



Associate Handbook

FOR ASSOCIATES IN MARYLAND, SOUTH CAROLINA, VIRGINIA:

PURSUANT TO MARYLAND, SOUTH CAROLINA AND VIRGINIA LAW, I ACKNOWLEDGE AND UNDERSTAND THAT THIS ASSOCIATE HANDBOOK DOES NOT CREATE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT BETWEEN MYSELF AND GOODWILL. I AGREE AND ACKNOWLEDGE THAT I AM AN AT-WILL ASSOCIATE. THIS MEANS THAT MY EMPLOYMENT CAN BE TERMINATED AT ANY TIME FOR ANY REASON, WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE, BY EITHER ME OR GOODWILL. I AGREE AND ACKNOWLEDGE THAT NO REPRESENTATIVE OF GOODWILL HAS THE AUTHORITY TO ENTER INTO ANY CONTRACTUAL AGREEMENT WITH ME THAT IS CONTRARY TO THE FORGOING EMPLOYMENT AT-WILL RELATIONSHIP.

I FURTHER ACKNOWLEDGE THAT THIS IS THE FIRST PAGE OF THE ASSOCIATE HANDBOOK PROVIDED TO ME AND I HAVE ALSO RECEIVED THE ADDENDUM TO THE ASSOCIATE HANDBOOK.

Date

Print Name

Signature

This page is intentionally blank.



Associate Handbook

Goodwill Services, Inc.



*Our mission is changing lives...
helping people help themselves
through the power of work.*

© Goodwill Services, Inc.
6301 Midlothian Turnpike
Richmond, VA 23225
804.745.6300 804.276.6519 (Fax)
804.276.4521 (TDD)
www.Goodwillvirginia.org

Original Publication Date:-August 2010
Revised Date: October 15, 2025



Associate Handbook

FOR ASSOCIATES IN MARYLAND, SOUTH CAROLINA, VIRGINIA:

PURSUANT TO MARYLAND, SOUTH CAROLINA AND VIRGINIA LAW, I ACKNOWLEDGE AND UNDERSTAND THAT THIS ASSOCIATE HANDBOOK DOES NOT CREATE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT BETWEEN MYSELF AND GOODWILL. I AGREE AND ACKNOWLEDGE THAT I AM AN AT-WILL ASSOCIATE. THIS MEANS THAT MY EMPLOYMENT CAN BE TERMINATED AT ANY TIME FOR ANY REASON, WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE, BY EITHER ME OR GOODWILL. I AGREE AND ACKNOWLEDGE THAT NO REPRESENTATIVE OF GOODWILL HAS THE AUTHORITY TO ENTER INTO ANY CONTRACTUAL AGREEMENT WITH ME THAT IS CONTRARY TO THE FORGOING EMPLOYMENT AT-WILL RELATIONSHIP.

I FURTHER ACKNOWLEDGE THAT THIS IS THE FIRST PAGE OF THE ASSOCIATE HANDBOOK PROVIDED TO ME AND I HAVE ALSO RECEIVED THE ADDENDUM TO THE ASSOCIATE HANDBOOK.

Date

Print Name

Signature

This page is intentionally blank.



Table of Contents

| | | | |
|----------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------|-----------|
| WELCOME TO GOODWILL..... | 1 | Reporting Procedure..... | 12 |
| HISTORY OF GOODWILL..... | 1 | No Retaliation | 13 |
| ABOUT OUR GOODWILL..... | 2 | STAYING ON TARGET..... | 14 |
| OUR TERRITORY..... | 3 | PERFORMANCE APPRAISALS | 14 |
| The Goodwill Footprint Expands into our Communities | 3 | GENERAL RULES AND GUIDELINES OF CONDUCT..... | 14 |
| OUR MISSION STATEMENT | 3 | COMPLAINT/OPEN DOOR PROCEDURE | 15 |
| OUR VISION..... | 4 | Resolving the Complaint | 15 |
| OUR VALUES | 4 | Appeal Process..... | 16 |
| YOU ARE GOODWILL | 4 | CO-WORKER RELATIONSHIPS..... | 16 |
| Your Opinion Counts..... | 4 | Associate/Program Participant | 16 |
| YOUR CAREER AT GOODWILL..... | 5 | Associates and Supervisors | 16 |
| GUIDELINES TO HELP US HIT THE MARK..... | 6 | NEPOTISM..... | 16 |
| CORPORATE COMPLIANCE..... | 6 | SOLICITATION/DISTRIBUTION..... | 17 |
| ETHICS AND PRINCIPLES OF CONDUCT | 6 | Bulletin Boards | 17 |
| Reporting a Complaint..... | 7 | USE OF GOODWILL’S BUSINESS SYSTEMS/ELECTRONIC COMMUNICATIONS..... | 17 |
| Non-Retaliation Policy | 7 | PERSONAL DEVICES | 18 |
| EQUAL OPPORTUNITY AND NON- DISCRIMINATION..... | 7 | SOCIAL MEDIA..... | 18 |
| ABUSE AND NEGLECT | 8 | Follow Existing Policies and Terms of Use | 18 |
| DISABILITY ACCOMMODATION | 8 | Recognize Others Privacy..... | 19 |
| RELIGIOUS ACCOMMODATION..... | 8 | Use Your True Identity..... | 19 |
| PREGNANCY ACCOMMODATION..... | 8 | Manage Your Expectation of Privacy | 19 |
| GENETIC INFORMATION NON- DISCRIMINATION ACT (GINA)..... | 9 | Interact on Your Time | 19 |
| CONFLICT OF INTEREST..... | 9 | EMPLOYMENT AT GOODWILL | 21 |
| Outside Employment..... | 10 | WORK SCHEDULE..... | 21 |
| CONFIDENTIALITY..... | 10 | Alternate Work Schedules | 21 |
| Public Requests for Information | 10 | Meal and Break/Rest Periods..... | 21 |
| News Media Inquiries | 10 | Lactation Breaks..... | 21 |
| Associate Files | 10 | SCHEDULE ADHERENCE/ATTENDANCE | 22 |
| VERIFICATION OF EMPLOYMENT | 11 | WORK STATUS..... | 22 |
| GRATUITIES | 11 | COMPENSATION..... | 23 |
| POLICIES AND PROCEDURES TO PROTECT THE PRIVACY AND SECURITY OF CONFIDENTIAL INFORMATION..... | 11 | Payday | 23 |
| UNLAWFUL HARASSMENT | 12 | Salary Advances | 23 |
| | | Method of Payment | 23 |
| | | Non-Exempt Associates | 24 |
| | | Overtime | 24 |
| | | Ensuring Accurate Pay | 24 |
| | | Review Your Pay Stub..... | 24 |
| | | Non-Exempt Associates Paid Hourly..... | 25 |
| | | Exempt Associates..... | 25 |
| | | To Report Concerns or Obtain More Information about Your Pay | 26 |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Expense Reimbursement.....26</p> <p>Travel.....26</p> <p>DRESS CODE26</p> <p> Associate Identification26</p> <p> Clothing/Accessories That May Not Be Worn27</p> <p> Casual Day Attire27</p> <p>PROMOTIONS AND TRANSFERS27</p> <p> Promotion27</p> <p> Transfer.....28</p> <p>LEAVING GOODWILL.....28</p> <p> Resignation.....28</p> <p> Termination28</p> <p> Payout of Unused Accrued Time at Resignation or Termination28</p> <p> <i>Federal Service Contract Associates</i>..... 28</p> <p> <i>Non-Federal Service Contract Associates</i> 28</p> <p> Return of Organization Property.....29</p> <p>RETURNING TO GOODWILL29</p> <p> Credited Organization Service29</p> <p>BENEFITS.....30</p> <p>BENEFITS AT GOODWILL.....30</p> <p> Health and Welfare Benefits30</p> <p> <i>Federal Contract Associates</i>..... 30</p> <p> <i>Non-Federal Contract Associates</i> 30</p> <p> 401(a) Retirement Plan.....30</p> <p> <i>Federal Contract Associates</i>..... 30</p> <p> <i>Non-Federal Contract Associates</i> 30</p> <p> Associate Shopping Discounts.....30</p> <p> Corporate Discount Programs31</p> <p> Short Term Disability Insurance.....31</p> <p> <i>Federal Contract Associates</i>..... 31</p> <p> <i>Non-Federal Contract Associates</i> 31</p> <p> Employee Assistance Program31</p> <p> Health Benefits31</p> <p> Medical and Dental Insurance31</p> <p> Continuation of Health Benefits (COBRA)31</p> <p>PAID TIME OFF.....32</p> <p> Holiday Pay32</p> <p> <i>Federal Contract Associates</i>..... 32</p> <p> <i>Non-Federal Contract Associates</i> 32</p> <p> Vacation.....32</p> <p> <i>Federal Contract Associates</i>..... 32</p> <p> <i>Non-Federal Contract Associates</i> 32</p> <p> Accessing Vacation Time32</p> <p>LEAVES OF ABSENCE.....32</p> <p> Sick Leave33</p> <p> <i>Federal Contract Associates</i>..... 33</p> <p> <i>Non-Federal Contract Associates</i> 33</p> <p> Bereavement Leave33</p> | <p>Organ Donation Leave 33</p> <p> <i>Eligibility</i>..... 33</p> <p>Family and Medical Leave (FMLA)..... 34</p> <p> <i>Military Family Leave Entitlements</i> 34</p> <p> <i>Benefits and Protections</i>..... 34</p> <p> <i>Eligibility Requirements</i> 34</p> <p>Use of Vacation/Sick Time 34</p> <p>Definition of Serious Health Condition 35</p> <p>Use of Leave 35</p> <p>Associate Responsibilities..... 35</p> <p>Employer’s Responsibilities 35</p> <p>Unlawful Acts by Employers..... 35</p> <p>Enforcement 35</p> <p>Military Leave 36</p> <p>Jury Duty or Court Appearance Leave 36</p> <p>Authorized Absence Without Pay 36</p> <p>ADMINISTRATION OF LEAVE 37</p> <p> Notification Requirements 37</p> <p> Tracking Paid Time Off 37</p> <p> Rewards and Prizes..... 37</p> <p> Length of Service Awards 37</p> <p>YOUR SAFETY AT GOODWILL 38</p> <p> ACCIDENTS ON ORGANIZATION PREMISES38</p> <p> DRUG-FREE WORKPLACE 38</p> <p> Scope and Applicability 39</p> <p> Drug and Alcohol Prohibitions 39</p> <p> <i>Drug Abuse</i>..... 39</p> <p> <i>Alcohol Abuse and Misuse</i>..... 39</p> <p> Use of Prescription Medications 39</p> <p> Discipline..... 39</p> <p> Associate Assistance 40</p> <p> Drug and Alcohol Testing 40</p> <p> Consequences of a Positive Test..... 40</p> <p> Searches 41</p> <p> General Responsibility 41</p> <p> <i>Drug Convictions</i>..... 41</p> <p> <i>Other Convictions</i> 41</p> <p> EMERGENCY CONTACT INFORMATION 41</p> <p> WORKERS’ COMPENSATION 42</p> <p> IF YOU DRIVE FOR US..... 42</p> <p> Driving Record 42</p> <p> Proof of Insurance 42</p> <p> Driving for Organization Business 42</p> <p> Mobile Phone Usage While Driving 43</p> <p> Notice of Suspension or Revocation of License – or – Cancellation or Modification of Liability Insurance 43</p> <p> ASSOCIATE PARKING 43</p> <p> SMOKING 43</p> <p> FOOD AND BEVERAGES 43</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

GOODWILL ASSOCIATE HANDBOOK

EMERGENCY CLOSURES.....44
INCLEMENT WEATHER.....44
THE LAST WORD.....45
NOTES46
GOODWILL ASSOCIATE HANDBOOK
ACKNOWLEDGEMENT48

This page is intentionally blank.



WELCOME TO GOODWILL

We are glad that you have chosen to join the area's premier non-profit organization.

This handbook is for the limited purpose of informing you of some of our current rules, policies, and procedures. Because our organization is constantly changing, we reserve the right to modify or delete any information in this manual without notice. Because of limited printings of the handbook, we keep our most current handbook on GoodPoint, our intra-organization website (available on any Goodwill computer- ask your manager for details.) This handbook is not a contract and does not impose any obligations or limitations upon our management or the organization. It is intended to be a guide to help you understand the culture, benefits, policies, etc. that contribute to the essence of Goodwill.

Included in this handbook, you may see us refer to Goodwill by other names. The terms "GSP" "Organization", and the "Organization" all refer to Goodwill Services, Inc.

**Our mission is changing
lives...helping people help
themselves through the power
of work.**

Note: Goodwill is committed to complying with all federal, state, and local labor and employment laws. Although the majority of Goodwill's associates work in the Commonwealth of Virginia, some work in other states. To the extent any provision of this handbook conflicts with any law, the law will prevail.

HISTORY OF GOODWILL

Goodwill was founded in 1902 in Boston by Rev. Edgar J. Helms, a Methodist minister. Helms collected used household goods and clothing in wealthier areas of the city, then trained and hired those 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 "a hand up, not a handout" was born. Dr. Helms' vision set an early course for what today has become a very large non-profit organization. Helms described Goodwill Industries as an "industrial program as well as a social service enterprise...a provider of employment, training and rehabilitation for people of limited employability, and a source of temporary assistance for individuals whose resources were depleted."

