing any act or practice made unlawful, or exercising any other right protected by such laws or regulations. Goodwill Services Incorporated will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

  
William Carlson, President



Date: November 18, 2020

To: All Applicants and Associates of Goodwill Services Incorporated

From: William Carlson, President

Re: Reaffirmation of Equal Employment Opportunity Policy

Equal Employment Opportunity is a fundamental principle at Goodwill Services Incorporated (GSI). As a reminder, on June 24, 1981, our governing Board of Directors adopted a non-discrimination policy. We do not condone or allow discrimination based on race, color, religion, age, sex (gender), pregnancy, childbirth and related medical conditions, including lactation, marital status, disability, national origin, military status, veteran status, relationship or association with protected veterans, genetic information, gender identity, sexual orientation or any other protected characteristic established by federal, state, or local statute.

GSI does not condone or tolerate discrimination in its employment practices, including recruiting, hiring, training, and promoting. Neither will discrimination be tolerated in any other employment related program such as compensation and benefit decisions, training opportunities, or selection criteria for reductions in force.

GSI encourages and will make reasonable accommodations to qualified individuals with known disabilities unless doing so would result in an undue hardship to the organization. If an individual would like to request an accommodation, he/she should contact the Human Resources Department, Goodwill Services Inc. 6301 Midlothian Turnpike, Richmond, VA 23225.

It is the policy of GSI to promote a productive work environment and not to tolerate verbal or physical conduct by any associate that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment. No form of discrimination or harassment will be tolerated, including harassment based on gender (sexual harassment), gender identity, sexual orientation, race, color, religion, age, disability, marital status, national origin, veteran/military status, genetic information or any other protected characteristic established by federal, state, or local statute. Associates and applicants are protected from coercion, intimidation, and interference or discrimination for filing a complaint or assisting in an investigation under the Rehabilitation Act of 1973, as amended, or the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended.

Associates and program participants have the right and responsibility to report any cases of suspected discrimination or harassment. Reports of discrimination may be reported to supervisory staff or the Human Resources Department, Goodwill Services Inc, 6301 Midlothian Turnpike, Richmond, VA 23225. All reports of discrimination or harassment will be investigated and documented. All reports of discrimination or harassment are confidential. GSI does not tolerate or condone any retaliatory action taken against an individual for filing a report of discrimination/harassment.

The agency has a written affirmative action plan for Goodwill Services for achieving equal employment opportunity in filling positions and promoting associates which includes reaffirmation of the employer's equal opportunity policy; the individual designated for implementing the policy; the procedures for disseminating the policy; a utilization analysis; an analysis of all major job groups; plans specifically for minorities, women, persons with disabilities, and Vietnam Era Veterans and special disabled veterans; and the steps of action taken to achieve the goals and objectives included in the plan. The Affirmative Action plan, as written, is maintained in the office of the Human Resources Department.

As President of Goodwill Services, Inc., I fully commit to ensuring that this organization complies with our Equal Employment Opportunity and Non-Discrimination policies.

William Carlson

A handwritten signature in black ink, appearing to read "W. Carlson", is written over the typed name.