

Goodwill

Industries of Northeastern PA



EMPLOYEE HANDBOOK

November 2017

GOODWILL INDUSTRIES OF NORTHEASTERN PENNSYLVANIA

“EMPLOYEE HANDBOOK”

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Employee Acknowledgement of “Employee Handbook” and Responsibility for its Contents

Each employee receives a copy of the handbook, which outlines the personnel policies, procedures, practices and benefits. In addition, a copy of this handbook is available for review by employees at all Goodwill Industries of Northeastern Pennsylvania locations.

It is your responsibility to familiarize yourself with these policies and procedures. If you have any questions or suggestions for changes, see your immediate supervisor, Program Director, Human Resource Director, CEO or President.

This handbook contains confidential information to be used only by employees of Goodwill Industries of Northeastern Pennsylvania and photocopying of any portion of this handbook without proper authorization is strictly prohibited.

Goodwill Industries of Northeastern Pennsylvania reserves the right to change any of the policies, procedures, practices or benefits in this handbook at any time with or without notice.

I hereby acknowledge that I have received Goodwill Industries of Northeastern Pennsylvania’s “Employee Handbook” containing the policies and procedures of the agency. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures of this handbook and that I have the opportunity to ask questions about any policy or procedure in this handbook that may be unclear to me by contacting my immediate supervisor or the Human Resource Director. I also understand this is a handbook of policies and procedures of Goodwill Industries of Northeastern Pennsylvania and is not an employment contract.

Employee Name (please print)

Employee Signature

Date



Section A.

Welcome to Goodwill

WELCOME TO GOODWILL!

Goodwill Industries of Northeastern Pennsylvania is a company with a special mission and a unique approach to reaching that mission. We exist as a non-profit organization to provide employment and training opportunities for people with disabilities and disadvantaging conditions within our own organization and within the community at large.

As an employee of Goodwill Industries of Northeastern Pennsylvania, you can feel proud of the role you play in supporting this goal. Regardless of whether you are a part of our support personnel or professional staff, each and every employee has an equally important responsibility in carrying out our mission. Each one of you is a voice in educating the public by helping to eliminate prejudices and stereotypes about the abilities of people with disabilities and disadvantaging conditions to be contributing members of our community.

Please be advised that this handbook provides you with basic information you need to begin your duties and responsibilities as an employee of Goodwill Industries of Northeastern Pennsylvania here in after referred to as “Goodwill.”

After you read this handbook and become more familiar with its contents, please feel free to discuss questions with your supervisor or the Human Resource Director.

Goodwill views you as a valuable asset to this company. We look forward to the many contributions you will make to the success of Goodwill.

Sincerely,

Gerald T. Langan
President

DISCLAIMER

This manual is the agency's current employee manual and all prior manuals are void.

This document is not a contract of employment. Any individual may voluntarily leave employment upon proper notice, and may be terminated by the employer at any time for any reason. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee. The contents of this handbook are subject to change at any time at the discretion of the employer.

The foregoing personnel policies are not a binding contract, but a set of guidelines for the implementation of personnel policies. The employer explicitly reserves the right to modify any of the provisions of these policies at any time and without notice. Notwithstanding any of the provisions of these policies, employment may be terminated at any time with or without cause.

QUALIFICATIONS FOR NEW HIRES

It is the policy of Goodwill to maintain a safe and healthy work environment and to promote physical, social and psychological wellbeing of its employees. To achieve this, Goodwill will establish a general practice to conduct previous employment and criminal history background checks. An individual who is considered for employment must sign a Background Check Authorization Form, which provides permission for the agency or its assignee to conduct a background check that includes previous employment, criminal history, and driving record (when applicable). If the individual fails to provide the agency with a signed Background Check Authorization Form, the individual will be considered to have voluntarily withdrawn the application for employment.

All staff regardless of “Licensed” or “Unlicensed” Program must:

- Prior to employment, potential staff will be required to provide proof they meet the minimum age requirements of 18 years of age.
- Possess a valid driver’s license if applicable to that program.
- The agency will verify criminal history by completing all of the appropriate background checks, per division, which will include: Pennsylvania Criminal History Check, Child Abuse, FBI, List of Excluded Individuals and Entities (LEIE), SAM, and DPW Mediceck which are completed initially and bi-annually thereafter.
- Pre-Service and training may vary depending on division requirements.

PHILOSOPHY OF GOODWILL

Goodwill believes every individual in the community has a right to be exposed to opportunities, freedom of choice, participation in community life and self-directness to achieve the same quality-of-life factors that are necessary to all people for self-fulfillment.

Goodwill also recognizes that work forms the cornerstone of life. The workplace plays a critical role in enabling each of us to participate in the community, build our self-esteem, alleviate and minimize social disorders and provide with us the economic and social opportunities to control our lives, while becoming positive, interdependent members of the community.

Goodwill is committed to providing services for people with disabilities and other barriers to employment to expand their vocational opportunities and occupational capabilities. Goodwill also provides individuals with the skills to identify their wants and needs and then make informed choices and decisions about their future.

Your Responsibility

As an employee, you play an active part in carrying out this mission. As such, your attitudes and philosophy about the people we serve need to reflect this company's belief that individuals with disabilities and other barriers to employment are a valuable resource to the workforce and that they have a right to full participation in all activities.

Our business provides opportunities for individuals to learn skills that will ensure these opportunities occur. A very powerful way to learn new skills is through modeling the behavior of those around us. We expect that as an employee, your work performance, behavior and attitudes will set a good example for others to follow at work and in the community.



Section B.

General Information About Your Employment

ATTENDANCE AND PUNCTUALITY

Your attendance on the job is very important to the operations of Goodwill. Punctuality and an excellent attendance record are expected by all employees as in dependability and reliability. Unsatisfactory attendance, for whatever reason, will result in disciplinary action up to and including termination of employment. Poor attendance also has an adverse impact on consideration for promotions and reassignments.

If you are unable to report to work as scheduled, you are required to notify your supervisor as soon as possible before your scheduled start time, but should not be later than two (2) hours before the employee's starting time, except in an emergency. It is imperative that you speak to your supervisor directly when reporting off from work. Text messages will not be considered an acceptable method for calling off from work under any circumstances and will be counted as a no call, no show. Notification should be repeated each day of absence, unless your supervisor and/or the President and/or CEO have approved other arrangements.

In the event that you fail to call off from or report for your scheduled shifts for three consecutive shifts, you will be considered to have abandoned your job and voluntarily resigned.

You are also expected to arrive on time and remain at work for your entire scheduled shift except for authorized absences from work, such as meal periods and company business. Personal appointments must be scheduled around your work hours. When this is not possible, prior approval must be obtained from your supervisor. Failure to obtain prior approval will result in disciplinary action up to and including termination of employment.

Excessively calling off, arriving late or leaving early (considered to be three (3) or more times within a thirty 30 day period) is considered unacceptable.

Violation of this policy will result in disciplinary action up to and including termination of your employment.

COMMUNICATING EMPLOYEE CONCERNS

Goodwill advocates for the professional and personal development of all individuals toward their highest potential. Therefore, the agency is committed to discharging its duties in personnel and program administration, assuring fair practice in all operations, without regard for age, race, color, sex, religious creed, national origin, ancestry or disability. In addition every reasonable accommodation will be provided for employees/clients with disabilities.

CIVIL RIGHTS GRIEVANCE PROCEDURES

Policy and Purpose: It is the policy of Goodwill to promote fair and equitable treatment for all employees, program participants and their families. Goodwill encourages that all questions or concerns be addressed to their immediate supervisor as soon as the issue arises. The purpose of this grievance procedure shall be to provide a method for complaints to be filed in an orderly manner so that the proper authorities can review and, as appropriate, resolve such matter fairly and in a timely manner.

Coverage: All employees/participants of Goodwill shall have the right to file grievances through the appropriate procedures outlined as follows:

STEP 1 - An employee, program participant and/or family grievance shall first be discussed orally with the immediate Supervisor and /or Regional Director within ten (10) days of the occurrence giving rise to the grievance. The immediate Supervisor or Regional Director must meet with the employee, program participant and/or family in this matter and render a decision within five (5) working days of notification of the grievance. If this discussion fails to resolve the grievance, the employee, program participant and/or family can move to the next step.

STEP 2 - Within five (5) working days from receiving a final written and dated Decision from the first step of the grievance process, the grievance shall be presented in writing to the President and/or CEO. The President and/or CEO shall answer the grievance within five (5) working days of the receipt of the grievance. If this decision fails to resolve the grievance, it may be processed to the next step. A written and dated decision will be on file.

STEP 3 - The decision of the President and/or CEO may be appealed in writing to the Board of Directors. The appeal must be filed within five (5) working days after receiving the President and/or CEO decision to the employees, program participants, and/or family's grievance. The Board of Directors may conduct a hearing and /or investigate the matter as deemed appropriate and shall render their decision fifteen (15) working days of receipt of the grievance. Such decision will be final.

If the Civil Rights Grievance Procedures for Goodwill fails to adequately resolve an employee's/ participant's discrimination complaint, the employee will be informed that they may file their complaint with any of the following:

**PA Human Relations Commission
River Front Office Bldg.
1101-1125 South Front Street 5th Fl.
Harrisburg PA 17110
Tel: (717) 787-4410
Fax: (717) 787-0420
Fax: (717) 772-4340**

**Department of Public Welfare
Bureau of Equal Opportunity
Room 223 Health & Welfare Bldg.
P.O. Box 2675
Tel: (717) 787-9695
Fax: (717) 772-4366**

**U.S. Dept of Health & Human Services
Office of Civil Rights
Suite 372 Public Ledger Bldg.
150 S. Independence Mall West
Philadelphia PA 19106-1911
Tel: (215) 861-4441
Fax: (215) 861-4440**

**DPW Bureau of Equal Opportunity
Northern Regional Office
Rm. 331 Scranton State Office Bldg.
100 Lackawanna Avenue
Scranton PA 18503-1923
Tel: (570) 963-4342
Fax: (570) 963-3370**

CONFIDENTIALITY

Goodwill maintains strict control over the entrance to any of its buildings or properties, financial records, client services records, personnel files, and medical documentation. All information concerning Goodwill employees and persons served is treated with confidentiality in conformance with state and local regulations and standards.

As an employee of Goodwill, you may have access to confidential information. It is to be understood that any information of a personal and confidential nature is not to be discussed outside of the organization or with anyone unauthorized within the organization. This could include payroll, personnel files, contracts, protected health information, etc. This agreement is not limited to the list above and pertains to any confidential information. It is also to be understood that any breach of this agreement will be treated as misconduct and will result in disciplinary action up to and including termination.

HIPAA

Goodwill respects your privacy and will protect your health information responsibly and professionally. We are required to maintain the privacy of your health information. Goodwill will only disclose health information for treatment, payment or health care operations. All other disclosures to any person or agency will need prior consent from the employee, client or patient. Staff must check with their immediate supervisor before disclosing any health or personal information. Any employee violating this policy will be subject to disciplinary action up to and including termination.

EMERGENCY/HAZARDOUS WEATHER

Goodwill recognizes that, although extremely rare, there may be a time when it is necessary to close or delay operations due to hazardous weather conditions. The President and/or CEO will determine if the agency will have reduced hours of operations. A phone chain list has been put into place to properly notify all supervisors in the event this should happen. It is then the responsibility of the supervisors to notify all of their staff.

Due to the large geographical location our agency covers, Store Managers and off-site Program Directors will have the responsibility to contact the Retail Director and Mission Programs Director, respectively, concerning opening, delaying or closing their locations, depending on the condition of the weather in their area.