Each Goodwill fulfills its mission in a unique way to enable it to be responsive to the communities that it serves. More information about our Goodwill follows.

ABOUT OUR GOODWILL

Locally, Goodwill is part of a network of over 157 community-based, autonomous member organizations in the United States, Canada, and 12 other countries that serve people with obstacles to employment through education, training and job placement services. As a non-profit organization, we help people become independent, tax-paying members of our communities, by giving them the opportunity to work, earn income, and enjoy a sense of pride and self-esteem. Our work and mission are focused on long-term employment solutions for persons with disabilities and individuals with social and economic disadvantages. We help people overcome obstacles to employment.

What is an “obstacle to employment”? Many people think of an obstacle to employment as a physical, emotional, or mental disability. Indeed, these can be obstacles to employment, but they are not the only difficulties that people may also need to overcome to find employment. We also consider other issues such as transportation difficulties, childcare, lack of education, lack of work history, language barriers, conviction of a crime, etc.

To fund our mission, we collect donated goods (clothing, household items, electronics, etc.) to sell in our retail stores, outlets, weekly auctions and through shopgoodwill.com. We provide industrial services, including warehousing and janitorial, to public and private businesses and government. Many business units at Goodwill generate income, while serving as a front-line training ground for the development of job skills.

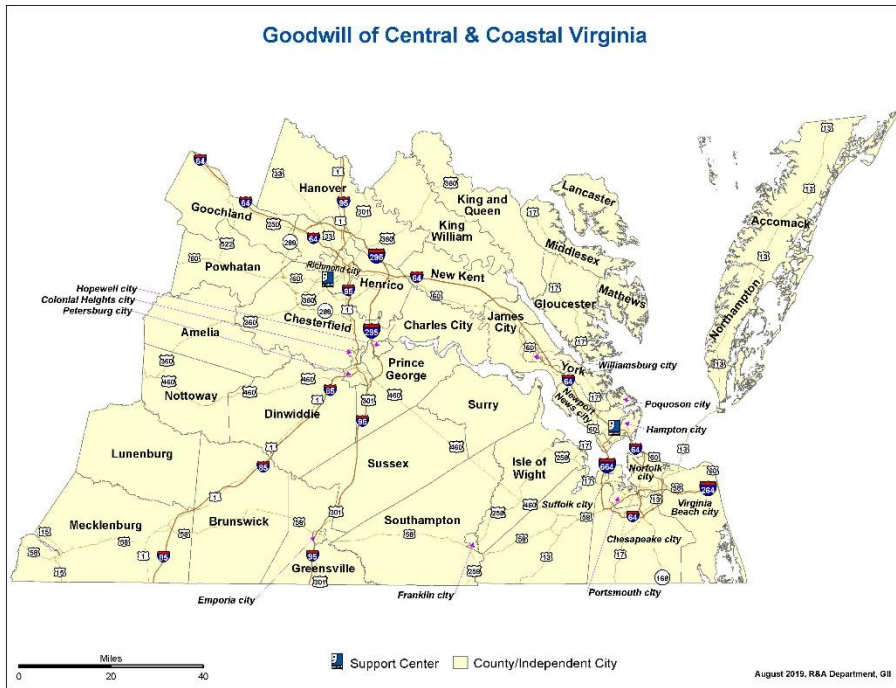
We also receive funding through our Round Up program in the stores, financial donations from the general public, as well as grant funding from corporations and foundations. Over 85 percent of our revenues are channeled directly into delivering our mission.



OUR TERRITORY

The Goodwill Footprint Expands into our Communities

Goodwill serves forty-four (44) cities and counties in central and coastal Virginia: Counties: Accomack, Amelia, Brunswick, Charles City, Chesterfield, Dinwiddie, Gloucester, Goochland, Greensville, Hanover, Henrico, Isle of Wight, James City, King & Queen, King William, Lancaster, Lunenburg, Mathews, Mecklenburg, Middlesex, New Kent, Northampton, Nottoway, Powhatan, Prince George, Southampton, Surry, Sussex, and York Cities: Chesapeake, Colonial Heights, Emporia, Franklin, Hampton, Hopewell, Newport News, Norfolk, Petersburg, Poquoson, Portsmouth, Richmond, Suffolk, Virginia Beach, and Williamsburg. Within these localities, we have multiple retail locations and donation sites. Goodwill supports contracts in South Carolina, Maryland, and Louisiana.



OUR MISSION STATEMENT

“Our mission is changing lives...helping people help themselves through the power of work.” Your job at Goodwill – no matter what position you are in - contributes to our mission. Do you train people in computer skills that will help them find a better job? Do you sort clothes that we will sell in our stores to generate revenue to support our mission? Do you drive a truck that transports goods to stores for sale, to hubs for auction, etc.? All of our jobs at Goodwill directly or indirectly support our purpose of helping people improve their work skills- some of whom are learning work skills for the very first time. Imagine that feeling when you got your very first paycheck. We help people realize that dream. Be proud of the organization that you work for- one team, one mission.

OUR VISION

“Everyone has the opportunity to find their purpose, reach their highest level of self-sufficiency, and become productive members of our community.” This vision for our community guides our purpose. We believe that work is a foundation for empowering individuals, strengthening families and building prosperous communities. Imagine being part of such a community. With your help, we can get there!

OUR VALUES

Our six core values represent the commitments that we make to our associates, participants, customers, and valued supporters. These values guide our actions. In our decision-making process, we consider our values. We expect that our associates will share our values.

- **Commitment** – We demonstrate our value to and impact on the organization.
- **Innovation** – We exercise the power to make improvements.
- **Integrity** – We earn trust through all of our actions.
- **Learning** – We grow and succeed through learning.
- **Respect** – We value and connect with others.
- **Teamwork** – We achieve goals and deliver our mission together.

As associates of Goodwill, our values, vision and mission statement should be reflected in our behavior. As we deliver on our brand promise to the community, more individuals will have a chance to work, build self-confidence, and develop financial independence. Not too many organizations can say this about their mission, vision, and values. We hope that you will feel pride in the organization that you have joined.

YOU ARE GOODWILL

To the public, Goodwill is made up of front-line associates, those associates who interact with the public on a regular basis, including retail associates, donation attendants, receptionists, employment consultants, outlet staff, environmental services staff, auction staff, etc. Although every associate does not have direct contact with the public, every associate does have a customer. That customer might be a vendor or another Goodwill associate. Regardless, we expect you to deliver exceptional customer service to each of your customers. As associates of Goodwill, our values, vision and mission statement should be reflected in our behavior.

Your Opinion Counts

We value your opinion. We provide several opportunities for you to let us know how we can be better. Some of those opportunities include associate satisfaction surveys, department meetings, and conversations with members of Goodwill’s Leadership Team. The management at Goodwill has an Open Door Policy, which means that our doors are open to all associates. While we want you to tell your supervisor if you have a problem or suggestion, if you are more comfortable skipping over your supervisor, you can approach any manager in the organization or contact Human Resources at any time.

YOUR CAREER AT GOODWILL

One of our values at Goodwill is learning.

We put Learning into ACTion by creating an environment that provides the opportunity for you to learn, grow, and succeed through an effective combination of experiences, exchanges and education, anytime . . . anywhere! Learning opportunities are provided for both our associates. For our associates, we offer individualized development planning, learning profiles & career pathing. Learning opportunities are focused on our Values and Core Competencies and include Values Based Leadership (VBL), People Management, Job Skill (both on the job and instructor-led), and competency-based learning opportunities.

For our job seekers, job readiness skills, accreditation programs and partnerships with community colleges create pathways to work and help to remove barriers to employment.

At Goodwill, we also value our commitment to build and foster a diverse and inclusive environment where each voice is heard and matters. We believe that everyone has a unique point of view to share, shaped by their life experiences, values, and passions. We encourage all associates to bring their whole self to work.

All associates are encouraged to work with their managers to seek out and participate in available and relevant learning opportunities. You can learn more about what is offered by talking with your manager, going to the Learning and Development page on the organization's intranet, called GoodPoint or by contacting Human Resources.



GUIDELINES TO HELP US HIT THE MARK

Goodwill has policies in place to help ensure that we are aligned with our values. Ethical behavior on the part of the entire organization is very important to us. The public entrusts their donations for us to process and sell so that we can raise revenue to support our mission. We have an obligation to obtain the maximum amount of revenue from each donation to support our mission. We take this obligation very seriously. Without the trust of the public, our donors, and our customers, we would have difficulty delivering our mission to our community. Our mission is our reason for being. We must take every step to maintain a transparent, ethical organization. Our Compliance policies help us to maintain our moral compass.

CORPORATE COMPLIANCE

Goodwill is dedicated to the delivery of services in an environment characterized by strict conformance with the highest standards of accountability for administration, service delivery, business, marketing and financial management. The leadership of Goodwill is fully committed to the need to prevent and detect fraud, fiscal mismanagement and misappropriation of funds. Goodwill is committed to the establishment, implementation and maintenance of a corporate compliance program to ensure ongoing monitoring and compliance with all legal and regulatory requirements. The program emphasizes:

- Prevention of wrongdoing—whether intentional or unintentional
- Immediate reporting and investigation of questionable activities and practices without consequences to the reporting source
- Timely correction of any situation that puts Goodwill, its leadership or staff, funding sources or persons served, at risk.

The Corporate Compliance Policy is comprised of three (3) separate policies:

1. Policy on Waste, Fraud, Abuse, and Other Wrongdoing
2. Policy on the Handling of Subpoenas, Search Warrants and Other Investigations
3. Whistleblower Policy

These policies are outlined fully in Goodwill's Policies and Procedures Manual available on GoodPoint, our organization intranet. All associates are expected to comply with all policies.

ETHICS AND PRINCIPLES OF CONDUCT

All associates of Goodwill, including but not limited to all supervisory staff, are required to review and adhere to Goodwill's Code of Ethical Conduct. The essential values and ethical behaviors required include understanding Goodwill's mission, placing personal commitment to Goodwill above self-interest, commitment to uphold the law, respect for the value and dignity of all individuals, truthfulness, fairness, striving to apply resources responsibly, and striving for excellence in all work performed.

Allegations of violation of Goodwill's Code of Ethical Conduct should be reported to the appropriate Department Vice President, Human Resources and/or the President and CEO, or through one of Goodwill's hotline mechanisms described below.

Reporting a Complaint

Associates may report any unethical or unlawful concerns through Goodwill’s hotline mechanisms including:

- A toll free number: 1-877-700-7020. This number is answered by an outsourced organization to ensure reporting anonymity.
- Or visit this website, www.reportit.com and use the code GWCVA. Any messages sent through this site are received by an outsourced organization to ensure reporting anonymity.
- In writing to:

Chair of the Corporate Compliance Committee
 Goodwill of Central and Coastal Virginia, Inc.
 6301 Midlothian Turnpike
 Richmond, VA 23225

Reports may be submitted anonymously, but it is important to understand that if you would like to receive a direct response, you should include your name and a preferred method for contacting you in the message.

Non-Retaliation Policy

Goodwill will not retaliate or take any form of reprisal against any individual bringing a complaint or who engages in any of the following:

- The employee (or someone acting on behalf of the employee) in good faith reports a violation of any federal or state law or regulation to a supervisor or to any governmental body or law-enforcement official;
- Is requested by a governmental body or law-enforcement official to participate in an investigation, hearing, or inquiry;
- Refuses to engage in a criminal act that would subject the employee to criminal liability;
- Refuses an employer’s order to perform an action that violates any federal or state law or regulation and the employee informs the employer that the order is being refused for that reason; or
- Provides information to or testifies before any governmental body or law-enforcement official conducting an investigation, hearing, or inquiry into any alleged violation by the employer of federal or state law or regulation.

Any such retaliation is prohibited. Associates who believe they may have been subject to retaliation should report such suspected retaliation to their supervisor and/or Human Resources. Human Resources can be reached by phone at 804-521-4981.

EQUAL OPPORTUNITY AND NON-DISCRIMINATION

At Goodwill we respect (one of our core values) individuals and value diversity in our organization.

It is the policy of Goodwill to give equal employment opportunity to all associates and applicants without regard to race, color, religion, age, sex (gender), pregnancy, childbirth and related-medical conditions, including lactation, marital status, disability, national origin, citizenship status, military status, veteran status, genetic information, gender identity or expression, sexual orientation, relationship or association with protected veterans, or any other characteristic protected by applicable federal, state, or local statute.

Our management is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay, and other forms of compensation, training, and general treatment during employment. Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If an associate believes someone has violated this policy, the associate should bring the matter to the attention of the head of Human Resources, or even the CEO. A complaint may also be reported through Goodwill’s hotline mechanisms outlined above. The Organization will promptly investigate the facts and circumstances of any claim that this policy has been violated and take appropriate corrective measures.

No associate will be subject to, and the Organization prohibits, any form of discipline or retaliation for reporting perceived violations of this policy in good faith, pursuing any such claim, or cooperating in any way in the investigation of such claims.

ABUSE AND NEGLECT

Allegations or suspect of abuse/neglect or exploitation which are related to program participants of Goodwill will be handled in accordance with Virginia Code 63.2.1603 (adults) and 63.2.1509 (children).

