

EMPLOYEE HANDBOOK



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SENIOR LEADERSHIP

At Goodwill, each employee plays an important role in carrying out our mission; every job contributes to our success.

Our Mission: To create opportunities for people to enhance their lives through training, workforce development services and collaboration with other agencies.

Our Values: Goodwill's employees are expected to uphold the values that our organization has set forth in the values section of this handbook. Using these values as our guide, we will continue to build an organization that values diversity, respects individuals and is committed to achieving our goals.

Our company has grown immensely since it was founded in 1926. However, we have remained committed to our founders' fundamental objective of offering people "not charity, but a chance".

This handbook is an introduction to the many things that Goodwill does in our community. Each day, we have opportunities to learn about the spirit of Goodwill and the way we affect those wanting to improve their lives. It is the hope that our employees will be as honored as we are to work at this organization.

In addition to this handbook, you will receive a copy of a benefits summary booklet which describes our benefits in detail.

Welcome to the Goodwill family!

GOODWILL'S LEADERSHIP TEAM

President and Chief Executive Officer: Barbara
Maida-Stolle

Chief of Operations:
Bill Haymore

Chief Organizational Development and Mission
Advancement Officer:
Sherry Carpenter

Chief Financial Officer:
Curtis Bland

Chief People Officer:
Timothy Howell

Chief Marketing Officer:
Jaymie Eichorn

Associate Vice President of Retail:
Sharon Grubb



Goodwill Industries International is a not-for-profit agency and one of the world's largest providers of education, training, and career services for people with economic and social disadvantages, as well as mental and physical challenges.

Goodwill Industries International was founded in Boston in 1902 by Reverend Edgar J. Helms. Since then, more than 150 not-for-profit Goodwill organizations have been accepted as members of Goodwill Industries International, which provides information and collaborative opportunities for its members.

Goodwill Industries of Northwest NC is based in Winston Salem and was founded in 1926 by Centenary United Methodist Church. Reverend Edgar J. Helms's original philosophy of a "hand up not a hand out" has continued as our organization has added workforce development programs, contracts service sites and retail stores within its 31 county territory bordering the Virginia and Tennessee state lines.

Goodwill's success **begins and ends with the community.**

Goodwill's DGR receives household goods and clothing items from community donors through its retail stores and attended donation sites. Goodwill employees process the donations, placing only those items that meet our quality standards in our stores. Our Logistics and Recycling Departments ensure that items are responsibly recycled to make the best use of donations.

Retail employees' work generates revenue to support workforce development programs and general administrative services.

Mission Services helps individuals enhance their careers and lead more productive lives. The Division partners with state agencies and other non-profits to offer services including: youth mentoring/training, public job assistance centers, skills classes offered in partnership with community colleges, career and life skills assistance to those with mental and physical challenges, career assistance to those re-entering society from the prison system and many other services in support of Goodwill's mission.



As our program participants transition to competitive employment, the cycle is completed: participants have the financial foundation to shop in and donate to our retail division, allowing us to continue to fund workforce development services.



VALUES & STANDARDS OF BEHAVIOR

Goodwill achieves its mission through a commitment to our values. Each employee is responsible for holding themselves accountable and adhering to these values in the workplace.

Goodwill Values

Takes ownership of performance and behavior

Promotes Teamwork

Drives Improvement

Respects and appreciates others

Lives the Mission

Goodwill Behaviors

Goodwill's values and expectations can be expressed in the following list of behaviors demonstrating the specific conduct which each employee should strive for each day:

1. Understands our mission
2. Always ask yourself is this my best work
3. Create extraordinary customer experiences
4. Over communicate
5. You are the face of Goodwill
6. Assume positive intent
7. Plan first then act
8. Know what is expected
9. Follow up and follow through
10. Put's the team first
11. Embrace change
12. Honor your commitments
13. Safety first
14. Act as an owner
15. Hold yourself and other accountable
16. Address issues directly
17. Treat everyone with respect
18. Listen first, then speak
19. Be a problem solver
20. Pitch in to help others
21. Acknowledge and recognize accomplishments
22. Consider the impact of your actions
23. Remember there is always a better way
24. Do the right thing
25. Speak up
26. Have fun



HANDBOOK PURPOSE

The purpose of this handbook is to communicate information about Goodwill and its policies. The handbook is not an employment contract and both employee and employer (Goodwill) may terminate the employment relationship for any cause at any time. Company policies do change. This handbook is updated as needed; however Goodwill reserves the right to change, discontinue and interpret the policies included in this handbook. It is important that all employees read this handbook thoroughly; if you have questions, please contact a member of the Human Resources Department.

Please note that this handbook does not include benefits information which is covered in detail in Goodwill's Benefits Summary booklet.

EMPLOYEE RECORDS



Applications, corrective action sessions, personnel actions and other information related to employment and work history are kept in a secure personnel file in the Human Resource Department that can be accessed by the employee and managers in the employee's chain of command. You may set up an appointment with a member of the Human Resources team to come and view your own file, although copies of file documents may not be provided to employees.

Confidential and medical information is kept securely in a separate file, accessible to Human Resources and to partners such as benefits providers only as appropriate. Goodwill complies with GINA (Genetic Information Nondiscrimination Act) which prohibits discriminating on the basis of information derived from genetic tests, and limits sharing of genetic information.

Goodwill also complies with HIPAA (The Health Insurance Portability and Accountability Act), which protects personal health information by limiting sharing and requiring specific security measures.