Please note that due to the nature of care we provide in our Residential Program, our community living arrangements do not close under any circumstances and our Residential Program Workers are always responsible for arriving to work for their scheduled shifts in the safest manner possible.

HOURS OF OPERATION

General office hours of operation are: 8:30 a.m. to 4:30 p.m., Monday through Friday.

Goodwill Retail Store, Donation Center, and Adult Day Program hours of operation vary depending on location. Please consult with your store manager for the scheduled days of operation for your specific location.

In that all residential homes operate on a 365-day, seven days per week, twenty-four hours per day basis, employee schedules are determined at the time of hire.

HOUSEKEEPING

Each employee is responsible for taking the time to maintain and organize a clean work area. This action promotes efficiency and limits safety hazards in the workplace. In group homes, this means keeping the home and the property neat and clean.

Please help our organization to be a safe and pleasant place to work by keeping break areas and meeting rooms well maintained.

INFORMATION SHARING

Bulletin boards are posted at all of our locations to communicate Goodwill announcements regarding operational or personnel matters, government notices, and other information of concern to you. These bulletin boards are only to be used for communications from the organization and no solicitation or literature is allowed to be posted. Employees who would like to share information must receive approval from the President and/or CEO prior to posting. These bulletin boards are located in the second floor mail room/break area at our Scranton Office. Employees working at our store or off-site offices should check with their supervisor regarding the location of these posted items. Please review these boards regularly.

INTRODUCTORY PERIOD

When you are hired, the first ninety (90) days are considered a probationary period” designed to give you the opportunity to evaluate Goodwill as a place to work, and your supervisor an opportunity to evaluate you as an employee. During this time, you are considered to be a temporary employee of Goodwill.

Please remember that your duties and responsibilities may change at any time while you are employed. You also may be expected to perform additional duties beyond those you normally perform. Your cooperation and assistance is greatly appreciated.

A performance evaluation will be done at the completion of your probationary period. This evaluation will be reviewed and discussed with you to address areas of progress and/or concern to assist you in meeting satisfactory standards of performance. New employees failing to meet satisfactory standard of performance will not be offered continued employment. Completing the probationary period of employment does not alter your employment “at-will” status.

As a new hire, you attain regular status after the successful completion of the probationary period. Sick leave and vacation time are credited from the date of hire. Goodwill reserves the right to extend the probationary period as deemed appropriate.

ORIENTATION

Each new employee shall have a workplace orientation on the first day of employment. The orientation shall include, but not be limited to: a tour of the facility including emergency exits and restrooms, smoking regulations, timesheet procedures, appropriate attire, chain of command, area for personal belongings, work schedules, procedure for calling in late or sick, adequate time to review the employee handbook and review of job description.

Your orientation as a new employee is the responsibility of your immediate supervisor. Your supervisor will set up a time for you to complete all of the necessary paperwork for payroll records and your personnel file. (Store employees will receive this information from their manager). Your supervisor will then be responsible for introducing you to your new department, coworkers and your job duties.

PERFORMANCE REVIEW

As an employee of Goodwill your job performance is evaluated on a daily basis. A formal, written performance evaluation will be conducted after a ninety (90) day probationary period, and annual thereafter. Other evaluations are at the discretion of Goodwill. Performance evaluations are used to give you feedback regarding your work performance, as a basis for determining promotions, transfers and terminations. Goodwill reserves the right to review your performance at any time.

Performance evaluations are also a mechanism to allow you to provide feedback on issues that you may feel are affecting your performance, to discuss what opportunities are available in the future and to suggest improvements for the way the job is currently being done. This is the time for you and your supervisor to establish some clear goals for job growth and satisfaction. Performance evaluations become a permanent part of your personnel record. You will need to sign the evaluation form to indicate that it has been reviewed with you, and that you have had a chance to comment about its contents.

PERSONAL PHONE CALLS

Goodwill provides phones in all our work locations that can be used by employees if necessary. Goodwill realizes there are times when your family may need to contact you during work hours. These calls should be limited for urgent and emergency situations and the calls should be brief. Any long distance calls must be charged to the employee's home phone number.

CELL PHONES

Goodwill realizes that cell phones are a distraction in the work place causing employees to be off task and inattentive to their duties and responsibilities. Therefore, the use of personal cell phones on work property during work hours is prohibited. On the unusual occasion of an emergency or anticipated emergency that requires immediate attention and with the permission of your immediate supervisor personal cell phones may be carried. While driving agency vehicles or transporting client's the use of cell phones or any electronic devices is strictly prohibited.

PERSONAL PROPERTY

Goodwill asks employees to refrain from bringing unnecessary personal property to work. While we recognize that you may need to bring certain personal items to work, those items that are not related to your job performance may be disruptive to the workflow and pose a safety risk to other employees. Personal items used to decorate office areas or personal items such as calculators, clocks, etc., should be recorded and a list submitted to your personnel file. Goodwill cannot be responsible for the loss or theft of your personal property.

PERSONNEL RECORDS

All personnel records are maintained by the Human Resource Department. Information pertaining to employment activity will be housed in your personnel file, such as: application of employment; resume; performance reviews; documentation concerning disciplinary actions; and relevant information concerning your home address, home phone number, person(s) to notify in case of emergency, marital status, listing of dependent(s), or beneficiary(ies) for life insurance, and W-4 information or changes of such. Payroll information can be obtained by contacting the fiscal department.

Whenever there are changes in your personnel status, i.e., address, home phone number, person(s) to notify in case of an emergency, marital status, dependents, beneficiary(ies), or W-4 information, it is your responsibility to provide a written notification to the Human Resource Department immediately.

You may review the contents of your personnel file. Please notify the Human Resource Director in writing of your wishes so a mutually convenient time may be arranged.

Goodwill policy for prospective employers is to only verify the position and dates of employment.



Section C.

Safety

SAFETY

It is the policy of Goodwill to protect the safety and health of our employees, customers, volunteers and persons served. Injury and illness losses from accidents are needless, costly and most times preventable. Our company has established a Workplace Safety Program that will help us prevent injury and illness due to hazards. Employee involvement at all levels of the company is critical for us to be successful in this effort. To accomplish this task a safety committee has been established. Its purpose will be to meet together in a non-adversarial, cooperative effort to promote safety and health in the workplace. This safety committee will assist Goodwill in making recommendations for change.

Safety Committee

The safety committee consists of management and employee representatives who have an interest in the general promotion of safety and health for Goodwill. The committee is responsible for making recommendations on how to improve safety and health in the workplace. They have been charged with the responsibility to define problems and remove obstacles to accident prevention; to identify hazards and recommend corrective actions; to help identify employee safety training needs and establish accident investigation procedures for our company.

Safety Communication

All employees are encouraged to voice their concerns regarding unsafe working conditions and make suggestions on ways to create a safer workplace. These concerns and suggestions can either be made verbally or in writing to the Safety Committee or by talking directly to a supervisor. No employee shall be retaliated against for reporting hazards or potential dangers, or for making suggestions related to workplace health and safety.

Accident Investigation

An accident is any unwanted, unplanned event that interrupts the normal flow of scheduled activity. Accidents should be investigated properly so the cause can be determined and corrected and procedures can be put in to place to prevent a reoccurrence. All accidents or “near-misses” (something that could have resulted in an accident) should be investigated.

Goodwill maintains records of all personal injury accidents involving consumers, donors, volunteers, customers and employees. On-the-job injuries are handled promptly with the utmost consideration given to the injured person’s safety, health and well-being.

Accidents are investigated and reviewed by the Safety Committee on a monthly basis. Progressive discipline procedures are applied to employees who disregard safety procedures or who willfully inflict personal injury on others.

Management

Management’s responsibility is the prevention of injury, illness, and accidents, because management is held accountable for all issues under their span of control. Management provides direction and full support to supervision and employees regarding all safety and health procedures, job training and hazard elimination practices. We must be fully informed on safety and health issues throughout the company in order to constantly review the effectiveness of our safety and health program.

Supervision

Supervisors are directly responsible for supervising and training their workers. This includes proper procedures, work practices, and safe methods to do the job. Supervisors must enforce company rules and take immediate corrective action to eliminate hazardous conditions and practices. They will not permit safety to be sacrificed for any reason. In addition, they will be held accountable for all safety and health issues.

Employees

Each employee, regardless of their position within the company, is expected to cooperate in all aspects of the company's safety and health program. If everyone does their part by doing what is necessary to ensure workplace safety and health, we will all benefit. No job is so important that we cannot take time to do it safely. Some major points of our company safety and health require that:

- Accidents must be reported immediately to your supervisor.
- All employees must wear required personal protective equipment. **There are no exceptions.**
- All employees must use any adaptive equipment provided by Goodwill (*example*: Hoyer lift, van lifts, etc.).
- Hazardous conditions or other safety and health concerns must be reported to your supervisor immediately.
- Employees participate in safety committee activities and support safety committee membership.

REPORTING ACCIDENTS & SAFETY HAZARDS

It is vitally important that each and every work-related injury or illness be reported immediately to your supervisor, no matter how minor. Even though most of our accidents only require basic first aid, it is still important to make us aware of each accident, just in case it would lead to further complications. Your failure to report an accident could result in your loss of benefits through workers' compensation. Please review the reporting procedure listed below. Also please review the worker's compensation section included in this handbook. Likewise, safety hazards, such as misuse of equipment, equipment in need of repair or equipment in need of replacement must be reported to your supervisor immediately.

Reporting Procedure:

- Inform your immediate supervisor as soon as possible after the injury. Your supervisor or designee will make a formal report to our Human Resource Department. The Human Resource Department will then transmit the information to our workers' compensation carrier so that a record of the injury will be on file.
- You will need to complete an "Injury Form" as soon as possible stating whether or not you choose to seek treatment at the time of injury. Make sure you check with your supervisor pertaining to the panel of doctors.
- Within three (3) days of the injury you must call the Human Resource Department to discuss important aspects of the injury so that the necessary paperwork can be completed in a proper manner.

AUTOMOBILE ACCIDENTS

Steps to be taken in the event of an automobile accident (also included in the glove compartment of all agency vehicles).

- When conditions and/or regulations permit, move onto the shoulder of the road to prevent further damage or hazards. Place warning signals (cones, flares) promptly.
- Summon police. If someone is injured, call for medical assistance. Do not administer first aid unless you are qualified to do so. Whenever possible, ask a witness or bystander to call police or medical help so you do not leave the scene of the accident. Use camera to take pictures of all damage.
- Be calm. Be courteous. Don't argue. Make no statements concerning the accident to anyone except a police officer. Get the officer's name and badge number.
- Complete the Goodwill accident report form while you are at the scene. Complete all information. Ask the other party for assistance in getting correct spellings. Double check phone numbers.
- Give the other party/parties a copy of the Goodwill Industries Information Sheet.
- This report should be given to your immediate supervisor within one hour after the accident. If your supervisor is not available, get in touch with one of the following, Department Director, Human Resource Director, or CEO.
- Before leaving the scene of the accident, check to see that you have all the facts.
- Drivers are reminded that agency policy states any person driving an agency vehicle or transporting clients who is involved in an at-fault accident must be taken for a drug test as soon as possible. Refusal to take a drug test will result in disciplinary action, up to and including termination.

SAFETY EQUIPMENT

All safety equipment supplied should be used. For example: if a Hoyer lift is provided for a resident then the lift should be used at all times. It is true for the use of wheelchair vans also.

Safety Belts

For employees who perform frequent lifting and material handling. Goodwill provides safety supports belts for your back. *Use of these belts is voluntary.* Your supervisor will instruct you how to properly use the belts, as well as the proper lifting technique.