If it is suspected that an allegation meets the criteria of “abuse, neglect and/or exploitation of an incapacitated person” or child, as outlined in the Department of Social Services Regulations, Adult Protective Services will be informed immediately, but in any case, within 24 hours to the local department of social services or by calling the Child or Elder Abuse and Neglect hotline at 1-800-552-7096 or Adult Protective Services at 1-888-832-3858. If the allegation involves a program licensed by Virginia Department of Behavioral Health Development Services (DBHDS), the Regional Advocate will be informed immediately, but in any case, within one (1) business day. If the allegation involves a program or referring agency not covered by the DBHDS Human Rights regulations, the Virginia Office of Protection and Advocacy will be contacted for guidance. If a formal report is made to a regulatory agency this action should be documented on an incident report. In other situations, this information is to be documented in the case record of the person receiving services.

DISABILITY ACCOMMODATION

It is the policy of Goodwill not to discriminate against any qualified job seeker or associate with known disabilities who are able to perform the essential functions of the position, with or without reasonable accommodation. Goodwill will provide reasonable accommodation to otherwise qualified job seekers and associates with known disabilities, unless doing so would impose an undue hardship on the Organization or pose a direct threat of substantial harm to the associate or others. A job seeker or associate who believes they need a reasonable accommodation should notify the Human Resources Department of the need for a possible accommodation. Also, when appropriate, we may request you provide additional information from your physician or other treating medical or rehabilitation professionals. All medical information received by the Organization in connection with a request for accommodation will be treated as confidential and shared only on a need-to-know basis.

RELIGIOUS ACCOMMODATION

Goodwill will make reasonable efforts to accommodate the religious practices of applicants and associates consistent with applicable federal, state, or local law. The requested accommodation, however, must be reasonable. We will not make any accommodation that would create an undue hardship to the Organization’s business. Whether a requested accommodation would create an undue hardship will be determined based on the facts of each particular case.

PREGNANCY ACCOMMODATION

Goodwill prohibits unlawful discrimination of associates and applicants on the basis of pregnancy, childbirth, lactation, or related medical conditions and will provide reasonable accommodations for such conditions consistent with applicable federal, state, or local laws. Upon Goodwill’s receipt of such a request or its awareness of the need for such an accommodation, Goodwill will engage in good faith in a timely and interactive process with the associate to determine reasonable accommodations. Accommodation requests may include, but are not limited to:

- More frequent or longer bathroom breaks
- Breaks to express milk
- Access to a private location other than a bathroom for the expression of breast milk
- Acquisition or modification of equipment or access to or modification of associate seating
- Temporary transfer to a less strenuous or hazardous position
- Assistance with manual labor

- Job restructuring
- Modified work schedule
- Light duty assignment
- Leave to recover from childbirth

When appropriate, Goodwill may request that you provide additional information from your physician or other treating medical professionals concerning the medical advisability of a reasonable accommodation to the same extent a certification is required for other disabilities. All medical information received by the organization in connection with a request for accommodation will be treated as confidential and shared on a need-to-know basis only. We will not make any accommodation that would create an undue hardship to the Organization's business. Whether a requested accommodation would create an undue hardship will be determined based on the facts of each particular case.

GENETIC INFORMATION NON-DISCRIMINATION ACT (GINA)

Goodwill also is firmly committed to complying with the Genetic Information Nondiscrimination Act of 2008 (GINA) and any similar applicable state or local laws. GINA prohibits employers from requesting or requiring genetic information of an individual or family member, except as specifically allowed by that law. To comply with GINA, Goodwill will not request, and ask that you not provide, any genetic information in connection with any request for reasonable accommodation under the ADA or any medical leave of absence. "Genetic information" includes: an individual's family medical history; the results of an individual's or family member's genetic tests; the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member, or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

CONFLICT OF INTEREST

Goodwill expects its associates to devote their full work time, energies, abilities, and attention to our business. Associates are expected to avoid situations that create an actual or potential conflict between the associate's personal interests and the interests of the Organization. Associates who, because of other work or activities, cannot make this commitment may be asked to end their employment at the Organization.

A conflict of interest exists when an associate's loyalties or actions are divided between the Organization and a competitor, supplier, or customer. Associates have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor. Associates who are unsure whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss the situation with their supervisor or a member of management for clarification. Any exceptions to this policy must be approved in writing by the Human Resources Department.

Some examples of the more common conflicts that should be avoided by all associates include, but are not limited to:

- Prohibited activity, including any illegal acts in restraint of trade.
- Engaging in self-employment in competition with Goodwill.
- Having a direct or indirect financial interest in, or relationship with a competitor, customer, or supplier.
- Accepting personal gifts or entertainment, or any special discounts or loans from competitors, customers, suppliers, potential suppliers or any other person or firm doing, or seeking to do, business with Goodwill. The meaning of gifts for purposes of this policy includes, but is not limited to, free travel and lodging.
- Committing the Organization to give its financial or other support to any outside activity or organization without appropriate written authorization.
- Using proprietary or confidential Organization information for personal gain or to the Organization's detriment. Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Organization.

Failure to adhere to this policy, including failure to disclose any conflict or seek an exception to this policy, may result in disciplinary action, up to and including termination.

Outside Employment

An associate may hold a job with another organization as long as they are not part of a program, including but not limited to Enclave, Ability One or Supported Employment and is satisfactorily performing their job responsibilities at Goodwill. All associates will be judged by the same performance standards and will be subject to the Organization's scheduling demands, regardless of any existing outside work requirements.

If the Organization determines that an associate's outside work interferes with performance or the ability to meet the requirements of the Organization as they are modified from time to time, the associate may be asked to terminate the outside employment if they wish to remain with the organization.

Outside employment will present a conflict of interest if it has the potential for an adverse impact on Goodwill.

CONFIDENTIALITY

In order to remain competitive, Goodwill must protect the confidentiality of its proprietary information. Therefore, dissemination or disclosure of the Organization's sales reports, business plans, costs for goods, marketing strategies, profits, internal databases containing information regarding customers and associates, computer software and programming, and/or pricing information is strictly prohibited.

Public Requests for Information

As a 501c(03) public charity, Goodwill Services, Inc files an IRS Form 990 each year. In our commitment to transparency, our IRS Form 990 is posted annually at goodwillvirginia.org. Questions regarding our Form 990 may be directed to the Chief Financial Officer (CFO). If the CFO is not available, questions may be directed to any member of the Executive Team.

News Media Inquiries

The Marketing and Communications department serves as the initial point for all media inquiries, including but not limited to television, radio, newspaper, magazine, and online media. All contact with the media must be initiated or approved by the Director of Marketing and Communications. This ensures that the organization presents itself effectively and in a manner that meets both Goodwill's and the media's interests.

Associate Files

In order to obtain your position, you provided us with a great deal of personal information, such as your address and telephone number. This information is contained in your confidential personnel file. Associates will be granted access to personnel files to the extent required and in accordance with applicable state law. Unless otherwise required by applicable state law, you may review your file in the presence of your supervisor or Human Resources, but you may not remove any documents contained in the file.

It is the responsibility of each associate to promptly notify the Organization of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify your manager so they can inform Human Resources.

Because of the nature of the work that we do at Goodwill, we are subject to frequent oversight by external auditing bodies such as CARF, Ability One, the President's Committee for Purchase from People Who Are Blind or Severely Handicapped, US Department of Labor, etc. Your file may be reviewed by agents acting on behalf of these oversight bodies or other auditors. Your acknowledgement of receipt of this handbook serves as your authorization to allow review of your file by auditors for the purposes of oversight and compliance.

VERIFICATION OF EMPLOYMENT

All requests for employment verification should be directed to the Human Resources Department. Our organization uses a third-party vendor for employment verification. The third-party vendor will verify the dates of employment and position held. Information relating to an associate's rate of pay and/or salary will not be released without written authorization from the associate.

GRATUITIES

We want to discourage the perception that the actions of our associates could potentially be influenced by gifts or gratuities offered to us by vendors, potential suppliers, customers, etc. Therefore, no associate is allowed to accept or receive any benefit from any gift, gratuity, money, present, property, or service of any kind or nature, regardless of the value, which may be directly or indirectly offered as a result of, or in anticipation of, an associate's position with the organization or an associate's ability to influence a decision for the organization.

We recognize that there are occasions when vendors, suppliers, or area businesses may send items to Goodwill as tokens of appreciation. These items should be distributed in a manner that will not benefit an individual recipient but will benefit the organization. For example: gift baskets of consumable items should be shared with an entire department or donated as a door prize for an event sponsored by the organization.

POLICIES AND PROCEDURES TO PROTECT THE PRIVACY AND SECURITY OF CONFIDENTIAL INFORMATION

Goodwill business needs require that it create, collect, use, process, modify, distribute, and, as appropriate, destroy records that contain Confidential Information ("CI"), as defined below. In order to protect CI in the course of performing these required functions, the Organization developed comprehensive data privacy and security policies and procedures. All members of the Organization's workforce are subject to the requirements set forth in the data privacy and security policies and procedures and those requirements are incorporated herein by reference. Members of the Organization's workforce are required to review and familiarize themselves with the policies and procedures which are available in the policies section of the organization intranet, GoodPoint or by contacting Human Resources. These policies and procedures are reasonably designed to safeguard CI from unlawful and unauthorized access, use, modification, processing, disclosure or destruction, consistent with the Organization's high standards for privacy and security. The Program shall apply to any and all CI accessed, received, created, processed, modified, maintained, used, disclosed or destroyed by the Organization. Any questions concerning the Program should be directed to the Privacy Officer, or their designee.

UNLAWFUL HARASSMENT

The Organization is committed to maintaining a workplace free of unlawful harassment and ensuring that all persons are treated with respect. To that end, the Organization prohibits harassment of any individual by another person on the basis of race, color, religion, age, sex (gender), pregnancy, childbirth and related-medical conditions, including lactation, marital status, disability, national origin, citizenship status, military status, veteran status, genetic information, gender identity or expression, sexual orientation, relationship or association with protected veterans, or any other characteristic protected by applicable federal, state or local statute. The purpose of this policy is not to regulate our associates' personal morality, but to ensure that in the workplace, no one harasses another individual.

Harassment as defined in this policy is unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, associates are expected to behave at all times in a professional and respectful manner.

Sexual harassment is one form of unlawful harassment prohibited under this policy. Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature. Examples of conduct that violates this policy include:

- Unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement.
- Requests for sexual favors or demands for sexual favors in exchange for favorable treatment.
- Obscene or vulgar gestures, posters, or comments.
- Sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies.
- Propositions, or suggestive or insulting comments of a sexual nature.
- Derogatory cartoons, posters, and drawings.
- Sexually explicit e-mails, voicemails or texting.
- Uninvited touching of a sexual nature.
- Unwelcome sexually related comments.
- Conversation about one's own or someone else's sex life.
- Conduct or comments consistently targeted at an individual's gender expression, even if content is not sexual.
- Teasing or other conduct directed toward a person because of the person's gender expression.

All such conduct is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, customer, vendor, or other third party.

Reporting Procedure

The following steps have been put into place to ensure the work environment at Goodwill is respectful, professional, and free of harassment. If an associate believes someone has violated this policy, the associate should promptly bring the matter to the immediate attention of the head of Human Resources or their designee. They can be reached by calling the main HR phone number at 804-521-4981. A complaint may also be reported through Goodwill's hotline mechanisms outlined previously. Reports can be presented verbally, but written reports are preferred. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Associates are required to cooperate in all investigations. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed.

Anyone, regardless of position or title, whom the Organization determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

No Retaliation

No associate will be subject to, and the Organization prohibits, any form of discipline or retaliation for reporting perceived violations of this policy in good faith, pursuing any such claim, or cooperating in any way in the investigation of such claims. If an associate believes someone has violated this no-retaliation policy, the associate should bring the matter to the immediate attention of Human Resources or their designee. They can be reached by calling the main HR phone number at 804-521-4981. A complaint may also be reported through Goodwill's hotline mechanisms outlined previously. Anyone, regardless of position or title, whom the Organization determines has engaged in conduct that violates this policy against retaliation will be subject to discipline, up to and including termination.

It is always the intent of our organization to do the right thing. We cannot remedy claimed harassment or retaliation unless you bring these claims to the attention of management. Failure to report claims of harassment and/or retaliation prevents us from taking steps to remedy the problem.

STAYING ON TARGET

Goodwill has developed a set of policies and procedures that allow us to “stay on target” as an organization and as individual associates. These policies help to create a fair, efficient and productive work environment.

To view our policies, visit GoodPoint, Goodwill’s intranet site or contact Human Resources to help you receive a copy of any policy or procedure.



PERFORMANCE APPRAISALS

Goodwill performance appraisals serve several purposes including:

1. Provide an opportunity for the supervisor and associate to conduct a formal feedback session to measure associate performance against organizational and department goals.
2. Provide an opportunity to discuss and document associate development plans.
3. Improve communication between supervisor and associate.
4. Help the supervisor determine what help the associate needs to be successful.
5. Provide a benchmark for administrative actions such as merit increases.
6. Identify areas where improvement may be required.

Associates will generally receive formal performance appraisals annually. In addition, your supervisor may give you regular input regarding your performance more frequently.