Other Safety Equipment

A variety of material handling tools (e.g.; gloves, flatbeds, hand trucks, etc.) are also available and must be used to transport donations and supplies.

Please be advised that according to the National Fire Protection Association, all items must be stored at least 36" (inches) from a sprinkler head. Please notify your supervisor if you see a hazard preventing this safety equipment from working properly.

UNIVERSAL PRECAUTIONS

Goodwill values all of you as employees, and your safety is very important. Injuries and time lost from work are costly to both you, your coworkers and our agency. We believe it should be both your responsibility and ours to use precautionary measures to ensure safety in your workplace.

Precautionary measures are designed to protect you, your coworkers, our clients, donors, volunteers and customers from potentially infectious materials. All Goodwill locations have designated areas, which are equipped with gloves, hazardous waste containers and other protective equipment if necessary. It is important that you use these protective items for any first aid or clean up that requires the handling of blood or bodily fluids. Ask your supervisor for specific instructions about the use or location of these items. Please review the company's Infectious Disease Policy within this handbook.



Section D.

Company Policies and Procedures

ABUSE POLICY

Goodwill does not permit actual or threatened acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct (“prohibited conduct”) to occur in the workplace or at any activity sponsored by or related to it. In order to make this “zero-tolerance” policy clear to all employees, volunteers and staff members, we have adopted mandatory procedures that employees, volunteers, family members, board members, individuals and victims must follow when they reasonable suspect, learn of or witness prohibited conduct.

Abuse or molestation means each, every, and all actual, threatened or alleged acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct performed by one person or by two or more persons acting together.

Reporting Procedure

All employees who learn of, or have a reasonable suspicion of, prohibited conduct must immediately report it to the President and/or CEO. If the victim is an adult, abuse or neglect will be reported by this designee to the local or state police and/or Adult Protective Services (APS) Agency. If a child is the victim of abuse or neglect, the designee will report it to the local or state police and/or Child Abuse Agency. Appropriate family members of the victim must be notified immediately of suspected child abuse or neglect.

Investigation & Follow-Up

We take allegations of prohibited conduct seriously. Once the allegation is reported we will promptly, thoroughly and impartially initiate an investigation to determine whether there is a reasonable basis to believe that the prohibited conduct has occurred and that it was committed by the target(s) of the investigation. The initial allegation may be communicated verbally or in writing, however, a signed written statement of the complaint must be submitted by the employee or on behalf of the employee before a formal investigation can begin.

The investigation will be conducted by the appropriate personnel or we may hire an independent third party. We will cooperate fully with an investigation conducted by law enforcement or regulatory agencies and we may refer the complaint and the results of our investigation to those agencies. We reserve the right to place target(s) of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with individuals or students.

To the fullest extent possible, but consistent with our legal obligation to report suspected prohibited abuse to appropriate authorities, we will endeavor to keep the identity(ies) of the target(s) of alleged victim(s) confidential. If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the target’s relationship with our agency.

Retaliation Prohibited

We prohibit retaliation against anyone, including an employee, volunteer, board member, student or individual who in good faith reports prohibited conduct. Retaliation against a participant in the investigation is also prohibited.

Anyone who retaliated against someone who has made a good faith allegation of prohibited conduct or intentionally provides false information to that effect will be subject to discipline, up to and including termination.

AGENCY VEHICLES

Those employees that will be driving agency vehicles as part of their jobs are expected to drive safely and to help properly maintain the vehicle.

Employees are required to report any damage to the vehicle to their immediate supervisors.

Employees are required to report any suspected problem with the vehicle (ex: squeaky breaks).

Employees must continually update their driver's licenses and report any change in status to their immediate supervisor (ex: suspended license).

Employees that are involved in an at-fault accident will be subject to a drug test and a three (3) day suspension without pay. A second at-fault accident will result in further disciplinary action, up to and including termination.

Employees will be expected to pay any ticket received for any traffic violation and must provide proof of payment to their immediate supervisor. Failure to do so will result in disciplinary action, up to and including termination.

CORRECTIVE DISCIPLINARY ACTION

Goodwill takes a constructive, positive approach to disciplinary matters to ensure that actions, which would interfere with our mission, are not continued. It is our practice to help you identify problems and improve your performance and behavior.

Violations of company rules, safety regulations, policies or procedures may result in one of the following forms of corrective disciplinary action: verbal or written warning, suspension or termination. Goodwill reserves the right to take whatever disciplinary measures it deems appropriate. In determining the proper action, the following will be considered:

- The seriousness of the infraction;
- The circumstances surrounding the matter;
- The issue of repeated violations and/or the cumulative nature of different violations; and
- Your past record as an employee.

Progressive Discipline

Goodwill generally uses a policy of progressive discipline to correct unacceptable behavior and poor performance. However, progressive discipline is not appropriate in every case and Goodwill reviews each case on its own facts. Every employee of Goodwill is an employee-at-will and Goodwill can fire any employee at any time with or without cause. Some of the most common violations, which may be sufficient grounds for disciplinary action, ranging from a reprimand to immediate discharge, include, but are not limited to the following:

- Excessive absence or lateness (3 tardy arrivals and/or 3 separate incidents of calling off from your scheduled shift in a 30 day period will be considered excessive).
- Failure to work cooperatively with coworkers.
- Horseplay or not following outlined safety rules or practices.
- Neglect or mishandling of Goodwill property.
- Unprofessional relationships with consumers (staff member dating a consumer).
- Obscene or abusive language.
- Discourtesy to a customer or donor.
- Divulging confidential information about fellow employees or consumers.
- Walking off the job (leaving without supervisor's permission).
- Poor job performance including failure to meet sales performance standards.
- Falsification of any documents, including employment application and time sheets.

DONATIONS POLICY

Goodwill provides services to individuals with disabilities and disadvantaging conditions, which are financially supported by the revenues generated from our stores. The donations provided to us by the public are critical to our financial stability.

As an employee of Goodwill who will come in contact with our donations, it is very important that you help safeguard these resources, as well as prevent yourself from violating a company policy.

It is important that you understand that taking any donations given to Goodwill without proper payment or authorization is considered a violation of company policy and will result in termination of employment and possible criminal prosecution.

This is true, regardless of any conversation or agreement between you and the donor. Any item (regardless of its value) given to you while you are acting as a representative of Goodwill is the property of Goodwill.

DRESS CODE POLICY

Maintaining a professional, business like appearance is very important to the success and image of Goodwill. Consumers often make decisions about the quality of our products and services based on their impression and interaction with agency employees.

Regardless of the level of employee interaction with clients, customers, suppliers, contractors, or volunteers, each employee is a representative of the agency. Employees are expected to use good judgment and to be respectful of consumers and coworkers by dressing in an appropriate manner.

- All employees must be clean and well-groomed. Grooming preferences or dictates by religion, ethnicity, etc. are not restricted but should always be well-presented.
- All clothes must be clean and in good repair. Discernible rips, tears, holes are not permissible.
- All clothes must project professionalism. Clothes that are too revealing or tight-fitting are not permissible.
- Employees should avoid clothes with images or designs that might be perceived as offensive or inappropriate.
- Clothes that depict or allude to drugs, including alcohol and tobacco; controlled substances; drug paraphernalia; gangs; violence; sexually explicit, lewd, indecent or offensive material, or illegal acts are not permissible.

Office and Employment Services Staff

Goodwill expects employees to dress in business casual attire. Business casual attire includes suits, pants, jackets, shirts, skirts and dresses that, while not formal, are appropriate for a business environment. Examples of appropriate business attire include a polo shirt with pressed khaki pants, a sweater and shirt with corduroy pants, and a jacket, sweater, and skirt. Jeans, t-shirts (with the exception of Goodwill Industries of NEPA apparel), shirts without collars, sweatpants, gym shorts, yoga pants, leggings and footwear such as flip flops and sneakers are not permissible.

Direct Service Providers and Retail Staff

The nature of work requires more relaxed/comfortable attire, but please be mindful and do not wear anything that other employees might find offensive or that might make coworkers uncomfortable. This includes clothing with profane language statements or clothing that promotes causes including but not limited to politics, religion, sexuality, race, age, gender, and ethnicity. Examples of appropriate attire include polo shirts, khaki pants, sweaters, corduroy pants, jeans without rips/tears, and Goodwill Industries of NEPA t-shirts. For safety reasons, footwear such as sandals or flip flops are not permissible and all shoes must be closed toe.

DRUG-FREE WORKPLACE POLICY

Policy Purpose

Goodwill values its employees and its reputation and is concerned by accident prevention and loss control. It recognizes that employee substance abuse negatively impacts employee health and jeopardizes Goodwill's resources. Additionally, substance abuse undermines Goodwill's ability to operate effectively and efficiently. As part of its commitment to protect the safety, health and well-being of employees, to protect Goodwill's assets, and to satisfy insurer risk management recommendations as well as the federal Drug-Free Workplace Act of 1988, Goodwill has established a Drug-Free Workplace Policy to deter the illegal use of drugs and alcohol misuse.

Scope & Applicability

Compliance with this policy is a continuous condition of employment and it shall apply to all full-time, part-time and seasonal employees as well as volunteers and interns of Goodwill. The discipline and testing sections of this Policy do not apply to temporary agency employees. If a temporary agency employee violates this policy, the temporary agency shall be notified and be advised that the temporary agency employee's assignment has terminated.

Contract Disclaimer

This policy does not create an express or implied employment contract or alter any existing agreements. This policy does not affect or alter an employee's status as an "employee-at-will."

When Applicable

Goodwill's drug-free workplace policy is intended to apply whenever an employee is on-duty and, in some instances, while off-duty. For the purposes of this policy, the term "on-duty" shall include the following employee conduct:

- while on work premises (while on or off duty);
- during all working hours (regardless of location);
- during lunch and other breaks (whether paid or unpaid);
- while operating a motor vehicle for business purposes; or
- while operating a Goodwill vehicle at any time.

Policy Modification

This policy supersedes any other Goodwill policy or practice on the subject of employee drug and alcohol use, abuse, and testing. At any time, Goodwill, with or without notice, may amend, supplement, modify or change any part of this policy. This policy shall automatically incorporate any changes to satisfy federal or state laws without notice to employees. Any failure to implement the policy or any part thereof, any variation, addition, or omission to the procedures set forth in the policy shall not confer any contractual or other rights or claims in favor of the employee not otherwise conferred by law.

Employee Duties

This policy imposes the following employee duties:

- Report to work at all times in fit-for-duty capacity which includes free of alcohol or other drugs which pose a direct threat to workplace safety.
- Review and understand the policy, the negative effects of drugs and alcohol misuse, Goodwill's policy on testing, and voluntarily seek help with drug and alcohol problems prior to problems arising at work.
- An employee who is convicted of a drug law violation must notify the Human Resource Department no later than five (5) calendar days after the conviction or the plea of nolo contendere.
- Whenever an employee is legally prescribed drugs or directed to take over-the-counter medication, the employee shall ask his prescribing physician whether the medication, if taken as directed, is likely to pose a direct threat to workplace safety and if so, obtain a note from the prescribing physician indicating the same and provide it to Goodwill.
- An employee shall notify his supervisor of prescription or over-the-counter medication use that may pose a direct threat to workplace safety prior to beginning work. When required to notify, an employee is not required or asked to report his medical condition or the drug used; the employee should merely report that he is using medication that may pose a direct threat to workplace safety. It is a policy violation to fail to notify the supervisor of such use prior to performing job duties.
- If an employee is legally using a prescription or over-the-counter drug that poses a direct threat to workplace safety, then Goodwill shall determine whether the employee may continue to work during the course of treatment. Goodwill may seek a second opinion from a medical professional of its choice and may require the employee to undergo an examination by Goodwill's chosen medical professional. Goodwill may rely on the second opinion rather than that of the employee's prescribing physician.
- An employee who is involved in a work-related accident must report the accident immediately to his or her immediate supervisor and remain readily available for post-accident testing, including, but not limited to, notifying the supervisor of his/her location if s/he leaves the scene of an accident prior to such testing. An employee is prohibited from consuming alcohol prior to a post-accident test being performed or until eight hours following the accident, whichever occurs first.
- Cooperate in any investigation and support Goodwill's efforts to eliminate alcohol and other drug abuse among employees where it exists.
- All employee medications must be kept in their original container while on-duty.

Drug & Alcohol Prohibited Conduct

Illegal Drugs

It is a violation of Goodwill's policy for an employee to sell, manufacture, distribute, use, possess, purchase, obtain, transfer, convey, or to attempt any of the foregoing acts, be under the influence or test positive for a controlled substances except when the use is pursuant to the instructions of a physician who had advised that the substance use will not adversely affect his ability to perform his job safely.

Prescription Drugs

Prescription medication usage on-duty is not prohibited when taken as prescribed by a physician's written prescription, provided, however, that the prescribed drug would not pose a direct threat to workplace safety or render an employee unfit-for-duty. Goodwill prohibits its employees from the illegal sale, dispensation, manufacture, distribution, use, possession, purchase, conveyance, transfer, or obtaining prescription drugs; or being under the influence of or testing positive for prescription drugs illegally obtained or used or attempting the foregoing acts.

Alcohol

Goodwill prohibits employees from illegally possessing, selling, buying, using, distributing or illegally attempting to distribute, manufacture, or be involved in illegal alcohol related conduct, including, but not limited to, driving under the influence and underage drinking violations, while on-duty. Furthermore, Goodwill prohibits its employees from the alcohol-related conduct while on-duty listed below:

- Possessing open containers of alcohol;
- Using, consuming, distributing, manufacturing, dispensing, testing positive for alcohol or being under the influence of alcohol;
- Operating a motor vehicle for business purposes; or
- Consuming alcohol within 8 hours following an accident or before a post-accident alcohol test is performed (whichever is sooner) if the accident would require a post-accident test as specified in this policy.

Over-The-Counter Drugs

Over-the-counter medication usage is not prohibited when taken in standard dosage, provided, however, if taken as directed, it does not render an employee unfit to perform job duties or otherwise pose a direct threat to workplace safety. Goodwill prohibits employees while on-duty from being under the influence of mood-alerting over-the-counter drug used contrary to the product's labeling (i.e.; misuse of over-the-counter drugs).

Drug Paraphernalia

Employees are prohibited from bringing paraphernalia related to the illegal use of drugs onto Goodwill property at any time.

DRUG & ALCOHOL TESTING

Testing a Condition of Employment

Goodwill may require its employees to be tested for the illegal use of drugs and the use of alcohol in the circumstances listed below. In order to carry out such testing, an employee may be asked to submit to a medical examination and/or to submit a hair, saliva, urine, blood or breath sample for testing. Employee acceptance of testing when requested is a mandatory condition of employment.

Pre-Employment

Goodwill will require a pre-employment (post offer) drug test to be administered to any applicant who has received a conditional offer of employment. Any applicant who is given a conditional offer of employment must receive a verified negative drug test result prior to performing job duties. Additionally, any applicant who tests positive, refuses to submit to a pre-employment drug test, or attempts to tamper with a test or the testing procedures shall be treated as withdrawing his/her application and the agency shall revoke its offer of employment.

Reasonable Suspicion

Goodwill may require an employee to submit to reasonable suspicion drug and/or alcohol testing when, in the sole judgment of management and based on the information known at the time the decision to test is made; or there is a reasonable suspicion to believe that an employee is using drugs or alcohol in violation of Goodwill's policy or an employee exhibits the physical signs and symptoms of substance abuse. The evidence will be drawn from specific, objective facts and reasonable inferences. Such facts and inference may be based on, but are not limited to any of the following:

- Observable behavior, such as direct observation of drug or alcohol use, possession or distribution, or the physical symptoms of being under the influence of drugs or alcohol such as, but not limited to slurred speech, dilated pupils, odor of alcohol or marijuana, dynamic mood swings, etc. Observation may include indications of the chronic and withdrawal effects of the illegal use of drugs.
- A pattern of abnormal conduct, violent or erratic behavior or deteriorating work performance, which appears to be related to substance use or misuse.
- The identification of an employee as the focus of a criminal investigation into unauthorized drug possession, use or trafficking.
- The admission by the employee that he/she is involved in the illegal use of drugs or misuse of alcohol.
- The potential involvement of any employee in an investigation by Goodwill or any county or state agency.

Post-Accident

Goodwill may require an employee involved in a job-related accident or incident to submit to alcohol and/or drug testing following the accident. Goodwill may also test any individual whose performance created a "near miss or unsafe condition" or was a contributing factor to a job-related accident or there is repeated violations of Goodwill's safety or work rules that pose a substantial risk of physical injury or

property damage and that appear to be related to substance misuse that may violate the employer's drug-free workplace policy. This determination shall be based on the best information available at the time of the accident.

The post-accident test will be administered as soon as possible, preferably within 2 hours, but no later than 8 hours for an alcohol test and 24 hour for a drug test. In no way is this post-accident test requirement intended to delay necessary medical treatment for the injured people following an accident or to prohibit an employee from leaving the scene of an accident to obtain medical assistance.

For purposes of this policy, a job related accident is defined as an unplanned, unexpected or unintended event that occurs during the conduct of Goodwill's property or involves Goodwill supplied motor vehicles or motor vehicles used in conducting Goodwill's business and results in any of the following:

- A violation of a safety rule or standard.
- A fatality of anyone involved in the accident.
- An individual suffers a serious bodily injury requiring medical treatment if the injury is sustained is a reportable injury for OSHA or workers' compensation purposes.
- Other serious property or equipment damage occurs.
- Repetitive job-related accidents viewed by Goodwill as involving substantial human error or negligence.

Return to Duty

Goodwill may require an employee who has violated this policy and desires to return to work to test negative on a return-to-duty drug test before returning to work. An alcohol return-to-duty test may also be required if the offense involved alcohol or if recommended by a treatment professional. Inclusion of this paragraph in no way obligates Goodwill to make an offer to reinstatement to an employee.

Follow Up

Following the determination that an employee is in need of assistance in resolving problems associated with alcohol misuse and/or the illegal use of drugs, the employee may be subject to unannounced follow-up alcohol and/or drug testing for up to two years as directed by a treatment professional. The employee may be required to undergo follow-up testing for both alcohol and drugs, if the treatment professional determines that follow-up testing for both alcohol and drugs are necessary for that particular employee. Inclusion of this provision does not obligate Goodwill to offer reinstatement to an employee.

Testing Procedures for Drugs

Testing for the illegal use of drugs will normally be conducted through urine specimens collected at a collection site. The collection site will take the necessary steps to assure that the specimen is not adulterated or tampered with and that a strict chain-of-custody is maintained. Normally, the specimen will then be transported to a U.S. Department of Health and Human Services certified laboratory for screening and confirmation testing for the following drugs and their metabolites: marijuana, amphetamines, phencyclidine, opiates, and cocaine.

Screen and Confirmation Testing

All urine samples will undergo an initial test. If the specimen tests above the screening cut-off levels set by the U.S. Department of Health and Human Services Mandatory Guidelines for Federal Workplace Drug Testing Programs, then the screen test shall be considered positive. The sample shall then undergo a confirmation test. Test results indicating the illegal use of drugs at levels below the confirmation cut-off limits shall be considered negative and those above the confirmation cut-off levels shall be considered positive.

Validity & Adulterant Testing

Additionally, validity and adulterant testing of an employee's urine specimen may also occur. Validity tests are the evaluation of the specimen to determine if it consistent with normal human urine and include tests for creatinine concentration, specific gravity, pH, and substances that may be used to adulterate a specimen.

Direct Observation/Monitoring

Goodwill reserves the right to have its collection site's agent conduct a direct observation or monitoring of the urine specimen collection if the collection site personnel indicates an attempt to tamper, the specimen's temperature is out of range, the specimen appears to have been tampered with, if the laboratory reports an invalid test and the Medical Review Officer (MRO) states no medical reason, the result is positive, adulterated or substitutes, cancelled, and for return-to-duty or follow-up testing.

Review of Test Results by Medical Review Officer (MRO)

All positive and negative drug test results will be reviewed and interpreted by a MRO before the test results are reported to Goodwill. The MRO review of a positive test result may include conducting a medical interview (typically conducted over the phone with the employee) and review of the tested employee's medical history, or review of any other relevant biomedical factors. If the MRO determines that a legitimate medical explanation exists for the test result, then the MRO will report to Goodwill that the test result is negative.

If after making all reasonable efforts and documenting them, the MRO is unable to reach the tested employee directly, the MRO shall contact the Human Resource Director, who will direct the tested employee to contact the MRO as soon as possible. In such circumstances Goodwill will, to the maximum extent possible, ensure that the requirement that the tested employee contact the MRO is held in confidence. If the tested employee does not contact the MRO within three (3) days after being instructed to do so, or ten (10) days after being notified by the employer, the MRO will report the test as being positive.

Dilute Specimens

For negative dilute test results, Goodwill may require an employee to take another test immediately. If Goodwill directs another test, the result of the second test, not the original test, becomes the controlling test result.

Verification Testing

For urine drug testing, one portion of the specimen will be preserved for a very limited period of time after the employee is told of the test results. If the portion originally analyzed (the primary sample) is

positive, the employee shall have the right to specify a laboratory certified by the U.S. Department of Health and Human Services to which the preserved portion will be sent for an independent analysis. The verification test cost is the responsibility of the employer if the test result is negative and the responsibility of the employee if the test result is positive. The verification test results shall be controlling.

Testing Procedures for Alcohol

The initial testing for alcohol normally will be conducted through either saliva or breath specimen. If the BAC is less than 0.02, the test is considered negative. If the screening test results show an alcohol concentration level of 0.02 or greater, a confirmation test will be conducted. The confirmation test shall be performed by using breath specimen conducted on an Evidentiary Breath Testing (EBT) device approved for use in the United States Department of Transportation's Drug and Alcohol Misuse Prevention Program.

Refusal to Test and Test Tampering

An employee, who refuses to submit to testing, tampers, manipulates or attempts to tamper with the testing will be treated as having a confirmed positive test result and violating this policy. A refusal to take a test shall include the following:

- Fails to appear for any test within a reasonable time, as determined by Goodwill, after being directed to do so by Goodwill.
- Fails to remain at the collection site until the testing process is complete.
- Fails to provide urine specimen when required for a drug test or a breath specimen for an alcohol test.
- In the case of directly observed or monitored collection in a drug test, fails to permit directly observed or monitored collection.
- Fails to provide a sufficient amount of urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
- Declines to take a second test as directed.
- Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process or as directed by Goodwill as part of the shy bladder procedures or insufficient breath situation.
- Fails to cooperate with any part of the testing procedure.
- Fails to immediately report a job-related accident for the purpose of avoiding testing.

Discipline for Policy Violations

Employee Discipline

Goodwill shall impose discipline, up to and including termination from employment, against an employee who is reasonably believed to have violated this policy. For business purposes, Goodwill may choose to reinstate an employee when it determines other discipline is appropriate. Goodwill may consider such factors as the seriousness of the offense, the frequency of the violation, prior disciplinary matters, length of service, and the offender's performance record. An employee may be required to undergo an evaluation and enroll in an appropriate treatment program, execute a confidentiality release so treatment success may be monitored, and sign a "last chance" agreement. A second violation shall result in immediate termination. Nothing in this policy prohibits Goodwill from disciplining an employee for other violations or performance problems.