GENERAL RULES AND GUIDELINES OF CONDUCT

Any group of people working together must abide by certain rules of conduct based on honesty, good taste, fair play, and safety. This is essential if everyone is to work together efficiently. It is not possible to list all forms of behaviors that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or embezzlement or failure to report
- Falsification of Organization documents or providing false, pertinent information during the application process, during the interview, or during the course of employment with Goodwill
- Engaging in or provoking any act of violence
- Any act of insubordination
- Possession of weapons of any kind at work, in Organization vehicles, or on Organization premises (such as a vehicle parked in the Organization parking lot)
- Malicious damage to or misuse of Organization property or the property of others
- Disrupting other associates during work time
- Working under the influence or the use of alcohol or illegal drugs
- Unsatisfactory performance or conduct
- Conduct violating Goodwill’s Unlawful Harassment or Equal Opportunity and Non-Discrimination policies
- Inappropriate, violent, or unprofessional behavior such as using threatening language, cursing, or yelling at supervisor, co-worker, subordinate, vendor, program participant, or customer
- Providing false or misleading statements during an investigation by Assets Protection, Human Resources, or any member of management. Failure to cooperate in such an investigation
- Conducting any illegal activities on organization premises or using organization property and/or equipment for illegal purposes

- Violations of Goodwill’s discount policy
 - Holding, pricing, shopping, accepting items or any other misuse of donated goods
 - Holding: Setting aside merchandise- in the back room, at the cash register etc. for purchase at a later time
 - Pricing: Pricing an item too high or too low or changing prices without appropriate manager’s authorization
 - Shopping: Holding, pricing or asking another person to purchase items for you while working
 - Accepting: Receiving an intended donation from a customer/donor for personal use or for sale by an entity other than Goodwill
- Giving away goodwill property, such as donations, without written consent of department director
- Excessive or unexcused absenteeism and/or habitual tardiness/failure to adhere to assigned schedule
- Violations of Goodwill’s travel and expense reimbursement and purchasing card policy including
 - Making payments to Goodwill on closed or non-existing accounts
 - Failure to reimburse Goodwill or third-party checking services for payments issued due to insufficient funds
 - Charging personal items to Goodwill’s accounts or purchase cards without approval of area VP
 - Not reporting purchasing errors to your manager and not reimbursing Goodwill immediately
- Intentional, egregious, or repeated violations of Goodwill’s safety policies
- Intentional violation(s) of associate’s private and/or protected information
- Leadership failure of a member of management
- Violation of other Organization policies

Goodwill will address violations of these rules of conduct and any other violations of Goodwill policy on an individual basis. Pursuant to Goodwill’s at-will employment policy, Goodwill reserves the right to impose whatever form of discipline it chooses, or none at all, in a particular instance. Disciplinary action may include, but is not limited to, oral or written warnings, suspension, demotion, or involuntary termination. Nothing in this Handbook should be construed as a promise of specific treatment in a given situation

COMPLAINT/OPEN DOOR PROCEDURE

It is the policy of Goodwill to provide an effective and acceptable means for associates (including program participants) to bring complaints, questions, suggestions, concerns with management or safety issues to the attention of management so that such issues can be addressed. Program participant refers to anyone enrolled in any rehabilitation program of Goodwill. At Goodwill we have an open door policy which means that all supervisors are available for associates to express any questions, issues or concerns without fear. At any point in the process a program participant may elect to have a family member or advocate assist with the process and appear with the participant at meetings. It is a violation of Goodwill’s policies to retaliate against any associate who brings a concern to the attention of Goodwill management. This process is limited to active associates and program participants of Goodwill. This Complaint/Open Door Procedure does not supplant the availability of reporting procedures outlined elsewhere in this Associate Handbook. If an associate has any issues they would like to address under this policy, they should proceed as follows:

Resolving the Complaint

- A. To assure prompt attention, complaints should be submitted in writing within five (5) business days after the event prompting the complaint.
- B. Complaints are presented in writing to the associate’s immediate supervisor and/or program counselor where applicable and they should make every effort to resolve the complaint at this initial step.
- C. If the complaint involves the supervisor or program counselor or if the associate is uncomfortable talking with the supervisor or program counselor, then the associate should submit the written complaint to the next level supervisor and/or case manager.
- D. If the complaint cannot be settled within five (5) business days, then the associate should present the complaint to the next level of management and/or a Human Resources staff member.
- E. In case a solution is not found by this method, the associate may request the problem be elevated to the Department Vice President involved and the head of Human Resources. Program participants may also request an external review by a referring agency, i.e. Department of Rehabilitative Services, local Community Services Board or the Department of Social Services. A resolution decision will be shared with the associate within five (5) business days.

Appeal Process

If the program participant or associate is dissatisfied with the decision that has been reached through the channels outlined in the Open Door Procedure, the program participant or associate should submit within five (5) business days from the date of the decision, a written request for an appeal to the head of Human Resources. The head of Human Resources will review the request and submit it with recommendations to the President and CEO. The President and CEO will review the request and make a decision within seven (7) business days. Written notification of this decision will be provided to all parties involved. The decision of the President and CEO is final.

All Goodwill supervisors are expected to practice the open-door policy and make themselves available to hear associates' complaints, questions, concerns and feedback and to address issues, notifying a Human Resources staff member when investigation is necessary.

CO-WORKER RELATIONSHIPS

Associate/Program Participant

Associates and Goodwill program participants interact with each other during the course of performing their assigned duties. Such relationships shall be work related and be viewed as a means to help Goodwill program participants in achieving their rehabilitation goals.

All associates are encouraged to maintain only a co-worker relationship while the program participant is involved in Goodwill's program of services. Any personal relationship that may adversely affect the program participant's welfare shall be viewed as a gross violation of policy, and cause for disciplinary action, up to and including termination of the associate.

Allegations or suspect of abuse/neglect or exploitation which are related to program participants of Goodwill will be handled in accordance with Virginia Code 63.2.1603 (adults) and 63.2.1509 (children).

Associates and Supervisors

Associates and supervisors interact with each other in the course of performing their duties. Such interaction should remain work related as supervisors are in a position of power and influence, either perceived or actual, over the associate. If this interaction advances from a work relationship, the supervisor is expected to notify their superior immediately so that an attempt can be made to reassign either the supervisor or the associate to a different work assignment. Any relationship that may adversely affect the business in any manner shall be viewed as a violation of policy and will result in disciplinary action, up to and including termination.

NEPOTISM

It is the goal of Goodwill to create a work environment free from favoritism or perceived favoritism. Therefore, although we will employ family members qualified for open positions, restrictions will apply.

No relatives of current associates will be hired by the Organization if such hiring would create a supervisory relationship between a current associate and that relative. For purposes of this policy, "relative" means spouse, mother, father, children, siblings, parents-in-law, and grandparents. We strongly discourage relatives reporting to the same supervisor.

Current associates who become related, for example, by virtue of marriage, to another current associate will be permitted to continue employment. However, the Organization may transfer one of the associates if a supervisory relationship exists between the associates to avoid an actual or potential conflict of interest. The Organization may also transfer one of the associates so that the two relatives do not report to the same supervisor. Associates are required to report fraternization between themselves and a subordinate, vendor or other business associates.

In addition, Goodwill will not hire individuals in any Senior Management position who are related. If two Senior Management Associates become related during employment, for example, by virtue of marriage, one must relinquish their position.

SOLICITATION/DISTRIBUTION

Solicitation by an associate of another associate is prohibited, while either the person doing the soliciting, or the person being solicited is on working time.

Working time includes the time during which any of the associates involved are actually scheduled to work, and does not include scheduled rest periods, meal breaks and other specified times when associates are not expected to be working.

Distribution of advertising material, handbills, or other literature by associates during working time or in working areas is prohibited.

Associates also are prohibited from engaging in non-work-related activities at any time in selling areas. This includes solicitation and distribution. Additionally, solicitation and/or distribution by third parties is prohibited at all times on Organization premises.

Bulletin Boards

Important Organization notices and items of general interest are continually posted on our bulletin boards. Please review the bulletin boards frequently to keep up with current activities. Bulletin boards are for official Organization use only and only members of management may post on Organization bulletin boards. Do not post or remove any material from the bulletin boards.

USE OF GOODWILL'S BUSINESS SYSTEMS/ELECTRONIC COMMUNICATIONS

Goodwill has a separate Information Technology policy which describes in detail associate responsibilities when using Goodwill's business systems including hardware such as computers, cell phones, office phones, faxes, copiers, postage meter, CDs and other media, etc. and software, including, but not limited to internet access, e-mail, etc.

The Organization and authorized individuals may access electronic communications systems and review communications within the systems without advance notice to users of the system when the Organization deems it appropriate to do so. The reasons for which the Organization may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; ensuring that the Organization's operations continue appropriately during an associate's absence; and any other purpose deemed appropriate by the Organization.

The Organization may store created electronic communications. Communications stored in the system may be deleted, printed or utilized for any purpose.

Since the Organization's electronic communications systems are intended primarily for business use, excessive personal use during working time is prohibited, as is other usage that may interfere with the system's productivity, such as large attachments or audio/video segments. Associates may use Organization desk phones for emergency situations and for limited personal local calls. Organization issued cell phones may be utilized for personal calls, but use should not be excessive, and all use must align with Goodwill IT policy guidelines.

Personal use of postage meters, copiers, and fax machines is also prohibited.

No one may access, or attempt to obtain access, to another individual's electronic communications without appropriate authorization.

Goodwill's policies including those prohibiting harassment, in their entirety, apply to the use of Goodwill's communication and computer systems.

All associates, upon request, must inform management of any private access codes or passwords.

No associate may access, or attempt to obtain access, to another associate's computer systems without appropriate authorization. It is permitted to access your email from personal devices. However, if using a personal device to connect to email, it is not permitted to download documents (attachments) containing organization or client information to such device.

PERSONAL DEVICES

The Goodwill network must be protected from unauthorized use and from malicious systems, viruses or applications which could expose Goodwill information to unauthorized users. For this reason, it is not permitted to attach non-Goodwill devices (such as smartphones, laptops, wearable technology, and tablets) to the Goodwill private network. Associates are permitted to connect personal devices to the guest network.

Violators of this policy may be subject to disciplinary action, up to and including termination

SOCIAL MEDIA

You are personally responsible for any of your social media activity.

If from your post in a blog or elsewhere in social media it is clear you are an Organization associate, or if you mention the Organization, or it is reasonably clear you are referring to the Organization or a position taken by the Organization, and you express a political opinion or an opinion regarding the Organization's positions or actions, the post must specifically note that the opinion expressed is your personal opinion and not the Organization's position. This is necessary to preserve the Organization's good will in the marketplace.

For purposes of this policy:

The term "social media" applies to any web-based and mobile technologies, in use now or developed in the future, that enable individuals or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, bulletin boards, and so on, through providers such as Facebook, LinkedIn, Instagram, X, YouTube or others.

The term "users" refers to all associates.

Follow Existing Policies and Terms of Use

Observe and follow (i) existing Organization policy and agreements, such as our Associate Handbook and your Employment Agreement(s) with the Organization, if applicable, (ii) the policies of the particular online/social networking venue, and (iii) applicable law. This means that you are prohibited from using social media to post or display comments about coworkers or supervisors or the Organization that are vulgar, obscene, threatening, intimidating, or a violation of the Organization's workplace policies against discrimination, harassment, or hostility on account of race, color, religion, age, sex (gender), pregnancy and related-medical conditions, marital status, disability, national origin, military status, veteran status, genetic information, gender identity, sexual orientation, relationship or association with protected veterans, or any other basis of discrimination prohibited by applicable federal, state, or local statute. Thus, Organization policies, including its Electronic Communications Policy and anti-harassment and discrimination policies apply to associate behavior within social media and in public online spaces.

Most websites, including Facebook and others, have rules concerning the use and activity conducted on their sites. These are sometimes referred to as "Terms of Use." You must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules.

Do not post any information or conduct any online activity that may violate applicable local, state or federal laws or regulations. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through social media

Recognize Others Privacy

Before sharing a comment, post, picture or video about or from a friend or colleague through any type of social media, it is a good practice to be courteous and first obtain their consent.

It also is inappropriate to use or disclose personal information (as explained below) about another individual or use or disclose the Organization's confidential or proprietary information in any form of social media. For purposes of this Policy, personal information means an individual's Social Security number, financial account number, driver's license number, medical information (including family medical history) and other highly sensitive information, as well as, if applicable, information covered by the Organization's written information security program. Organization confidential or proprietary information includes but is not limited to internal information regarding the Organization's finances, future business performance and business plans, business and brand strategies, and information which is or relates to Organization trade secrets. All Organization rules regarding Organization confidential or proprietary information and personal information, including, as applicable, the Organization's written information security program, apply in full to social media, such as blogs or social networking sites. For example, any information that cannot be disclosed through a conversation, a note, a letter or an e-mail also cannot be disclosed in a blog. Sharing this type of information, even unintentionally, can potentially result in harm to the individual, harm to the Organization's business, and ultimately you and/or Organization being sued by an individual, other businesses or the government.

Before posting any online material, ensure that the material is not knowingly false; instead, try to be accurate and truthful. If you find that you've made a mistake, admit it, apologize, and correct it. You should never post anything that is maliciously false.

Before posting a comment or responding to a blog, think before sending. If you are unsure about the effects of the post or other online action, you may wish to reach out to your supervisor or Human Resources for some assistance, particularly when unsure about a response to another associate or a client.

Use Your True Identity

When participating in any social media, we suggest that you be completely transparent and disclose your true identity for your personal protection. Additionally, when commenting on or promoting any Organization product or service on any form of social media, you must clearly and conspicuously disclose your relationship with the Organization to the members and readers of that social media.