Goodwill encourages its employees who are chemically dependent to voluntarily obtain assistance/treatment for substance abuse problems before they cause problems in the workplace. An employee's decision to voluntarily seek assistance for such problems will not be used as the basis for disciplinary action. Employees may not avoid imposition of discipline by first requesting such treatment or a leave of absence after being selected for testing or violating Goodwill's policies and rules.

Employee Refusal to Test

Additionally, an employee who refuses to submit to alcohol or drug screening or attempts to tamper with a test or the testing procedures will be considered as having tested positive and subject to discipline, up to and including, termination from employment.

Other Discipline Not Precluded

Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

Referral to Law Enforcement

Goodwill may refer information and any suspected illegal drugs or drug paraphernalia to law enforcement.

Confidentiality

Test Results

Goodwill will make reasonable efforts to ensure that all aspects of the testing process are as private and confidential as reasonably practical. Actual test results will be provided to:

- The Medical Review Officer and his staff;
- Supervisor(s) who have a need to know such information;
- The employee tested upon request;
- Any person(s) permitted or required by law or regulation to receive such information;
- Any individual(s) with an employee's written authorization;

- Law enforcement;
- The decision maker(s) in a legal action initiated by or on behalf of the employee or placed at issue by the employee in a legal, administrative or other proceeding; or
- Any governmental agency(ies) or contractor(s) as required by federal or state law.

Non-specific statistical information may be provided upon request to a corporation, which requires its vendors or subcontractors to maintain drug and alcohol testing programs in accordance with a contract, or to a governmental agency in accordance with the law.

Searches

Goodwill Property Searches

Goodwill may provide lockers, storage areas, equipment, briefcases, computers, vehicles, desks or workstations for use by employees in order to perform the duties of their position. All such items and the data or materials generated using Goodwill property remains Goodwill property. Goodwill reserves the right to search any Goodwill property, at any time, with or without notice or cause. No employee shall maintain any expectation of privacy in Goodwill-owned property. Goodwill also reserves the right to use other investigative methods when reasonable suspicion exists to indicating drug-free workplace policy violations. Refusals to cooperate in the conducting of a search will be considered a policy violation.

Community Resource List

Goodwill has posted a list of community resources in order for employees to get assistance, but does not make any representations as to the quality of their services or their eligibility for health care reimbursement. It encourages its employees who are chemically dependent to seek treatment voluntarily and is urged to contact the Human Resource Director.

ELECTRONICS COMMUNICATIONS POLICY

The purpose of this policy is to provide guidance to Goodwill employees, with reference to the use of agency electronic communications, including internal and external email, voicemail, facsimile (FAX), cellular phones, pagers, and internet access service.

The purpose of electronic communication is to facilitate communications between Goodwill employees, business clients, and customers. Electronic communication should not be used for personal, private or non-business communication. In some instances, it is acknowledged and understood that email and voicemail messages may be of a personal nature; however, this practice should be limited.

At no time should electronic communication be used in any way that is disruptive or offensive to others, or which may cause hard feelings and breakdown of morale. There will be no tolerance for any behavior or usage of any electronic medium that violates Goodwill's policies. This includes, but is not limited to, any comments pertaining to national origin, race, disability, religion, political belief, gender, age, sexual orientation, or a person's ethnicity.

Under *normal* circumstances, it will not be the practice of Goodwill management to open or read any individual's files, to monitor electronic communication messages, or to question cellular phone use. However, all messages sent, retrieved, or stored within Goodwill's system remain, at all times, the property of Goodwill, and are, at all times, subject to review by Goodwill management, without notification or permission of the employee. Furthermore, Goodwill management may periodically audit files, messages or phone records to ensure compliance with this policy. It is to be assumed, as with any mail system, that ultimate privacy and confidentiality cannot be guaranteed by anyone.

Any employee, who is issued a cellular phone, pager, or other device, is reminded that the equipment remains Goodwill's property. As such, the employee will be responsible for safeguarding the equipment in the same manner as any other Goodwill issued property.

Violations of the guidelines contained in this policy may result in corrective action, up to and including termination of employment. Additionally, employees who violate this policy may also be subject to legal remedies. Upon separation from Goodwill, any employee who has been issued a cellular phone, pager or other equipment must return the equipment to his/her supervisor prior to receiving his/her final paycheck.

EMPLOYEE/PERSON SERVED RELATIONSHIPS

Employees may have to interact with persons served in the course of performing their assigned duties. Such relationships shall be work-related and be viewed as a means to help consumers in achieving their vocational service goals. All employees are encouraged to maintain only a coworker relationship while the consumer is involved in Goodwill's programs or services. Any relationship that may adversely affect the persons' served welfare is viewed as inappropriate. Goodwill reserves the right to impose discipline up to and including termination for violation of this policy.

EQUAL OPPORTUNITY & AFFIRMATIVE ACTION

Goodwill has established and maintains a policy which provides equal employment opportunity for all qualified employees and applicants regardless of the individual's race, color, religion, gender, national origin, age, sexual orientation, height, weight, marital status, disability status as Vietnam era or special disabled veteran and status regarding past, current or future military obligations.

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, promotion, termination, layoff, recalls, transfers, leaves of absence, application for benefits, wages, training, recruitment, company sponsored or recognized social programs, and use of company facilities.

If you have a protected disability that affects your ability to perform a job for which you are qualified, the organization will provide reasonable accommodation, as required by law, to perform the job to the extent that the accommodation can be provided without undue hardship; and that you make the organization aware in a timely manner about your need for accommodation.

As an equal opportunity employer, the agency takes affirmative action to employ qualified people with disabilities, disabled veterans and veterans. The agency also takes affirmative action to retain and to promote qualified employees in these groups. The Human Resource Department supports all program directors and supervisors in the recruitment and selection of qualified individuals for available positions. Promotion within the agency is encouraged through applications from employees first, whenever possible.

Goodwill does not discriminate in the acceptance for services or in the delivery of services based on race, color, religion, sex, national origin, age, disability, status as Vietnam era or special disabled veteran and status regarding past, current or future military obligations.

HARASSMENT POLICY

Goodwill believes that all employees should be able to enjoy a work environment free from all forms of discrimination and harassment. Goodwill is committed to providing such an environment for each and every employee and will not tolerate verbal or physical conduct by any employee, which creates an intimidating, offensive or hostile environment. Goodwill prohibits any form of harassment toward any employee, customer, client volunteer, or applicant based on race, color, religion, national origin, age, gender disability, height, weight, marital status or veteran status of any individual.

Harassment includes unsolicited remarks, gestures, or physical contact; display or circulation of written materials or pictures derogatory of either gender or to racial, ethnic, religious, age, disability, height, weight, marital status or veteran groups. In addition, the following behavior constitutes prohibited sexual harassment for the purposes of this policy:

- Unwelcome sexual advances; or
- Request for sexual favors; or
- Other unwelcome verbal or physical conduct of sexual nature.

Where:

- Submission to such conduct is explicitly or implicitly required of the recipient; or
- Submission to or rejection of such conduct is used as a basis of work related decisions affecting the employee; or
- Such conduct has the purpose or effect of unreasonably interfering with the recipient's work performance or of creating an intimidating, hostile or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to the following:

- Verbal harassment or abuse of any sexual nature;
- Pressure for sexual activity;
- Repeated remarks to a person with sexual or demeaning implications;
- Unwelcome touching;
- Suggesting or demanding sexual involvement, accompanied by implied or explicit threats concerning one's job, pay, etc.

An employee who has a complaint of harassment should report such conduct to his/her supervisor as soon as possible. If the supervisor is the harasser, or if the employee feels it is otherwise inappropriate to report to the supervisor, the employee should report the conduct to the immediate supervisor's supervisor as soon as possible.

Investigation & Follow-Up

Once the allegation is reported we will promptly, thoroughly and impartially initiate an investigation to determine whether there is a reasonable basis to believe that the harassment has occurred and that it was committed by the target(s) of the investigation. The initial allegation may be communicated verbally or in writing, however, a signed written statement of the complaint must be submitted by the employee or on behalf of the employee before a formal investigation can begin.

We reserve the right to place target(s) of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with the individual allegedly being harassed. If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the target's relationship with our agency.

Retaliation Prohibited

We prohibit retaliation against anyone, employee or otherwise, who in good faith reports harassment. Retaliation against a participant in the investigation is also prohibited.

Anyone who retaliated against someone who has made a good faith allegation of harassment or intentionally provides false information to that effect will be subject to discipline, up to and including termination.

HIRING POLICY

Hiring of Family Members

Goodwill is an equal opportunity employer and is committed to a policy of employment and advancement based on qualifications and merit and does not discriminate in favor of or in opposition to the employment of relatives.

Due to potential for perceived or actual conflicts, such as favoritism or personal conflicts from outside the work environment, which can be carried into the daily working relationship, Goodwill will hire or consider other employment actions concerning family members of persons currently employed only if:

- candidates for employment will not be working directly with family members (ex: a brother and sister may both work within retail, but must work at different stores; a mother and daughter may both work within residential, but must work at different homes).
- candidates for employment will not occupy a position in the same line of authority in which employees can initiate or participate in decisions involving a direct benefit to the family members. Such decisions include hiring, retention, transfer, promotion, wages and leave requests.

These criteria will also be considered when assigning, transferring or promoting an employee. For purposes of this policy, “family member” is defined as one of the following: relationships by blood-parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece and first cousin; and relationships by marriage-husband, wife (as defined by state law), step-parent, step-child, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, half-brother, half-sister, uncle, aunt, nephew, niece, spouse/partner of any of the above and co-habiting couples or significant others.

Employees who marry or become members of the same household may continue employment as long as there is not:

- a direct or indirect supervisor/subordinate relationship between the employees or
- an actual conflict of interest or the appearance of a conflict of interest.

The immediate supervisor is responsible for ensuring policy compliance. Department directors are responsible for monitoring changes in employee reporting relations after initial hire to ensure compliance with this policy. Employees are responsible for immediately reporting any changes to their supervisor.

If any employee, after employment or change in employment, enters into one of the above relationships, one of the affected individuals must seek a transfer or a change in the reporting relationship. Such changes must be approved by the President and/or CEO. If a decision cannot be made by the affected employees, reassignment will be made on direction of the department director and the President and/or CEO.

Rehiring Previous Employees

Former employees who left the company in good standing may be considered for reemployment. Former employees who resigned without written notice or who were dismissed for disciplinary reasons may not be considered for reemployment. A former employee who is reemployed will be considered a new employee from the date of reemployment unless the break in service is less than three months, in which case the employee will retain accumulated seniority. Length of service for the purposes of benefits is governed by the terms of each benefits plan. No exception to this policy will be made without the written consent of the President and/or CEO.

INFECTIOUS DISEASE POLICY

Goodwill provides protection for all employees, customers, clients, volunteers and visitors.

To minimize the concern of possible occupational exposure to potential infectious materials, Goodwill requires all employees to follow the guidelines established for universal precautions and therefore, provides the supplies necessary to adhere to such guidelines. In addition, employees who are designated as first-aid respondents, as well as employees providing employment and training services, are offered Hepatitis B vaccinations, free of charge.

Goodwill does not discriminate in benefits offered to any employee who may have an infectious disease, so long as they are able to perform job assignments at company standards, and so long as medical evidence indicates that their condition is not a risk to others. The confidentiality requirements under the law will always be observed for affected employees and clients. (Any employee refusing to work with an affected coworker will be subject to disciplinary action).

INSPECTION POLICY

As part of Goodwill's commitment to providing a hazard-free and safe working environment for all employees and consumers, safety inspections of facilities and equipment are conducted on a regular basis. In order to maintain security and protect company assets, Goodwill reserves the right to inspect all personal property (e.g: vehicles, packages, briefcases, backpacks, duffel bags, purses/wallets and clothing) brought on Goodwill premises (buildings, structures, group homes, warehouse, grounds, parking lots and means of transportation owned, leased or being utilized by Goodwill) upon reasonable cause, including, but not limited to observed behavior of the affected employee.

Storage areas, file cabinets, desks and work stations are company property which Goodwill may inspect at any time and remove all company property and/or other items violating company rules and policies. Supervisory personnel will make these inspections. At Goodwill's discretion, law enforcement officials may be called in to conduct an inspection.

Any employee who refuses an inspection request is subject to discipline, up to and including termination for insubordinately failing to cooperate in an investigation.

IDENTIFICATION BADGES

Identification badges will be given to every new employee as part of the hiring process. These badges should be worn any time an employee is representing Goodwill.

When an employee leaves Goodwill, the badge must be returned with all other materials belonging to our agency. Goodwill reserves the right to withhold the employee's final check until all property is returned.

Goodwill will cover the cost of the initial badge; however, any replacement badges will be paid by the employee at a cost of five (5) dollars. If an employee loses his/her badge they should contact their immediate supervisor immediately for arrangements to get a replacement badge.

RULES OF CONDUCT

The following conduct is prohibited and will not be tolerated by Goodwill. The list of prohibited conduct below is not intended to be all-inclusive. Other types of conduct, which Goodwill determines, may adversely affect the company; its employees, clients, customers, donors or volunteers will also be prohibited.

- Falsifying employment information, company records and/or time cards;
- Violating Goodwill's non-discrimination and/or harassment policies;
- Disclosing confidential information concerning the organization, its services, its employees, clients, customers, volunteers, and/or visitors; or making false or malicious statements concerning Goodwill, an employee, client, customer, volunteer, and/or visitor;
- Using or possessing alcoholic beverages, intoxicants or drugs on company property; or reporting for work under the influence of drugs and/or alcohol;
- Possessing unauthorized firearms or weaponry including, but not limited to; handguns, shotguns, rifles, knives, blackjacks or other weapons or ammunition on Goodwill's property or while on company business;
- Having excessive absenteeism or tardiness; or failing to call in your inability to report to work;
- Fighting or using obscene, abusive or threatening language or gestures toward or in the presence of management personnel, co-workers, clients, customers, donors, volunteers, and/or visitors;
- Soliciting or accepting gratuities from employees, clients, customers, donors, volunteers, and/or visitors;
- Performing unauthorized personal work on Goodwill's time;
- Insubordination or refusal to comply with instruction or failure to perform reasonable duties as assigned, except where the safety of employees, clients, customers, donors, volunteers and/or visitors is threatened;
- Removing (without authorization) or defacing property belonging to Goodwill, its employees, clients, customers, donors, volunteers, visitors and/or any third party. Engaging in acts of theft, fraud, dishonesty or sabotage;
- Sleeping or abusing Goodwill's time during assigned work hours;
- Instigating or participating in work slowdowns or restricting the work of co-workers or inciting others to do the same;
- Failing to comply with safety procedures, such as wearing protective or supportive gear (e.g.; back support belts, safety glasses, gloves, hard hat, safety boots, van lifts, Hoyer lifts, etc.), using proper techniques or maintaining a safe work environment;

RULES OF CONDUCT
(continued)

- Failing to report any changes in the status of your operator's license which would prevent you from performing your job because you are prohibited from operating a company or personal vehicle;
- Disregard safety rules and regulations, including failing to observe and comply with state and municipal traffic and parking regulations while utilizing company vehicles or transporting clients in your personal vehicle;
- Knowingly disregarding Goodwill's infectious disease policy or discriminating against an employee by refusing to work with that person for reasons that are protected by this policy;
- Refusing to submit or failing to pass a drug and/or alcohol test after probable cause has been established;
- Performing the duties and responsibilities of your position in a less than satisfactory manner;
- Engaging in outside employment which may be in direct conflict with your duties as an employee of Goodwill or outside employment which is in direct competition with the business of this organization;
- Being associated with any conduct or behavior which is of a serious nature, whereby, in the sole opinion of Goodwill, this activity makes the employee unfit for further services.

This list is intended to be representative of the types of activities, which may result in disciplinary actions up to, and including termination. It is not intended to be comprehensive and does not alter the employment at-will relationship between an employee and Goodwill.

MEDIA CONTACT

The President is the agency's official spokesperson. If unavailable, the CEO will be the designated back-up spokesperson. All media inquiries will be routed directly to the President. Employees are prohibited from speaking with reporters without the consent of the President and/or CEO. Likewise, photographers and camera crews are prohibited from filming in Goodwill stores or facilities without permission from the President and/or CEO.

SMOKE-FREE POLICY

In order to provide a healthy and safe work environment for all employees, Goodwill enforces a non-smoking policy throughout our main facility, store locations, company vehicles, and all properties owned or leased by Goodwill.

Please see your supervisor for more specific information.

TERMINATION OF EMPLOYMENT

For the purposes of compensation, benefits and any accrued paid time off, Goodwill's responsibility to the employee ends as of the last working day. Your employment with Goodwill will be considered terminated for the following reasons:

Resignation

Resignation is your voluntary termination of employment. In order to resign in good standing, an employee is expected to give at least 2 weeks written notice. This enables Goodwill to begin the process of finding a replacement. If an employee resigns in good standing, he/she will be paid for any accrued, unused vacation time.

In the event that you fail to call off from or report for work for three consecutive shifts, you will be considered to have abandoned your job and voluntarily resigned. This action does not comply with the company's notification requirement and any accrued, unused vacation time will not be paid to the employee.

Once an employee submits their voluntary resignation they cannot use any accrued paid time off (vacation, sick, personal, or floating holiday).

Termination

Termination initiated by Goodwill for any reason is considered to be involuntary termination of your employment and can occur for any reason or no reason at all.

This can result from a number of situations including, but not limited to: unsatisfactory job performance, commission of certain acts contrary to the practices and policies of Goodwill, actions considered harmful to others or the agency, a medical condition which may be detrimental to the employee or others. Employees are compensated through the last working day. They will also be compensated for any accrued, unused vacation time only if the cause for dismissal is not for misconduct such as theft, or actions considered harmful to the organization and with the approval of the President and/or CEO.

Restructuring

In the event Goodwill restructures the organization and certain positions are forced to be eliminated, the agency will make every effort to transfer the affected employees to any other open positions with similar job duties and responsibilities and rate of pay. In the event that option is unavailable, the employee will be laid off, in good standing, and qualify to be paid for any accrued, unused vacation time.

Upon an employee's last day with Goodwill, all company property must be returned (e.g., employee handbook, keys, credit card, cell phone, ID badge, etc.). All outstanding accounts for travel charges; benefits and other monies owed to Goodwill must be satisfied before a final paycheck will be issued. Any unearned vacation and sick time, which has been paid to you, will be deducted from your final check.

A final paycheck will be made available on the next regularly scheduled payday and mailed to the employee's home address.

SOCIAL MEDIA POLICY

At Goodwill, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and coworkers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all individuals who work for or volunteer at Goodwill.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or contact of any sort on the internet, including to your own or another person's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with Goodwill, as well as any other form of electronic communication.

The same principles and guidelines found in Goodwill's policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects customers, consumers, volunteers, suppliers, individuals who work on behalf of Goodwill or Goodwill legitimate business interests may result in disciplinary action up to and including termination.

Know and Follow the Rules

Carefully read the Code of Ethics Policy, signed at the time of hire, as well as the Employment Harassment Policy, from the Employee Handbook. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

Always be fair and courteous to any coworkers, customers, consumers, volunteers, suppliers, individuals who work on behalf of Goodwill or Goodwill legitimate business interests. Also keep in mind that you are more likely to resolve work-related complaints by speaking directly to your coworkers and by following the Communicating Employee Concerns Policy as stated in the Employee Handbook than by posting a complaint to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage coworkers, customers, consumers, volunteers, suppliers, individuals who work on behalf of Goodwill or Goodwill legitimate business interests or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, gender, disability, religion or any other status protected by law or agency policy.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Goodwill, coworkers, customers, consumers, volunteers, suppliers, individuals who work on behalf of Goodwill or Goodwill legitimate business interests.

Post Only Appropriate and Respectful Content

Maintain the confidentiality of Goodwill's trade secrets, client/consumer names, and all other private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a Goodwill website without identifying yourself as a Goodwill employee.

Express only your personal opinions. Never represent yourself as a spokesperson for Goodwill. If Goodwill is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Goodwill, coworkers, customers, consumers, volunteers, suppliers, individuals who work on behalf of Goodwill or Goodwill legitimate business interests. If you do publish a blog or post online related to the work you do or subjects associated with Goodwill, make it clear that you are not speaking on the behalf of Goodwill. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Goodwill."

Using Social Media at Work

Do not use social media while on work time or on equipment we provide unless it is work-related as authorized by your supervisor and consistent with Goodwill's policy and procedures. Do not use Goodwill's email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is Prohibited

Goodwill prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

SOLICITATION/DISTRIBUTION POLICY

The solicitation and/or distribution of literature by non-employees of Goodwill are prohibited at any time on company property. Goodwill employees are also prohibited from soliciting and/or distributing literature on all company properties during work or in work areas. Working time includes all paid time (breaks), and work areas include public access areas that are open to the public during operational hours.

VISITORS

Visits of friends and relatives to the agency must have a purpose and must be of short duration. Visitors must be accompanied by an employee at all times. An immediate supervisor or the Human Resource Director may give permission for employees to have visitors. All visitors must sign in upon arrival.

Personal visits from friends or relatives are not permitted during work hours. If you must meet with someone for business reasons during work hours, you must first obtain permission from your supervisor.

Those who have access to buildings and sometimes work nights, weekends or holidays, family members or friends may not accompany employees to work without prior written authorization from a department head or CEO.

WHISTLEBLOWER POLICY

If any employee reasonably believes that some policy, practice, or activity of Goodwill is in violation of the law, a written complaint may be filed by that employee with the President and/or CEO.

It is the intent of the President and/or CEO to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary in achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the President and/or CEO and provides him with a reasonable opportunity to investigate and correct the unlawful activity. The protection described below is only available to employees that comply with this requirement.

The President and/or CEO will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of Goodwill, or of another individual or entity with whom Goodwill has or had a business relationship, on the basis of a reasonable belief that the practice is in violation of the law or a clear mandate of public policy.

The President and/or CEO will not retaliate against an employee who discloses or threatens to disclose to a supervisor any activity, policy, or practice of Goodwill that the employee reasonably believes is in violation of the law, or a rule, or regulation mandated pursuant to the law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

WORK PLACE VIOLENCE

Nothing is more important to Goodwill than the safety and security of its employees. Threats, threatening behavior, or acts of violence against employees, visitors, guests or other individuals by anyone on Goodwill property or working for Goodwill, will not be tolerated.

Threatening or violent behavior means any physical or verbal act, threat, or assault that causes physical or emotional damage. This includes, but is not limited to, acts of aggression such as yelling at or punching someone, pounding on desks, slamming doors, blocking or cornering, and sending threatening voicemails, emails, or other oral or written threats.

To prevent the escalation of incidents, every member of Goodwill should learn to recognize and report behavior that is disruptive or could lead to violent events.



Section E.