Do not use your own personal online relationships or the Organization's network to influence polls, rankings, or web traffic. This is called "astroturfing" or "sock-puppeting" and is highly unethical. You are not to use the size and breadth of the Organization network to unduly influence polls, rankings, or web traffic where said traffic is a measure of success or popularity of a particular political opinion.

Manage Your Expectation of Privacy

Consistent with the Organization's Electronic Communications Policy, the Organization may access and monitor its Information Systems and obtain communications within the systems, including email, Internet usage, and the like, with or without notice to users of the system, in the ordinary course of business when we deem it appropriate to do so. As such, when using such systems, you should have no expectation of privacy with regard to time, frequency, content or other aspects of your use, including the websites you visit and other Internet/Intranet activity. The reasons the Organization accesses and monitors these systems include but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; and complying with legal and regulatory requirements.

Interact on Your Time

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager. Do not use Goodwill's email addresses to register on social networks, blogs or other online tools utilized for personal use.

EMPLOYMENT AT GOODWILL

WORK SCHEDULE

Your schedule will be established by your supervisor. The schedule that you were given prior to your hire is subject to change based on the business needs of the organization. Goodwill reserves the right to establish and alter the work schedules of all associates. We will do our best to give you as much advance notice as possible of any changes in your work schedule. It is expected that associates in many of our departments will work hours outside of traditional office hours to enable us to serve our customers.



Alternate Work Schedules

Goodwill understands that associates have personal commitments that require attention during traditional working hours. To better enable our associates to meet their on-going personal commitments and fulfill their commitment to Goodwill, alternate work schedules will be considered when feasible.

In all cases, alternate work schedules must meet the business needs of the organization. Once an alternate work schedule is appropriately approved, business needs may change. In the event that business needs change, or that the arrangement no longer works for the organization, the associate must work the hours required by the organization.

Goodwill reserves the right to establish all work schedules and has sole discretion to determine when to grant a request for an alternate work schedule. Examples of alternate work schedules include flex time, compressed work weeks, job sharing, etc.

Meal and Break/Rest Periods

All non-exempt associates working an eight (8) hour shift will be provided with an unpaid meal period of at least 30 minutes, as business needs permit. Non-exempt associates working less than an eight (8) hour shift may be allowed an unpaid meal period as business needs permit. The length of meal periods may vary according to business needs but range from thirty (30) minutes to one (1) hour in duration, as determined by location, department, and the requirements of the position. Associates are not required to work during their unpaid meal period and are under no obligation to remain on the organization premises during this period.

Other break/rest periods are not guaranteed, but may be provided, if business conditions allow. Check with your supervisor to determine the practice in your area.

The intent of providing break/rest periods and meal periods is to allow the associate a break from the routine of work. It is hoped that the associate will return from breaks/ meal periods refreshed and ready to again focus on work. Break/ rest periods may not be combined with meal periods, nor may associates use a break/ rest period to shorten the workday by arriving late or leaving early. Skipping meal periods during the workday to shorten the workday may not be done without the prior approval of an associate's manager and is generally discouraged.

Lactation Breaks

Lactation breaks are provided to accommodate a female associate's need to express breast milk for the associate's infant child. Non-exempt associates should combine their lactation break(s) with normally scheduled rest periods when applicable. If additional breaks are needed contact your manager. Goodwill will also provide the associate with the use of a room or other location for the associate to express milk in private, other than a bathroom. This location may be a private office, if applicable.

SCHEDULE ADHERENCE/ATTENDANCE

It is important that you be at work when scheduled. Failure to adhere to your work schedule places an additional burden on your co-workers, disrupts efficient operations, and can negatively affect customer service levels. Typically, we do not operate with extra coverage in our schedules, so if you are absent, leave early, or arrive late, you may also be inconveniencing your customers. Incidents of tardiness, absenteeism, leaving work early, or failing to return from lunch or break as scheduled can lead to disciplinary action, up to and including termination. We need to have you here as scheduled!

We expect you to notify your supervisor if anything prevents you from being at your workstation ready to work your assigned schedule. As soon as you become aware of the need to deviate from your schedule, let your supervisor know.

The minimum standard for notifying your supervisor of your absence or tardiness is 45 minutes prior to the start of your assigned shift. More notice is appreciated. Unless you have made other arrangements with your supervisor, you must call your supervisor each day of your absence. Text messages are not an acceptable form of communicating with your supervisor and should only be used in the event that you are unable to reach your manager.

Goodwill is committed to complying with all federal, state, and local laws providing you with the right to be away from work. All aspects of this policy will be interpreted and applied to ensure compliance with these laws. Any unscheduled absence, tardiness or other occurrence that is protected by federal, state or local law will not count against an associate under these attendance guidelines or otherwise. If you believe an absence or tardiness is entitled to legal protection, please contact Human Resources.

WORK STATUS

Many different types of associates are employed by Goodwill.

Regular Full-Time Associates: Associates who are regularly scheduled to work at least 30 hours per week.

Regular Part-Time Associates: Associates who are regularly scheduled to work fewer than 30 hours per week.

Temporary/As Needed Associates: Associates who are hired for a specific task or project, usually involving fewer than 180 days. Temporary associates are not eligible for Organization benefits.

Non-Exempt Associates: Associates who are eligible for overtime under the federal Fair Labor Standards Act and/or applicable state wage/hour laws. Non-exempt associates are entitled to an overtime premium for overtime work in accordance with state and federal law.

Exempt Associates: Salaried associates whose work duties exempt them from the overtime provisions of the federal Fair Labor Standards Act and any applicable state wage/hour laws.

An associate may change classifications only upon written notification by the Organization. There are no automatic conversions from one classification to another. Please speak to your supervisor if you have any concerns or questions about your classification.

COMPENSATION

As a new hire with Goodwill, you were offered, and accepted, a wage.

Goodwill will not discharge or in any other manner discriminate against associates or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another associate or applicant. However, associates who have access to the compensation information of other associates or applicants as part of their essential job functions cannot disclose the pay of other associates or applicant to individuals who do not otherwise have access to compensation information, unless the disclosure is (1) 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.

Associates working at government contracts: The base pay for your position is determined by the contract that you are working on. Each contract has an accompanying Wage Determination Rate, "WDR" that specifies the rate for each position.

Associates working on commercial and facilities-based contracts: Your initial pay rate is based on a number of factors including the position that you accepted, your education, previous related work experience, and skills and abilities. Once you are an associate at Goodwill, you may be eligible for performance-based merit increases. Typically, evaluations are completed prior to a merit increase. Associates typically receive evaluations based on a common review date. Ask your manager for more details.

Payday

The work week begins at 12:01 am on Sunday and ends at midnight on the following Saturday. Most associates use methods other than paper timecards to log time such as swiping cards into time clocks, logging onto computers, biometrics, etc. Clocking in and clocking out for another associate without management approval is a violation of organization policy and may result in disciplinary action up to and including termination. Check with your manager for details on how you should report your work time.

Payday for most Goodwill associates is alternate Fridays. The payment that you receive on payday is for the work that you performed during the previous pay period. Pay periods are two weeks long and end on a Saturday. Payday for work performed in any given pay period is the Friday following the end of the pay period.

Salary Advances

Advances on salary are not allowed. Any exception to this policy must be pre-approved in writing by the President and CEO.

Method of Payment

Unless otherwise required by applicable state law, Goodwill associates have the option of receiving their wages either by pay card or by having the funds directly deposited into a checking or savings account. Individuals who choose direct deposit may receive a paper check until their Direct Deposit is finalized.

Non-Exempt Associates

If you are a non-exempt associate, you must keep accurate records of the hours you work because your paycheck will be based upon this attendance record.

When recording time worked and meal periods, non-exempt associates should clock in or punch out for the following occurrences:

- Arrival at the beginning of the work shift
- Departure from their workstation for an approved meal period
- Return to their workstation from the meal period
- Departure from work at the end of their shift
- You are required to [punch out/record/indicate] whenever you leave the building for any non-business reason and during your meal period, regardless of whether you leave the premises.

Overtime

The nature of our business sometimes requires associates to work overtime. Overtime is paid to non-exempt associates for hours worked over 40 hours in a work week. Your supervisor will notify you when you are required to work overtime. We expect and appreciate your cooperation. We will try to provide you with advance notice of any overtime that will be required of you.

If you are a non-exempt associate, you will be paid overtime in accordance with state and federal overtime requirements. Time paid, but not worked during a payroll week, such as vacation, sick, etc., does not count toward the 40 hours worked for the purposes of overtime calculation.

Please remember you are not allowed to work overtime unless it has been authorized in advance by your supervisor. Working overtime without pre-approval may result in disciplinary action up to and including termination.

Ensuring Accurate Pay

It is our policy and practice to accurately compensate associates for all time worked and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must correctly record all of your work time and review your paycheck stub promptly to identify and report all errors. No one who is eligible for overtime should perform any work that is not authorized and recorded as work time. Failure to accurately record your time worked may result in disciplinary action, up to and including termination.

Review Your Pay Stub

We make every effort to ensure our associates are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any corrections necessary and process changes on the next regularly scheduled paycheck. We encourage you to review all the details of each of your pay statements to ensure accuracy. If you believe a mistake has occurred (including any improper deductions, under-reported hours of work or other error) or if you have any questions, please use the reporting procedure referenced under, “To Report Concerns or Obtain More Information about your Pay” contained within this section of the handbook.

Non-Exempt Associates Paid Hourly

If you are classified as a non-exempt associate (which means that you are eligible for overtime pay), you must maintain a record of the total hours you work each day. If your work time is not recorded accurately, notify your supervisor immediately. Every time that you are paid, you are encouraged to verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

You should not work any hours that are not authorized by your supervisor. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so. It is your responsibility to make sure that time is recorded so that you will be paid for it. Associates are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you perform that is not reported as work time. Any associate who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

It is a violation of Organization policy for any associate to falsify the recording of their work hours or to alter another associate's work time records. It is also a serious violation of the organization policy for any associate or manager to instruct another associate to incorrectly or falsely report hours worked or alter another associate's work time records. If any manager or associate instructs you to (1) incorrectly or falsely under- or over-report your hours worked, (2) alter another associate's time records to inaccurately or falsely report that associate's hours worked, (3) conceal any falsification of time-records, or (4) violate this policy, you should report it immediately using the reporting procedure referenced under "To Report Concerns or Obtain More Information about Your Pay" contained within this section of the handbook.

Exempt Associates

If you are classified as an exempt associate, you will receive a salary which is intended to compensate you for all hours you work. This salary will be established at the time of hire or when you become classified as an exempt associate. While it may be subject to review and modification from time to time, such as during performance evaluation review times, the salary will be a predetermined amount per pay period that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Your salary may be subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for major safety violations or significant infractions of important written workplace conduct rules.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full workweek in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary/involuntary deductions (such as garnishments, child support, etc.) contributions to a 401(a) or pension plan.

In any work week in which you performed any work, your salary will NOT be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness, vacation or disability, unless FMLA-protected.
- Your absence because your employer has decided to close a facility on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: It is not an improper deduction to reduce an associate's accrued annual leave, sick leave, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability.

To Report Concerns or Obtain More Information about Your Pay

If you have questions about deductions from your pay, you believe you have been subject to any improper deduction, or your pay does not accurately reflect your hours worked, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Payroll Department by phone (804) 745-6300 or email at payroll@goodwillvirginia.org during business hours of 8:30AM-5:00PM at 6301 Midlothian Turnpike, Richmond, VA 23225. If you are unsure of whom to contact if you have not received a satisfactory response within five business days after reporting the incident, please immediately contact the head of Human Resources.

Expense Reimbursement

Work related expenses incurred by associates should be approved by the appropriate supervisor prior to expenditure. Once approved expenses have been incurred, the associate should submit a request for reimbursement by completing an expense report. Each department has its own deadlines for submission of expense reimbursement forms.

Travel

Work-related mileage may be reimbursed. Goodwill has an extensive policy regarding travel reimbursement, Purchase Card use, and work-related expenses that can be charged to Goodwill. Please see your supervisor for more information prior to business travel for Goodwill or prior to incurring any expenses on behalf of Goodwill. The full policy can be found on GoodPoint, Goodwill's intranet site.

DRESS CODE

Associates are representatives of Goodwill. Goodwill considers appearance to be a reflection of the pride that we have in our organization, our jobs, and ourselves. It is important that each person report to work in attire that is neat, clean, and appropriate for the job requirements. Remember that this is a business environment and we should dress accordingly. Any associate reporting to work in dirty, torn, or inappropriate attire will be sent home to change.

Each department may have its own dress code that meets the needs of the associates working in that department. The list below includes clothing and accessories that are considered inappropriate for the workplace and should not be worn regardless of work assignment. The safety of associates is of paramount importance. This list also includes restrictions on clothing and accessories that are a result of sensible safety practices. See your department's dress code for additional information.

Associate Identification

For your safety, associate identification may be required to be worn at all times while at work and should be displayed at collar level. Associate Identification Loss or destruction of any GW issued items may result in a replacement charge. This may include but is not limited to: ID or name badge, access card, keys, uniform, etc.