Compensation

CLASSIFICATIONS

These classifications are used to determine eligibility for company benefits and to ensure compliance with federal and state compensation laws. The Human Resource Director will make you aware of your position classification. Positions at Goodwill are placed in the following classifications:

A **REGULAR** employee is hired to work indefinitely, full-time or part-time. Full-time employees are scheduled to work between 37.5 and 40.0 hours per workweek and part-time employees are scheduled to work less than 30.0 hours in a workweek.

A **TEMPORARY** employee is hired to work temporarily in a permanently established positions. This employee is reviewed after 90 days and depending on performance and job ability, can be hired as a permanent employee.

An **EXEMPT** employee includes management, professional and supervisor positions, such as program directors. These positions do not require overtime compensation in accordance with the Wage and Hour Division of the U.S. Department of Labor for work performed beyond (40) forty hours in a single workweek.

A **NON-EXEMPT** employee includes support and direct care positions. These positions are paid hourly and require that overtime be paid at a rate of one and a half times the regular rate of pay for all hours worked over (40) forty hours in a single work week.

A **FULL-TIME** position requires employees to work thirty-seven and a half (37.5) hours or forty (40.0) hours per week to be determined at the time of hire. These positions are entitled to medical benefits and paid time off after ninety (90) days of employment.

A **PART-TIME** position requires an employee to work no more than thirty (30.0) hours per week. Employees within this classification are generally not entitled to company benefits.

An **ON-CALL** employee is hired to work on an as-needed basis when open shifts are available. If this individual is not used for a period of three (3) months, this status will automatically terminate.

An **INTERIM or ACTING** position is sometimes necessary to ensure the continuation of work output. Employees who accept the added responsibilities are compensated appropriately while in this position. The Program Director makes a recommendation to the President and/or CEO regarding the time period, pay, and any other significant factors. An interim positions is normally for no more than three (3) months with the possibility of an extension. The Program Director will be responsible for seeking the President and/or CEO's approval for any deviation.

LUNCH & BREAK TIMES

Lunch periods are (30) thirty minutes, to be taken only once a day. Breaks are fifteen (15) minutes and are typically scheduled twice a day: morning and afternoon.

Break schedules may vary based on the hours you routinely work or the hours of operation for each location. Your supervisor will inform you of your break and lunch schedule.

OVERTIME

If your position classification is defined as non-exempt, under the Fair Labor Standards Act, you will be paid for all hours worked over forty (40.0) hours in a pay week. You will be paid at a rate of (1.5) one and one-half normal hourly rate of pay for those hours in excess of forty (40.0) hours worked.

Overtime is based solely on the actual hours worked in a given workweek. Holidays, jury duty, vacation, sick or any other paid time off are not considered as time worked for the purpose of computing overtime (Monday through Sunday).

Under no circumstances will an employee be allowed to work more than 20 overtime hours in a one-week period. All overtime must be approved by the Program Director and can be reviewed by the President and/or CEO. Failure to abide by this policy can result in verbal and written warning, suspension without pay, and/or termination.

PAYROLL

Goodwill's pay periods are bi-weekly. Should a holiday fall on a payday, you will be paid the last regular working day before the holiday.

Paychecks are either distributed via your mailbox, your supervisor or direct deposit. Direct deposit is available to all employees. Please contact the payroll department for more information.

Any lost or stolen paychecks should be reported immediately to your immediate supervisor. Any questions regarding your paycheck must also be addressed with your immediate supervisor.

Paychecks reflect hours worked in the two weeks preceding the week you receive your check.

Processing for payroll begins Monday (unless a holiday occurs) following the two weeks covered. Paychecks are received that Thursday and distributed by Friday. No pay is withheld.

Goodwill is required by law to make the following deductions from employee paychecks (the abbreviations represent how it may appear on your paycheck):

- Social Security (SOC SEC)
- Medicare (MDCARE)
- State Tax (ST TAX)
- County Tax (CTY TAX)
- State Unemployment Tax (SUI)
- Occupational Privilege Tax (OPT) (*Once per year*)
- Garnishments required for child support, government loans, fines, etc.

To ensure that Goodwill is making the proper deductions, you will be asked to complete a W-4 form upon your hire; we ask that you make any necessary changes.

Other deductions that Goodwill may take such as medical coverage or your personal pension plan may be made with your written authorization.

TIME SHEETS

Each week, you are required to submit a time sheet to your immediate supervisor, which reflects the number of regular or overtime hours worked as well as the number of hours or days used for any leave of absence (e.g., holiday, vacation, sick, etc.). Employees must sign their time sheets. Supervisors will then approve and sign all time sheets prior to submitting these records to the Fiscal Office. Your supervisor must initial any corrections on the time sheets.

Initially, your supervisor will review the proper procedures in filling out your time sheets; however, should you ever have any doubts, please feel free to ask your supervisor to clear up any questions. It is very important that you take the time to properly complete your time sheets in order to ensure proper payment.

All employees are required to complete a time sheet reflecting accurate hours of work. Hourly employees should not fill out their time sheets in advance and must wait until the end of each shift before marking an end time for that particular shift. Falsifying any portion of an employee timesheet, whether it be your own or another individuals, is strictly prohibited and will result in disciplinary action up to and including termination.

All management level and hourly employees are required to maintain an accurate record of their hours worked using a timesheet. Employees fill in and sign their own time sheets when starting or ceasing work. All time sheets are to be signed by both the employee and his/her supervisor. This should be done at the end of the workweek and verifies hours worked. The hours are to be calculated by the employee and checked by the supervisor. Completed timesheets should be sent to the Scranton office as soon as possible following the completion of a workweek but no later than 10:00 a.m. the Tuesday following a workweek. An employee who forgets to write in his/her daily hours worked should notify their immediate supervisor as soon as possible. Failure to follow procedures may result in a delay of processing payroll and appropriate disciplinary action.

WAGE RATES & INCREASES

Wage rates at Goodwill are determined by specific job requirements and fall within a wage range. For certain positions, credit can be given for experience and previous training.

Because our territory covers eleven (11) counties, which may have different cost of living, Goodwill considers the geographic location when determining a position's rate of pay. Your wage rate is generally determined at the time the job offer is made.



Section F.

Time Away From Work Benefits

BEREAVEMENT

As a regular full or part time employee, you may be granted up to three (3) consecutive work days off with pay in the event of a death in the immediate family. Immediate family is defined as: spouse, child(ren), parent(s), or guardian(s), brother(s), sister(s), grandparent(s), grandchild(ren) and current parent(s)-in law. Time off with pay may also be approved for you to attend services for other employee relatives. The President and/or CEO must approve this leave and may request a copy of the obituary notice.

40.0 hour work week – limit of three, 8.0 hour shifts (24.0 hours total)

37.5 hour work week – limit of three, 7.5 hour shifts (22.5 hours total)

FAMILY & MEDICAL LEAVE (FMLA)

Basic Leave Entitlement

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

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

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent(s) is on covered active duty or call to covered active duty status 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, and attending post-deployment reintegration briefings.

FMLA also includes special leave entitlement that permits eligible employees 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 otherwise on the temporary disability retired list, for a serious injury or illness*; or
- a veteran who was discharged or released under conditions other than dishonorable at any time during the 5-year period prior to the first date the eligible employee 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 "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".*

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees 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 employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

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 employee from performing the functions of the employee'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 three (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 employee 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. Employees 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.

Substitution of Paid Leave for Unpaid Leave

The employee must use any and all accrued paid time off (sick time, vacation time, personal day, floating holiday) during his/her leave. However, accrued sick time may only be used when FMLA is for the employee's own serious health condition.

For example: if you have two (2) weeks of accrued vacation, those two (2) weeks will become a part of the twelve (12) week leave of absence. Therefore, of the total twelve (12) weeks of leave, two (2) are paid and the remaining ten (10) are unpaid.

Employee Responsibility

Employees must provide thirty (30) days advance notice of the need to take FMLA leave when the need is foreseeable.

When thirty (30) days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees 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 employee 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. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

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

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

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interface with, restrain, or deny the exercise of any right provided under FMLA; and
- Discharge 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 employee 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.

JURY DUTY

A regular, full-time employee who serves on jury duty is entitled to time off with normal pay for a maximum of two (2) weeks, less any stipend received for jury duty. To qualify for jury duty leave, you must submit copy of the summons to serve to your immediate supervisor. Upon completion of your jury duty leave, you must submit proof of service to your immediate supervisor, as well as a copy of the stipend received for serving as a juror. Final approval for this leave will come from the President and/or CEO.

MILITARY LEAVE

If you are a regular full or part time employee entering the military service of the United States under the Universal Military Training and Service Act, you will be granted military leave of absence and accorded all rights under the Act upon your return.

If you are a regular full or part time employee who has satisfactorily completed the 90-day introductory period and you are required to perform short-term Reserve or National Guard Duty in connection with civil disturbances or emergencies, you will be granted the necessary time off.

Goodwill will reimburse you the difference between your military earnings and normal base pay (providing your military pay is less than your normal pay). Reimbursement is limited to ten (10) working days each year. Documented proof; such service, total military compensation, exclusive of travel allowances, uniform, rent or subsistence is required for payment. You will also be granted time off to attend Reserve or National Guard Duty annual encampments up to two (2) weeks each year. The same aforementioned reimbursement guidelines apply.

Goodwill will comply with all of the conditions stated in the Uniformed Services Employment and Reemployment Rights Act.

HOLIDAYS

All Goodwill employees at the Scranton and Wilkes-Barre offices observe the following paid holidays:

- New Year's Day
- President's Day
- Good Friday (Easter Sunday for CLA employees)
- Memorial Day
- Independence Day
- Floating Holiday* - *use of the Floating Holiday will be determined by the President and/or CEO each year*
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving | Day after Thanksgiving
- Christmas

Generally, full-time employees observe holidays. Because Goodwill has many different work schedules, your holiday schedule may vary from the days listed above. All full-time employees who are eligible to receive holiday pay will be compensated at a rate of (1.5) one and one-half normal hourly rate of pay for all hours worked on that holiday. With any Goodwill holiday schedule, however, if a holiday occurs on a day when you are not regularly scheduled to work – you will not receive holiday pay.

All Residential and Adult Day Program holiday hours will be at the discretion of the President and/or CEO.

Our retail locations observe the following holidays (*Warehouse will be closed these days*):

- New Year's Day (stores closed)
- Easter (stores closed)
- Memorial Day (stores close early)
- Independence Day (stores closed)
- Labor Day (stores close early)
- Thanksgiving (stores closed)
- Christmas (stores closed)

SICK LEAVE FOR STAFF

Full-time staff is eligible for sick days after ninety (90) days of continuous satisfactory service. You may earn ten (10) days per year. Sick leave is earned at a rate of:

40.0 hour work week = 3.08 hours per pay

37.5 hour work week = 2.88 hours per pay

Goodwill offers these paid sick days for when you, personally are sick or you, personally have a medical appointment that cannot be scheduled outside of regular working hours. Sick days should not be used when family members are ill; however, in accordance with our Family and Medical Leave Policy, you may be eligible to take unpaid time off to care for family members. Please refer to this policy for more details.

Sick time may be used in half or full-day increments only.

In order to be paid for your earned sick days, you must call your supervisor as soon as possible before your scheduled start time.

Absence of three (3) or more consecutive workdays will require a certification from your doctor indicating the illness and your ability to return to work. Your supervisor reserves the right to request a doctor's certification whenever it is his/her opinion that your absenteeism is abusive.

Sick days are carried over from year to year. A maximum of sixty (60) days is allowed to accumulate under this benefit.

Because Goodwill does not require employees to wait a full year to be eligible for sick time, it is possible for you to take sick time prior to actually earning it. Advanced time is limited to twenty (20) hours unless the employee receives prior written approval from the President and/or CEO. Should this occur and then you resign or are terminated, the advanced time will be deducted from your final paycheck. If the final paycheck does not cover the balance, the employee will be required to reimburse Goodwill the difference.

Any unused sick time will not be reimbursed at termination of employment. As soon as an employee submits their resignation from Goodwill, he/she will no longer be eligible to use sick time.

VACATION TIME FOR STAFF

Full-time staff is eligible for paid vacation after working ninety (90) days of continuous satisfactory service. Vacation is earned at a particular rate (based on years of service), for every pay period worked.

Length of Service	Accrual Rate for 40.0 Hour Week	Accrual Rate for 37.5 Hour Week	Number of Days
1 to 5 years of continuous service	3.08 hrs. per check	2.88 hrs. per check	10
5 to 10 years of continuous service	4.62 hrs. per check	4.32 hrs. per check	15
10+ years of continuous service	6.15 hrs. per check	5.77 hrs. per check	20

Vacation time may be taken in half or full day increments only and if the following conditions are met:

- You have been employed full-time for at least ninety (90) days of continuous satisfactory service;
- There is no conflict with your work schedule;
- Your supervisor has approved the date at least two (2) weeks in advance.

Holidays occurring on a scheduled vacation day will not be charged as vacation time.

All vacation time must be used in the calendar year (January to December) in which it is accrued or it will be lost. Carryover of vacation time will be granted only for very extenuating circumstances and must have prior written approval of the President and/or CEO. Any carryover time must be used within sixty (60) days of the new calendar year.

Contingent on the availability of funding as well as mandatory staffing requirements, a vacation buy back limited to a maximum of forty (40) hours may be allowed. This policy will be reviewed on an annual basis and must be approved/authorized by the President and/or CEO.

Because Goodwill does not require employees to wait a full year to be eligible for vacation, it is possible for you to take vacation time prior to actually earning it. Advanced time is limited to forty (40) hours unless the employee receives prior written approval from the President and/or CEO. Should this occur and then you resign or are terminated, the advanced time will be deducted from your final paycheck. If the final paycheck does not cover the balance the employee will be required to reimburse Goodwill the difference.

Unused, earned vacation time may be paid to you upon your termination of employment with Goodwill provided the following conditions are met:

- You are not involuntarily terminated; and
- You have provided the company with a minimum of two (2) weeks' notice of your resignation.

Upon termination, if the above conditions are met, you will be reimbursed for any unused vacation time based on the amount of time you have worked from your last anniversary date.

PERSONAL DAY

Full-time staff is eligible for one (1) paid Personal Day each year.

40.0 hour work week = one (1), 8.0 hour day

37.5 hour work week = one (1), 7.5 hour day

It can be taken in an increment of one (1) full day or two (2) half days. Personal days cannot accumulate from year to year; therefore, your personal day must be used during the calendar year (January to December). Any unused personal day will not be reimbursed at termination of employment.

Your personal day can be taken after the following conditions are met:

- You have been employed full-time for 90 days of continuous service.
- There is no conflict with your work schedule.
- Your supervisor has approved the date.
- The date has been requested at least two (2) days in advance.

The President and/or CEO must approve any changes to the conditions listed above.

- Employees hired between July 1st and September 1st will be granted one half (1/2) day based on your work week.
- Employees hired after September 1st will need to wait until the following calendar year to be eligible for this benefit.

REQUESTS FOR TIME OFF

Any and all employees requesting time off from work, whether paid or unpaid, must submit a request for time off sheet to their immediate supervisor. The supervisor will then approve or not approve the time off, make a copy of the form for the employee, and give the copy back to the employee for his/her records. The original sheet should then be submitted to the Human Resource Department for the employee's personnel file. A copy will be forwarded to payroll for their records as well.



Section G.

Other Company Benefits

COMPANY PAID TRAINING PROGRAM

From time to time, your supervisor may request your attendance at a specific training program. Generally, these training programs are paid for by Goodwill, along with any travel or mileage expenses that you may have incurred. Please feel free to contact the President and/or CEO if you have any questions regarding this program.

FLEXIBLE WORK SCHEDULE

Goodwill provides a variety of services, which sometimes creates a need for flexible work schedules. We appreciate all of your efforts to be flexible when this need arises. With this in mind, we also understand that family situations sometimes require a change in your regular work hours. Whenever possible, Goodwill will allow flexibility to your work schedule. Requests will be handled on an individual basis through your supervisor. If you or your supervisor needs further assistance, the President and/or CEO is here to help.

INSURANCE BENEFITS FOR STAFF

Goodwill provides a variety of insurance coverage for employees to assure that additional resources are available to them in times of illness or death. Eligibility for benefits is available to full-time employees who are recorded as full-time and are regularly scheduled to work between 37.5 and 40.0 hours in a workweek.

Goodwill provides group medical, prescription, dental and vision plans for regular, **full-time** employees. Employee coverage is at a minimal cost to the employee. Employees who elect to have dependent or family coverage are responsible for those additional costs. The portion of the insurance premium not covered by Goodwill will be taken out through payroll deduction.

Please contact the Human Resource Department for the most up-to-date premium rates. Enrollment in the insurance plan follows requirements of the insurance plan and coverage is available after the successful completion of a 90 day probationary period. You will be contacted by the Human Resource Department prior to your 90th day of employment, notifying you of your eligibility and information on setting up an appointment for enrollment.

COBRA

If your employment with Goodwill ends, or you experience a reduction in hours of employment; you, your spouse and any dependent child(ren) may be eligible to continue medical, prescription, dental and vision insurance under Goodwill's plan, at your own cost, for a period of up to eighteen (18 months). In addition, your spouse and any dependent child(ren) may have the right to elect continued coverage in the event of (a) your death; (b) your divorce or legal separation; (c) your entitlement to Medicare; (d) a dependent child's ceasing to be a dependent under the plan.

However, if events (b), (c) or (d) occur, you or your spouse must notify us of the event within 60 days in order for your spouse or child(ren) to be eligible to continue coverage. To be eligible for continuation of insurance for yourself, your spouse and any dependent child(ren), the law requires that certain conditions be met. If any of the above events occur, contact the Human Resource Department as soon as possible for further assistance.

LIFE INSURANCE/SHORT-TERM DISABILITY/LONG-TERM DISABILITY INSURANCE

Goodwill provides individual life and long-term disability insurance for all regular, full-time employees at no cost to the employee. Short-term disability insurance is also available for a minimal cost based on a percentage of the employee's wages. These policies become active after the successful completion of a 90 day probationary period. Claim forms as well as additional information about these plans are available in the Human Resource Department.

Please note that these insurances only apply to non-work-related accidents or illnesses. Our insurance carrier typically needs several business days to process a claim; therefore, you may experience a delay in receiving payment.

PERSONAL PENSION PLAN

Goodwill wishes to recognize the efforts that employees make to the success of the agency. Therefore, we offer a 401k Plan to all employees (full and part-time) who meet the following criteria:

- Must be 21 years of age or older.
- Must have completed one full year of service with Goodwill.
- Must have worked for more than 1,000 hours.

This plan offered by Goodwill allows an employee to defer his/her compensation up to the maximum amount allowed by law. Goodwill will match the employee's contribution on a dollar for dollar basis, up to a maximum of 6.0% gross W-2 Wages. This plan is on a pre-tax basis.

Generally you are not taxed on your deferral until you make withdrawals. The responsibility for compliance with applicable tax law is that of the employee.

Enrollment in the 401k Plan is completely optional and will be available on the 1st day of each calendar quarter (January 1, April 1, July 1, October 1) following your completion of one full year of service. Those that qualify will be contacted by the Human Resource Department a few weeks prior with information on how to enroll.

STORE DISCOUNT

All employees and staff members: full and part-time are eligible for the employee discount. This benefit is available on the first day of employment and ceases upon termination from employment. It is available at any store operated by Goodwill.

The discount amount for donated merchandise is 25% off the original price. Items that have been reduced from their original price may be purchased for the reduced price or if the employee discount is greater it may be used. **Both the employee discount and the reduced price for an item may not be taken. New goods and other like items are not discounted.**

Store Procedures

- Employees may shop during their breaks, lunch periods, or hours when they are off duty.
- All shopping is done from the sales floor only. There is no shopping in the backroom.
- Any items you wish to purchase must be paid for and removed the same day. Large furniture items may be held one (1) day without being paid for.
- The manager will ring up all employee purchases of site where employees work, initial the register receipt, bag the item(s) and give the bagged purchase to the employee at the end of their shift. No purchases may be made on the manager's day off. Large items such as furniture may be left in the store site up to one week. Employees shopping at store sites other than the one they are assigned to must have the Store Manager or person in charge ring up their purchases.
- The employee discount benefit is for employees and their immediate family only. Immediate family (father, mother, sister, brother, spouse or children) may also use the employee discount but the employee must be present at the time of purchase. Items may not be resold to others to provide merchandise for garage sales or similar endeavors.
- The Manager will consider all items on the sales floor and in the processing areas Goodwill property in the absence of a register receipt initialed.

This program will remain in effect until such time as the company feels it is no longer in the best interest of our business. Any employee found to be abusing this benefit or failing to follow these procedures will be dealt with through the company disciplinary procedures.

Salvage and trash items may only be purchased during break or lunch periods from the break room. The salvage or trash items must be taken to the Manager immediately for pricing and payment of merchandise. The Manager will bag and retain items until the end of the employee's shift. Off duty employees may not shop for salvage or trash items. Pricing of salvage and trash items is at the discretion of the Manager. There are absolutely no "free" items.

Employees found to have violated this policy will be subject to disciplinary action up to and including termination.

Goodwill reserves the right to inspect any and all employee purchases as well as parcels, handbags, and similar items brought into or taken from the premises.

TRAVEL REIMBURSEMENT

If you are traveling on Goodwill business using your own car, Goodwill will reimburse you on a per mile basis. Travel must be pre-approved by your immediate supervisor. The rate is established by the Board of Directors and is adjusted periodically. Your supervisor will explain the mileage reimbursement procedure for your position.

WORKERS' COMPENSATION

In the event you are injured while performing work for Goodwill, you are covered by workers' compensation for medical costs and lost wages.

To ensure protection, all work related injuries, minor or otherwise must be reported to your supervisor immediately. You are required to be treated by one to the medical providers listed on our panel of physicians for a period of ninety (90) days from the date of first visit. This information is posted at all work locations in a common area. If you receive treatment from a provider not on the list, Goodwill will not be responsible for the expense incurred. The expense will be your responsibility.

After the ninety (90) day period expires, a medical provider of your choice may treat you. However, you must first notify Goodwill's Human Resource Department within five (5) days of the first visit that a health care provider of your choice is treating you. If you fail to notify us within five (5) days, Goodwill will not be responsible for the medical expense incurred until appropriate notice is given and the service is determined to be reasonable and necessary and is caused by an injury which occurred in the course and scope of your employment.

Goodwill will continue to pay employee benefits for a period of six (6) months from the date of injury.

Goodwill strives to provide a safety conscious work atmosphere for all of its employees; therefore, it is important that you, your supervisor, the Human Resource Director and your physician communicate frequently when an injury has taken place. Since you are such an important link in the entire Goodwill chain, we will make every effort to meet your needs and assist you in returning to work as soon as possible. As such, Goodwill allows the flexibility for light duty assignments, whenever possible, in order to keep employees secure with their employment, income and benefits.

Please understand that our insurance carrier typically needs several business days to process a workers' compensation claim; therefore, you may experience a delay in receiving payment.