Clothing/Accessories That May Not Be Worn

- Sweatpants of any type of fabric
- Dresses or skirts more than 3 inches above the knee
- Backless or low-cut garments, spaghetti straps, garments exposing midriff including, but not limited to, halter tops, tube tops, tank tops, muscle shirts, hip-hugger pants that do not meet shirt, etc.
- See-through fabrics including but not limited to mesh, gauze, etc.
- Form fitting garments or fabrics including, but not limited to stretch pants, leggings, Spandex®, Lycra® unless covered by a tunic length top.
- Loose pants visibly hanging below under garments
- Clothing that displays profanity (in any language) or obscene pictures/ gestures
- Bedroom slippers, scuffs. Footwear should be appropriate for the area in which the associate is working, and safety should be the primary consideration guiding shoe selection. For example, open-backed shoes, such as clogs, and open-toed shoes are not appropriate for production areas
- Headwear unless allowed for safety reasons or for religious reasons
- Excessive or inappropriate jewelry including, but not limited to, dangling earrings, necklaces, or bracelets, which could pose a safety hazard
- Tattoos that may be considered offensive to others for the business environment must be covered
- Excessive or dramatic makeup
- Generally, jeans are prohibited except on Casual Day (unless the department specific dress code allows jeans- check with your manager)
- Generally, shorts, culottes, and skorts are prohibited (unless the department specific dress code allows such attire- check with your manager)
- Fragrance should be kept to a minimum, as many associates and customers may have fragrance allergies

Casual Day Attire

While business attire is the expectation on workdays, Goodwill may opt to implement casual day on a day of the week, for example on Friday, or for other promotional events. To ensure associate safety, or due to departmental dress codes, some departments may not be able to participate in Casual Day. For example, there will be no casual day for areas wearing uniforms. The Organization has sole discretion to determine when casual wear is appropriate and which positions may participate.

When considering attire for casual day dress, we must remember that this is still a business environment. The items listed above as inappropriate for work remain inappropriate for work on Casual Days. Typical examples of appropriate business casual attire are khaki pants/ skirts, Capri pants, denim skirts, golf shirts, etc. Sound judgment should prevail.

PROMOTIONS AND TRANSFERS

Goodwill values its associates and is proud to promote from within when feasible. To best serve the organization, Goodwill reserves the right to place the best-qualified candidate, internal or external, in any open position.

Promotion

In making a determination regarding a potential promotion, Goodwill considers numerous factors including, but not limited to, the following:

- The candidate's knowledge, skills, abilities, and competencies
- Work record and performance
- Experience and training
- Supervisor's general evaluation
- Organization needs

Transfer

An associate must be performing satisfactorily in their current position to be considered for a transfer request. The determination of an associate's performance rating is decided solely by Goodwill management. Generally, an associate must have worked in their current position for a minimum of six (6) months before a transfer request will be considered. At any time, management may transfer associates from one job to another.

Goodwill does not discriminate in its employment practices, including, but not limited to promotions and transfers. Please see the section on Equal Opportunity and Non-Discrimination for details on our anti-discrimination stance. Contact your supervisor or Human Resources for details on the procedure for requesting a transfer, or view the policy online in Goodwill's Policy and Procedure Manual, found on GoodPoint, Goodwill's intranet.

LEAVING GOODWILL

While we hope that our associates will have a long, productive career with Goodwill, we recognize that this may not be the case. As mentioned earlier, your employment with Goodwill is "at will". This means that you are free to leave Goodwill at any time, for any reason, with or without notice. Goodwill reserves the same right to end your employment at any time, for any reason, with or without notice or cause. Associates leave Goodwill for a variety of reasons including the following:

Resignation

Should you find it necessary to leave us, we ask that you provide your supervisor with as much advance notice of your departure as you can so that necessary arrangements may be made. Your thoughtfulness will be appreciated. Ideally, we would like to receive at least two (2) weeks' notice for most positions with Goodwill. Managers, directors, and vice presidents are requested to give four (4) weeks' notice if possible. Please contact Human Resources prior to your departure so that Human Resources can provide you with information regarding your benefits. We value your input and want to hear about your employment experience at Goodwill.

Job Abandonment

We generally consider that an associate has abandoned their position with Goodwill if they fail to report to work and fail to call-in to notify the Organization of their absence from work for three (3) consecutive scheduled days. This event will be considered voluntary resignation by the associate.

Termination

Just as every associate is free to terminate their employment at any time, with or without cause and with or without notice, the Organization is free to terminate an associate's employment at any time for any or no reason, with or without cause and with or without notice.

Payout of Unused Accrued Time at Resignation or Termination

Federal Service Contract Associates

Vacation accrued but not yet taken will be paid to an associate upon termination. Unused Annual/Capital Campaign Day(s) received in exchange for a salary donation to Goodwill that comes from an associate's paycheck, are only paid out if an associate resigns/terminates subsequent to eligibility date to use said time. Other days off that may be awarded for any reason other than vacation or Annual/Capital Campaign as described above, are not paid out at resignation/termination.

Non-Federal Service Contract Associates

If the appropriate working notice is provided, associates that leave for reasons other than misconduct are eligible to receive any accrued but unused vacation.

Return of Organization Property

All Organization property must be returned to the Organization on the last day of employment including, but not limited to, keys, credit cards, security cards, phones, computers, and manuals. All materials must be turned into an associate's direct manager immediately. Associates may be financially responsible for property not returned.

RETURNING TO GOODWILL

Many associates return to Goodwill after a break in service. For example, an associate may need to stop working for personal reasons, may pursue education, may leave us for employment with another organization, etc. We welcome returning associates that left us in good standing. We will recognize previous organization service in certain situations. (Example: Service Awards if you were gone for less than 13 months.)

Credited Organization Service

Credited Organization Service is used as a basis to determine eligibility for certain Organization benefits. Goodwill considers the duration of an associate's continuous employment with the organization to be their credited organization service. For regular full-time and regular part-time Goodwill associates who remain continuously employed with Goodwill, it is the time between the associate's initial date of hire and the most recent date that the associate is in receipt of pay.

BENEFITS

BENEFITS AT GOODWILL

Goodwill provides certain benefits for eligible associates.

The descriptions of the benefits below merely highlight certain aspects of Goodwill's plans for associates' general information only. The provisions of the plans, including eligibility and benefits provisions, are contained in separate plan documents (which may be revised from time to time). Additionally, the plan documents are available for associates' review on GoodPoint, Goodwill's intranet, or you may contact Human Resources. **In the determination of benefits or other matters under each plan, the official terms of the plans shall govern over any informal description, including descriptions in this manual.**



While Goodwill intends to maintain these associate benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason. Associates who have questions regarding benefits, should contact Human Resources.

Health and Welfare Benefits

Federal Contract Associates

Benefits are offered to all associates working under a federal service contract regardless of number of hours worked. The amount of the benefit is determined by the average number of hours an associate works in the previous month.

Non-Federal Contract Associates

Not eligible for the above benefits.

401(a) Retirement Plan

Federal Contract Associates

Goodwill may offer a tax-deferred savings plan. Federal contract service employees are eligible to participate in the plan after one hour of service. Contributions to the plan are made by Goodwill and are totally discretionary.

Non-Federal Contract Associates

Not eligible for the retirement plan.

Associate Shopping Discounts

All Goodwill associates are eligible to participate in approved associate discount days unless such privileges have been revoked for abuse of the discount policy. Times of discount days are typically published in advance. An associate may be asked to show a valid organization ID to obtain the discount. Discounts are applied to purchases based on the current Associate Discount Policy. If you are an associate working in a retail store, you must follow the rules associated with associate discount days.

Corporate Discount Programs

From time to time, Goodwill will participate in agreements with vendors or other outside companies to arrange for discounts for our associates. Goodwill is not responsible for any disagreement between the vendor and our associate. We only offer this service to the extent that some of our associates may wish to participate in the discounted programs of these vendors. All Goodwill associates are eligible to participate in corporate discount programs. Goodwill takes no responsibility for an associate's unsatisfactory experience with these vendors. An associate should not expect any intervention by Goodwill or remediation from Goodwill for their dissatisfaction with vendors enrolled in the corporate discount program.

Short Term Disability Insurance

Federal Contract Associates

In the event of a non-worker's compensation injury, illness or disease, associate may be eligible for short-term disability if enrolled in a plan. For further details see Summary Plan Description or contact a Human Resources Representative.

Non-Federal Contract Associates

Not eligible.

Employee Assistance Program

Goodwill has established an Employee Assistance Program to help eligible associates and family members experiencing emotional, personal, financial, legal, or substance abuse problems. Associates and their families are encouraged to use the program voluntarily.

For more detailed information on the Employee Assistance Program, please contact Human Resources.

Health Benefits

Federal Services Contract Associates who work full-time or part-time are eligible for health benefits on the first of the month, after 30 days of continuous employment.

Medical and Dental Insurance

Eligible Associates are informed of the date they will become eligible for health and dental insurance during their onboarding with Talent Acquisition.

Please refer to the Summary Plan Description for detailed plan information. A copy of the SPD is available on GoodPoint, Goodwill's intranet site. Please see Human Resources if you have any questions or need further information.

Continuation of Health Benefits (COBRA)

The Consolidated Omnibus Reconciliation Act (COBRA) requires employers of 20 or more associates sponsoring group health plans to offer plan participants and their families the opportunity for a temporary extension of health coverage (called continuation coverage) at group rates in certain instances where coverage under the health plan would otherwise end. Specific individuals that may be eligible for COBRA are a covered associate's spouse, dependent children, and newborn or adopted children placed with a covered associate while on COBRA. Please contact Human Resources for more information about COBRA continuation coverage.

PAID TIME OFF

Unless applicable law provides otherwise, the scheduling and use of all paid time off (including, but not limited to, vacation, sick, holiday, personal days, annual campaign days, birth-related leave, parental leave, bereavement leave) is at all times subject to organization needs and conditions. This means that the accrual and/or use of any paid time off may be offered, suspended, or discontinued with or without notice at Goodwill's discretion subject to applicable laws.

Holiday Pay

Federal Contract Associates

- Holidays are specified in the federal contracts and vary by location. When a holiday falls on a non-workday, observance will be in accordance with the decision of each Federal work site and will be announced to all associates.
- Holiday pay is based on the average number of hours which an associate works per week. If an associate works on a scheduled holiday and does not receive another day off during that week, the associate will receive wages for the hours they work.
- Due to personnel shortages and additional work requirements experienced during holiday periods it is extremely important that all associates scheduled to work report for scheduled shifts. During holiday periods many associates request vacation time and the work week is shortened, limiting available hours and personnel to complete work assignments. For these reasons, absences during the week in which a holiday falls will only be excused if scheduled as vacation or the associate submits a doctor's statement. Repeated unexcused absences during holiday weeks will be cause for disciplinary action. Due to Contract requirements, there may be instances where work is required on holidays or weekends.
- Eligibility for holiday pay begins with employment.

Non-Federal Contract Associates

Holiday pay for regular part-time associates working at least 20 hours per week will be prorated based on scheduled hours. Recognized holidays are: New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas.

Vacation

Federal Contract Associates

- Vacation leave becomes available after one (1) year of continuous employment. Upon eligibility, vacation pay will be based on the average number of hours worked during the previous year. The established vacation period is from anniversary date (date hired as a federal contract associate) to anniversary date.
- As vacation time varies with Federal contracts, a Leave Schedule is posted at the worksite. Leave may not be carried over from year to year, if not taken, the remaining time will be paid out at the end of the year.

Non-Federal Contract Associates

Associates working a minimum of 20 hours per week are eligible for five (5) days of vacation after six (6) months of employment. Thereafter, five days of vacation is awarded annually on January 1. Any vacation not used in the calendar year in which it is awarded will be forfeited.

Accessing Vacation Time

Vacation leave should be requested at least three (3) days in advance. Vacation requests may be made in writing or electronically using the timekeeping system. No vacation may be taken without the written approval of the associate's supervisor.

LEAVES OF ABSENCE

Goodwill appreciates that our associates are typically dedicated to coming to work. However, we understand that there are times when our associates must be away from work.

Sick Leave

Under any circumstance, an associate must notify their manager within an hour of the associate's normal start time or as early as possible on each day of an illness, unless a leave of absence has been approved. Text messages are not an acceptable form of notification and should only be used in the event that you are unable to reach your manager.

Federal Contract Associates

If Executive Order 13706 applies to the contract, sick leave will accrue at one hour per every 30 hours worked, up to 56 hours of paid sick leave per year. Contact your manager for more information.

Non-Federal Contract Associates

- After three (3) months of employment, associates working at least 20 hours per week are given five (5) sick days to use the remainder of the year. Thereafter, five (5) days of sick leave per year are awarded on January 1 annually. Unused sick days may be rolled over into the next calendar year and used as personal days.
- Under any circumstance, an associate must notify their manager within 45 minutes of the associate's normal start time. Unless you have made arrangements with your supervisor you must call your supervisor each day of your absence unless a leave of absence has been approved.
- If you are on sick leave for three (3) or more business days, then you must present a certificate from your medical practitioner stating the leave was necessitated by your illness or injury, releasing you to return to work, and setting forth any restrictions or limitations on your ability to perform your job. If you are on sick leave for more than three (3) business days to attend to the illness of your spouse, parent or dependent child you must present a certificate from that person's medical practitioner stating leave was necessitated by that person's illness.

Bereavement Leave

Regular full-time and regular part-time associates who have completed one (1) month of continuous employment may be eligible for paid bereavement leave. In the event of the death of an immediate family member (defined below), at Goodwill's discretion, eligible associates may be granted up to a maximum of three (3) days off with pay to attend the funeral and to handle affairs associated with the death. The associate may be required to submit verification of death.

Full-time associates will be paid eight (8) hours and part-time associates working a minimum of 20 hours per week will be paid five (5) hours per day.

Associates may request additional time beyond that provided under this policy and, at the discretion of the Organization, the associate may be able to use available personal days or vacation time. If paid time off is not available, eligible associates may request an absence without pay or personal leave of absence.

Immediate family members are classified as: spouse, parent, sibling, children, parents-in-law, and grandparents.

Organ Donation Leave

An associate that requests leave in order to provide organ donation may be eligible for unpaid leave. Goodwill may grant (60) days of unpaid leave to an eligible associate participating in an organ donation. Additionally, an associate that is donating bone marrow may be granted unpaid leave up to (30) days.

Eligibility

To receive organ donation leave, the eligible employee shall provide written physician verification to the employer that (i) the eligible employee is an organ donor or a bone marrow donor and (ii) there is a medical necessity for the donation of the organ or bone marrow. As with FMLA, the associate must have been employed with Goodwill for the previous (12) month period with a minimum of 1250 hours worked.

Family and Medical Leave (FMLA)

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible associates for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or childbirth;
- To care for the associate's child after birth, or placement for adoption or foster care;
- To care for the associate's spouse, son or daughter, or parent who has a serious health condition;
- For a serious health condition that makes the associate unable to perform the associate's job.

The number of weeks available to an associate is calculated on a rolling basis, determined by measuring backwards 12 months from the date the leave begins. The amount of any FMLA time taken during the preceding 12 months will be deducted from the 12-week maximum allowable leave.

Military Family Leave Entitlements

- Eligible associates with a spouse, son, daughter, or parent on covered active duty or call to covered active duty status in the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or Regular Armed Forces for deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.
- FMLA also includes a special leave entitlement that permits eligible associates to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A "covered service member" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." Covered service members also include a veteran who was terminated or released from military service under condition other than dishonorable at any time during the five (5) year period prior to the first date the eligible associate takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness.
- The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of a "serious health condition" applicable to FMLA leave to care for a covered family member.

Benefits and Protections

- During FMLA leave, the employer must maintain the associate's health coverage under any "group health plan" on the same terms as if the associate had continued to work. Upon return from FMLA leave, most associates must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
- Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an associate's leave.

Eligibility Requirements

Associates are eligible if they have worked for a covered employer for at least one year and for at least 1,250 hours over the previous 12 months, and if at least 50 associates are employed by the employer within 75 miles of the associate's worksite.

Use of Vacation/Sick Time

Goodwill requires that associates on leave use paid time off. All paid time off, i.e. vacation, sick (if applicable), and personal day, must be used when the personal leave is granted. Once the leave is granted, any paid time-off used will run concurrently with the leave. Depending on the length of the approved leave and the amount of paid time off available, once the paid time is exhausted, the leave may continue on an unpaid basis. Check with your manager or Human Resources to determine available paid time accruals.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the associate from performing the functions of the associate's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An associate does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Associates must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Also, paid time will run concurrently with an associate's FMLA entitlement and does not extend the total amount of time off.

Associate Responsibilities

Associates must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the associate must provide notice as soon as practical and generally must comply with an employer's normal call-in procedures.

Associates must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the associate is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Associates also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Associates also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer's Responsibilities

Covered employers must inform associates requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the associates' rights and responsibilities. If they are not eligible, the employer must provide a reason for ineligibility.

Covered employers must inform associates if leave will be designated as FMLA-protected and the amount of leave counted against the associate's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the associate.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain or deny the exercise of any right provided under FMLA;
- Terminate or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An associate may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

Military Leave

If you are called to active duty in the U.S. military, Reserves, or National Guard, you are eligible for unpaid military leave of absence in accordance with state and federal law. Present your supervisor with a copy of your service papers as soon as you receive them.

During your absence, your length of service accumulates, and your benefits will continue as required by applicable law. Upon application within the appropriate time period after your date of discharge from military service, you will receive the then-current rate of pay and the then-current benefits.

Jury Duty or Court Appearance Leave

All associates will be granted leave for jury service or if subpoenaed to appear as a witness by a tribunal or court. We request associates to present a jury duty summons or documentation from the court or tribunal to their manager as soon as possible.

If an associate serves jury duty on a day on which the associate was scheduled for work, full-time and part-time associates will be paid his or her regular rate of pay for up to four weeks during the time they perform these duties. Associates will not be paid for this leave of absence time after four weeks. Temporary/As Needed Associates will not receive pay for jury duty. If excused by the court for the day without having to serve, associates are required to immediately report to work. Associates summoned to perform jury duty are expected to be at work on any day, (full or partial) that they are not required for active jury duty service, unless there is a prevailing state law that does not require them to report to work.

Associates will not be terminated, suffer adverse consequences, be threatened, or otherwise be coerced with respect to employment because the Associate receives a summons, responds to a summons, serves as a juror, or attends court for prospective jury service.

Authorized Absence Without Pay

An Authorized Absence Without Pay, as opposed to a leave of absence, Suspension with or Without Pay, or Program Interrupt for Program Participants allows an associate to request unpaid time away from work for a period not to exceed five (5) business days (Monday – Friday). Without fail, such requests must be approved by the associate’s immediate supervisor and Department Head. There are two types of approved Authorized Absences Without Pay:

1. **Associate Requested-** This type occurs when a regular full-time or part-time associate requests time off but is not eligible for a leave of absence and has no available paid time such as vacation, sick, or personal day to cover the occasion. An Authorized Absence Without Pay is not to be used or granted frivolously. It is a mechanism to allow associates to take care of unplanned situations when no other time off is available. An associate requested Authorized Absence Without Pay would be subject to approval based on business needs. Examples of an associate requested Authorized Absence Without Pay include an associate who has been employed for less than six (6) months and has a family emergency, a personal health issue, etc. Because of their short tenure with the organization, they do not qualify for FMLA and are not yet eligible for vacation.

All associate requests for authorized absence without pay must be submitted in writing to the immediate supervisor and must be authorized in writing by the immediate supervisor and Department Head. This request can be approved or denied by the supervisor and Department Head based on business needs. During any period of an Authorized Absence Without Pay, the associate will not be paid for any benefit days, including, but not limited to holidays.

If a regular full-time or part-time associate cannot return to work after five (5) business days (Monday-Friday) Authorized Absence Without Pay, the associate must either be put on a leave of absence, if eligible, or be removed from Goodwill’s employment rolls and, when ready to resume working, may reapply for available positions for which he/ she is qualified.

2. **Employer Requested-** This type of absence occurs when a regular full-time or part-time associate’s immediate supervisor assigns a non-exempt associate to take off without pay for total or partial shift for any such reason(s) as the Organization may deem appropriate for the efficient and/ or proper operation of the Organization.

ADMINISTRATION OF LEAVE

Notification Requirements

Associates are expected to supply supervisors with as much advance notice as possible for all unscheduled absences. The minimum notification requirement for an unscheduled absence is at least 45 minutes prior to the scheduled start of the work shift.

Vacation and other scheduled absences should be requested at least three (3) days in advance.

Tracking Paid Time Off

If you are requesting leave, whether it is leave with or without pay, submit a leave form (using the timekeeping system) to your supervisor who will authorize any leave taken. Leave slips should reflect the pay period in which the leave is to be taken and the leave should be noted in the time keeping system for all associates.

Rewards and Prizes

You may receive prizes and/or rewards for recognition during the course of your employment with Goodwill. Goodwill may offer cash or merchandise awards for a variety of reasons such as achievement of tenure milestones, recruitment bonuses, safety suggestions, and performance awards. These prizes and awards may be subjected to state and/or federal tax deductions.

Length of Service Awards

Goodwill wishes to recognize the service of long-term associates. Regular full-time and part-time associates who voluntarily resign their position and who have been employed by Goodwill for at least ten (10) years of service may be eligible to receive a one-time cash award as set forth below upon termination of employment:

| AGE | YEARS OF SERVICE | CASH AWARD | TO COMMENERATE SERVICE |
|------------|------------------|------------|---------------------------------------|
| Minimum 60 | 10-14.9 | \$500 | Clock (order through Purchasing Dept) |
| Minimum 60 | 15-19.9 | \$750 | Clock (order through Purchasing Dept) |
| Minimum 60 | 20+ | \$1000 | Clock (order through Purchasing Dept) |

YOUR SAFETY AT GOODWILL

We take your safety very seriously. We expect you to do the same. We have found that many accidents could have been avoided if our associates were paying close attention to the task at hand. With an alert safety attitude, you can help eliminate painful and costly accidents. You can help by:



- Keeping work areas clean and clear.
- Reporting hazards or unsafe conditions to your supervisor.
- Smoking ONLY in designated areas.
- Reporting all injuries, however minor, to your supervisor immediately.
- Walking and not running in all buildings.
- Keeping aisles clear.
- Never performing a job that you feel is unsafe. Report such situations to your supervisor immediately.

Your supervisor will inform you of any additional safety rules that apply to your particular job or work location.

Safety guidelines are posted on a “Safety Board” in every Goodwill location. These guidelines will provide direction to associates and supervisors regarding many safety situations. To view a copy, ask your supervisor, find the safety board in your location, or review the safety policy on GoodPoint, Goodwill’s intranet site. Please take the initiative to ask questions of your supervisor.

ACCIDENTS ON ORGANIZATION PREMISES

Any accident that occurs on Organization premises be it that of a guest or of an associate, should be reported immediately to your supervisor. For your own safety and the safety of our guests, please do not attempt to give medical aid to an injured guest or fellow associate unless you have been trained to do so. Seek the assistance of a supervisor and call 911 if warranted. In addition, please remember that only the supervisor can answer questions about the Organization’s liability to injured guests. Please direct those asking questions to a supervisor.

If an associate is injured on the job, they may be entitled to worker’s compensation benefits. The Organization carries workers’ compensation insurance and will assist associates in obtaining all benefits to which they are legally entitled. If you are injured while working, please report it immediately to your supervisor, no matter how minor the injury may be. Failure to timely report workplace injuries or illnesses may result in a denial of workers’ compensation benefits.

If your work-related injury requires a leave of absence, this leave may count toward your annual Family and Medical Leave, if you qualify for leave under those programs.

DRUG-FREE WORKPLACE

The Organization is committed to protecting the safety, health, and well-being of its associates, clients, and all people who come into contact with its associates, workplaces, and property, and/or use its services. The Organization recognizes that drug and alcohol abuse pose a direct and significant threat to this goal, and to the goal of a productive and efficient working environment in which all associates have an opportunity to reach their full potential. The Organization therefore is committed to ensuring a substance-abuse-free working environment for all of its associates and underscores that commitment through implementation and enforcement of this Substance-Abuse-Prevention Policy.

Scope and Applicability

This Policy applies to all associates, including all management associates, and – as appropriate and relevant – to all job applicants.

Drug and Alcohol Prohibitions

Drug Abuse

The Organization strictly prohibits the possession, use, sale, attempted sale, purchase, attempted purchase, conveyance, distribution, transfer, dispensation, cultivation, and/or manufacture of illicit drugs or other intoxicants at any time, and in any amount or any manner – as well as the abuse/misuse of alcohol and prescription drugs.

“Illicit drugs” includes all drugs, narcotics, and intoxicants for which possession or misuse is illegal under federal law and includes prescription medications for which the individual does not have a valid prescription. The deliberate use of prescription medications and/or over-the-counter drugs in a manner inconsistent with dosing directions, and in a manner, which may result in impairment, is considered illicit drug use. In addition, the use of chemical intoxicants for other than a legitimate and therapeutic purpose is considered illicit drug use.

Alcohol Abuse and Misuse

The Organization recognizes the enormity and severity of the alcohol-abuse problem in American society and in American workplaces. The Organization therefore prohibits the abuse, misuse, or possession of alcohol while working, present on the Organization’s premises (defined as all buildings, facilities, and property – including parking areas – owned or leased by the Organization, and all places where the Organization conducts business, including client facilities), or representing the Organization at any time and in any way.

The Organization also prohibits the use of alcohol, or the possession of opened containers of alcohol, by associates operating Organization-provided vehicles, or operating any other vehicle while on Organization business. Moreover, the use or abuse of alcohol off-the-job which could impair, to any extent, performance on-the-job, will be considered a violation of this Policy.

Notwithstanding the foregoing, the Organization’s executives may occasionally authorize alcoholic beverages at approved Organization functions at designated sites. In those situations, an associate may consume a moderate amount of alcohol, provided that the associate’s conduct and demeanor remain business-like and professional at all times, and provided further that the associate does not thereafter drive or otherwise engage in any activity which could be hazardous if the alcohol consumed impaired or affected the associate’s ability to perform those activities, and does not otherwise engage in conduct which would reflect detrimentally on the Organization.

Use of Prescription Medications

Associates who use prescription and/or over-the-counter medications – that the associate or their health-care provider believes may impair the associate’s ability to perform their job responsibilities safely – are responsible for notifying their immediate supervisor or the Human Resources Department so that steps can be taken to minimize the safety risks posed by such use. Associates may be asked to obtain a doctor’s certification that the associate can safely perform the responsibilities of their position. Any information the Organization may learn about an associate’s health or medicines will be treated as confidential and will be shared with Organization personnel only on a need-to-know basis.

Discipline

Associates in violation of this Policy will be subject to disciplinary action, up to and including termination, including for a first offense. Job applicants who test positive will be denied employment. In circumstances which warrant it, the Organization also will notify law enforcement and will fully cooperate with any resulting investigation and prosecution.

Associate Assistance

The Organization strongly encourages associates who believe that they have a problem with alcohol or drugs – legal or illegal – to seek assistance. For those associates who self-identify a substance-abuse problem to the Organization, sources of help may be provided. The associate will be referred for a medical assessment, possible counseling and rehabilitation, and possible re-testing during and after rehabilitation, and would – at the Organization’s sole discretion – be subject to continued employment.

Drug and Alcohol Testing

Associates may be subject to drug and/or alcohol testing as a condition of continued employment as directed by the Organization, at its sole discretion. This includes, but is not limited to, drug and/or alcohol testing: (1) on a for-cause basis; (2) as part of a post-incident investigation; (3) during and post-rehabilitation, including return-to-duty testing; (4) on a universal, neutral random-selection basis; (5) as contractually required by the government or clients and/or (6) as otherwise deemed necessary and appropriate by the Organization. An associate's refusal to submit to testing; failure to fully cooperate in the testing process; attempt to tamper with, substitute for, adulterate, dilute, or otherwise falsify a test sample; and/or any other conduct which would intentionally prevent or compromise a valid test result will be considered insubordination and will result in termination of employment.

Consequences of a Positive Test

If a positive test result is received, the Medical Review Officer (MRO) at the testing facility will attempt to contact the associate. If a possible medical reason exists, then the MRO will attempt to verify this information. If verification is received, then Goodwill is notified only of a negative test. If the testing facility is unable to contact the associate, or if verification is not received then Goodwill will be notified of the positive test result.

An associate who tests positive for drugs or alcohol may be given the choice of termination or participation in a rehabilitation program guided by Goodwill’s Employee Assistance Program provider.

A positive test result will result in a termination of an associate’s employment if the associate declines to participate in the designated Employee Assistance Program sessions, counseling, substance abuse programs, or any other programs or services deemed necessary by the Employee Assistance Program. Individuals will be given 48 hours (excluding weekends and holidays) to contact the Employee Assistance Program to schedule the first appointment after meeting with an HR Representative. Additionally, the referred associates will be given 72 hours to make an appointment with any agency for which they are referred to by the Employee Assistance Program. Human Resources should be immediately notified if there is any problem in contacting the Employee Assistance Program or any recommended agency or facility.

Any individual who fails to make and keep ALL appointments with the Employee Assistance Program and/or any other rehabilitation agency to which they are referred will be subject to immediate termination.

Goodwill may contribute to the cost of up Employee Assistance Program sessions. Otherwise, treatments with the Employee Assistance Program or other service agencies will be at the expense of the individual. Goodwill is not responsible for any costs outside of what they agree to supplement based on policy at the time of Employee Assistance Program appointments.

Once a positive test result is received, the individual is subject to testing(s) for one year without notice. A second positive test result within the two years for a prohibited element will result in immediate termination.

Searches

When the Organization has any reason to believe that an associate is violating any aspect of the Drug Free Workplace Policy, he or she may be asked by the Organization to submit immediately to a search or inspection. Such a search or inspection can be required at any time (including during breaks and meal periods) while on Organization premises, representing the Organization, or at worksites where the Organization conducts operations.

This includes a search of an associate's person and/or the requirement that the associate make their desk, workstation, storage locker, briefcase, purse, pockets, wallet, personal belongings, vehicles, accommodations, and/or any other property that they use, have access to, and/or have control of, available for inspection.

Any property provided by the Organization, or its customers, to an associate is provided with only a temporary license of use and/or access, and then only relative to the appropriate performance of the associate's work responsibilities. Such license is specifically subject to the condition that the associate must, on request, grant access to the property for inspection and search. The Organization reserves and retains the right to remove any lock or other device securing the property, as necessary and/or appropriate.

Entry on to the Organization's premises or worksites constitutes a consent to searches and inspections.

An associate's refusal to consent to a search or inspection when requested by the Organization constitutes a violation of this Policy and – as with other violations of this Policy – is grounds for adverse employment action, up to and including termination of employment.

General Responsibility

Substance-abuse prevention is everyone's responsibility. Goodwill expects all of its associates to recognize and accept this responsibility, and to do their part in assuring that – working together – we can achieve and maintain a substance-abuse-free working environment for all Goodwill associates.

Drug Convictions

Because GSI is a federal contractor, associates are required to report all drug related convictions to their manager within five (5) days of the conviction. An associate's manager will report the conviction to Goodwill's Facility Security Officer and the contracting agency within ten (10) days. Based on the findings, the associate's employment with Goodwill on specific contracts may be terminated.

Other Convictions

GSI associates are required to report all other convictions to their manager within ten (10) days. Once reported, the associate's manager will report the information to Goodwill's Facility Security Officer and the contracting agency. In conjunction with Human Resources, and based on the severity of the conviction, a decision will be made that may result in termination based on contract requirements or Goodwill policy.

EMERGENCY CONTACT INFORMATION

You will be asked to provide us with emergency contact information. While we hope that it will never be necessary to contact your designee in the event of an emergency, we want to be prepared for the worst-case scenario, rare though it may be. Don't forget to notify us of changes in emergency contact information when they occur so that we can contact someone to assist you should an emergency occur.

WORKERS' COMPENSATION

If you are injured on the job or become ill as a result of the work environment, you may be entitled to worker's compensation benefits. The Organization carries workers' compensation insurance and will assist associates in obtaining benefits to which they are legally entitled. If you are injured while working, please report it immediately to your supervisor, no matter how minor the injury may be. In the absence of your supervisor, contact your department head, Human Resources, or Goodwill's Risk Manager. Failure to timely report workplace injuries or illnesses may result in a denial of workers' compensation benefits.

If your work-related injury requires a leave of absence, this leave may count toward your annual Family and Medical Leave, if you qualify for leave under that program.

IF YOU DRIVE FOR US

Driving Record

Goodwill is committed to ensuring that associates who have driving responsibilities do not place the Organization, other associates, or members of the general public at risk. In keeping with this policy, Goodwill requires associates with driving responsibilities to have a valid local state driver's license and to maintain safe driving records as a condition of employment and continued employment. Individuals who fail to maintain such driving records may become unsuitable for their positions. In such cases, the Organization reserves the right to discipline or terminate associates with driving responsibilities whose driving records become unsatisfactory.

An applicant or associate will be considered to have an unsatisfactory driving record if the driving record indicates one (1) or more serious moving violations. An applicant or associate will be considered to have an unsatisfactory driving record if the Organization's and/or the applicant's or associate's insurance carrier(s) refuses to continue to ensure the applicant or associate or agrees to continue to insure the applicant or associates only for an increased premium.

To verify an individual's driving status, the Organization may require associates or job applicants to furnish all or portions of their driving record from the Department of Motor Vehicles or may ask them to sign any necessary authorizations to request records directly from the Department of Motor Vehicles. Subject to any limitations imposed by state and federal law, individuals must cooperate fully with any request for records or request for an authorization to seek such records from an appropriate agency or entity.

Proof of Insurance

Associates with driving responsibilities must provide proof of insurance and a Certificate of Liability providing the insurance carrier will notify the Organization if there is any modification to the associate's insurance coverage, including, but not limited to, cancellation of coverage. Associates who fail to comply with this requirement will be subject to disciplinary action, up to and including termination.

Driving for Organization Business

From time to time, you may be required to drive as part of your job. For your own safety and the safety of others, if you are asked to drive on Organization business, the Organization requires that you have a valid and current driver's license and that you carry legally mandated automobile insurance. Prior to beginning any business-related travel, you must notify your supervisor if you do not have a valid and current driver's license or automobile insurance so that your supervisor can make other travel arrangements. This policy does not apply to your regular commute to work.

Associates who operate a motor vehicle on organization business and/or organization time, whether operating an organization vehicle or personal vehicle, will be personally responsible for any and all tickets or fines (including but not limited to parking and moving violations).

Mobile Phone Usage While Driving

Associates must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving on Organization's business or on Organization's time. Accordingly, associates must not use mobile phones or other smart devices to call or text while driving. Should an associate need to make a business call while driving, they should locate a lawfully designated area to park and make the call or use a hands-free speaking device.

Notice of Suspension or Revocation of License – or – Cancellation or Modification of Liability Insurance

Any associate whose duties include driving has a significant responsibility to Goodwill and the general public to operate any motor vehicle in a safe and appropriate manner that conforms with all applicable traffic and safety laws. The associate also must at all times maintain the levels of liability insurance required by law. Goodwill, in turn, has responsibilities to associates, the general public and its insurance carrier with respect to associates whose duties include driving.

To fulfill these responsibilities, Goodwill requires associates with driving responsibilities to inform their Manager and Director of their division within 24 hours if the associate's driver's license has been suspended or revoked or if the associate's liability insurance has been canceled or modified in any manner. Associates who fail to comply with this requirement will be subject to disciplinary action, up to and including termination.

ASSOCIATE PARKING

In order to ensure safe traffic flow, adequate parking for associates and visitors, and help preclude damage to parked vehicles, Goodwill, at its discretion, may choose to designate areas dedicated to associate parking. Associates are required to park in designated parking areas. If requested, associates are required to provide the license plate number of any vehicle that they may park on Goodwill property.

Goodwill accepts no liability for vehicles parked on our property or the contents of said vehicles.

SMOKING

Smoking is not permitted in any of our facilities. All tobacco and nicotine related products with the exception of nicotine infused chewing gum products are limited to use only in designated smoking areas at all of our facilities. Tobacco and nicotine related products include, but are not limited to, cigarettes, e-cigarettes, vaping devices, cigars, pipe smoking, snuff, chewing tobacco, etc. Associates are expected to safely dispose of all such products in designated receptacles.

FOOD AND BEVERAGES

No food or drink will be permitted in the plant area or on the retail sales floor without approval of management. Packaged snacks and beverages in covered containers are generally allowed in offices.

Lunchrooms and break rooms are provided to accommodate the consumption of food. Many break rooms on Goodwill property are stocked with microwaves and/or refrigerators to accommodate associate needs.

Some program participants are on restricted diets. Therefore, associates are not to provide food or beverages to program participants without obtaining approval from the appropriate Manager.

EMERGENCY CLOSURES

In the event that one of Goodwill's facilities should experience an all-day closure, early closure or late opening due to an emergency situation, such as inclement weather, the time off from scheduled work will be unpaid. However, with supervisory approval, associates may use available paid leave time, such as unused sick or vacation benefits.

Unless applicable law provides otherwise, the scheduling and use of all paid time off (including, but not limited to, vacation, sick, personal days) is at all times subject to organizational needs and conditions. This means that the accrual and/or use of any paid time off may be offered, suspended or discontinued with or without notice at Goodwill's discretion subject to applicable laws.

INCLEMENT WEATHER

Goodwill offers the IRIS Alert systems at many of its locations. If you work in a covered area and have elected to participate in the IRIS alert system, you will be notified of serious weather conditions in your area. Due to the varying requirements, all associates should check with their supervisors when inclement weather is in the forecast. Goodwill associates should monitor designated radio and TV stations for announcements of work closing. Managers should attempt to contact associates as media postings can be delayed. However, it is your responsibility to confirm the status of your work location, i.e. closure or delayed opening.

THE LAST WORD

You've joined an organization that's driven by core values and focused on changing people's lives. Whether you're handling donated goods, serving customers in the retail environment, providing services to job seekers or to our government contract clients, or serving in a role that supports the organization, you are integral to delivering our mission.

Take pride in your work and take advantage of the many opportunities to learn and grow with Goodwill. Thank you for helping to change lives every day through the power of work.

NOTES

NOTES

GOODWILL ASSOCIATE HANDBOOK

ACKNOWLEDGEMENT

Please read this page, complete the information at the bottom of this form or on the Training and Policy Acknowledgement form, sign it and return it to the leader of your orientation session or the Office of Human Resources.

- I have received a copy of the Goodwill Associate Handbook. I understand that the Handbook is not a contract for employment. I understand that I should contact Goodwill's Human Resources office for additional information regarding the information in the Handbook.
- I understand that I am employed on an "at-will" basis, which means that I can terminate my employment at any time, for any reason, and likewise, Goodwill can terminate my employment at any time, for any reason, with or without notice.
- I understand that nothing in the Handbook in any way changes my at-will status. I understand that no representative of the Organization is authorized to provide any associate or associates with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or agreement is in writing and signed by Goodwill's President and CEO.
- I understand that the Handbook does not contain every policy or employment practice of Goodwill. I further understand that this Handbook supersedes any and all prior communications, handbooks, memoranda, and notices I may have received regarding the topics covered therein.
- I understand that Goodwill in its sole discretion may make changes to the Handbook at any time, without notice.
- I understand that it is my responsibility to become familiar with and follow Goodwill's practices set forth in the Handbook.
- I understand that my violation of any policies and procedures contained in the Handbook is grounds for immediate disciplinary action, up to and including termination.
- I understand because of the nature of the work that we do at Goodwill, we are subject to frequent oversight by external auditing bodies such as CARF, Ability One, the President's Committee for Purchase from People Who Are Blind Or Severely Disabled, US Department of Labor, etc. My file may be reviewed by agents acting on behalf of these oversight bodies or other auditors. This serves as authorization to allow review of my file by auditors for the purposes of oversight and compliance.

A reproduction of this acknowledgement appears at the back of the Associate Handbook for your records.

Associate's Signature

Associate's Printed Name

Position or Title

Date

Department

This page is intentionally blank.