EMPLOYMENT CATEGORIES

Goodwill hires based on business needs in the following employment categories:

Full Time Regular Employees

Employees who average 30 hours or more per week on a regular basis and whose employment is not erratic or for a specified time period may be offered certain benefits for which part-time regular employees are not eligible.*

Part-time Regular Employees

A part-time employee is an employee who averages under 30 hours per week on a regular basis and whose employment is not for a specified time period.. Part-time employees may be offered certain benefits, including PTO. Please see benefits booklet for details.*

Fill-In Employees

Employees who are hired with the expectation of under 6 months of service. They may be part-time or full-time. This classification of employees includes paid work experience participants, who receive services while gaining paid work experience. Those paid directly by Goodwill are limited to 25 hours of work experience or under per week, and other program limitations on hours/ participation may apply.

WORK SCHEDULES

Hours of work may vary based on the needs of each department. You are responsible for checking the department schedule in advance so that you can arrange to work your scheduled hours.



GENERAL EMPLOYMENT & PAY

INCLEMENT WEATHER

In general, Goodwill does not close for inclement weather. However, certain stores or sites may close early or open late based on Goodwill's concerns for employee safety. If a site is not closed, employees should make reasonable effort to meet their scheduled hours; however, if they feel it is unsafe to come in to work, they should make their supervisor aware of their absence before their scheduled work hours. An absence on an inclement weather day when the facility is open is considered an unscheduled absence. As with any absence, PTO time will be paid if available (see Benefits Summary booklet). Unless otherwise indicated by the employee, PTO time will be automatically paid if the facility is closed for weather or other reasons.

DRESS/ATTIRE



Goodwill is made up of many different facilities and jobs. Some jobs include working outside in varying weather conditions; others may work with special machinery. Attire should be appropriate to the job.

It is important that you remember that work attire is meant to project a professional/work oriented image. Work attire should not be suggestive or cause safety concerns. Overly high heels, flip flops, low cut blouses, skirts or shorts more than two inches above the knee, midriff revealing tops, and baggy or overly long pants are not appropriate to the workplace. Except in an office environment, open-toed shoes are not permitted.

Good hygiene/personal grooming habits are important for good internal and external customer service. Goodwill will address concerns regarding these areas when necessary.

Goodwill reserves the right to ask you to remove piercings, cover tattoos, remove hats or alter hairstyles/facial hair for safety or to maintain a professional atmosphere at the workplace. It is unacceptable to wear clothes with logos or images that are suggestive, violent or demeaning to others.

Any questions about your department's guidelines for attire must be discussed with your immediate supervisor. Regardless of dress and grooming, all staff must wear the Goodwill identification badge at all times while at work unless otherwise instructed. If dress requirements conflict with your beliefs or culture, please contact your supervisor or a member of Human Resources. Safety is of utmost importance and we are unable to accommodate attire which could cause safety hazards.

NEW HIRE ONBOARDING AND ONGOING TRAINING

In general, Goodwill requires every employee (other than paid work experience participants, who will attend their own orientation session) to attend a paid regional onboarding conducted by Human Resources and Training representatives. This onboarding prepares employees to be successful by educating employees on core values, policies and benefits. Your supervisor will provide additional, site-specific information. Travel expenses and travel time will be paid for onboarding, required company trainings and other pre-authorized trainings related to your position.. Employees should ensure they provide travel, and if approved, meal expenses with their managers to be appropriately submitted to the accounting department for reimbursement. In certain cases Human Resources will conduct orientations at the worksite if business needs do not permit employees the opportunity to attend regional onboarding.

Job specific trainings must be pre-authorized by your supervisor in order to qualify for payment/reimbursement. Other group trainings, including harassment, diversity training and leadership training are conducted on a regular basis. These trainings, in addition to a number of online classes are available through Goodwill's Training Department; ask your supervisor or visit the Training Department's Intranet Site, <https://intranet.goodwillnwc.org/sites/training/Pages/Home.aspx>, for details.

All employees are responsible for partnering with their supervisor to keep accurate records of trainings that they participate in; both those provided by Goodwill's Training Department and those through other sources. Should you attend a training opportunity outside of Goodwill's Training Department, you should upload proof of training to UltiPro's employee documents section. This may include a certificate of completion or may require an employee to complete a Staff Training and Development Record form on Goodwill's Intranet.



JOB DESCRIPTIONS

All employees receive a copy of their job description upon hire. A signed copy must be returned to the Human Resources Department. Job descriptions are reviewed on a regular basis in conjunction with performance appraisals.

HIRING/RE-HIRING & JOB POSTING

Goodwill selects employees for hire based on our EEO policy (see this handbook for details), selecting candidates who bring the best overall fit for the position and department. Goodwill will rehire employees on a case-by-case basis; however employees who leave without notice or are terminated for cause are unlikely to be considered for rehire.

Goodwill publicizes its jobs through partnership with Career Connections Centers with the local Employment Security Offices (ESCs) and posts positions at our website: www.goodwillnwc.org. The Goodwill website's postings are updated weekly; however, there are occasions where a job which has been filled will still be listed on the site. Goodwill provides ESC offices with information about current job postings weekly. Goodwill will review your work record and experience at our company, as well as past experience, references and length of service when considering you for transfer or promotion. Internal candidates may find job postings in the Opportunities section of UltiPro.

ORGANIZATIONAL COMMUNICATION

Because each worksite is unique, Goodwill uses many different communication methods to ensure that our employees are up-to-date on important information: publications, email, mail, Goodwill's intranet and public employee website, our HR/Payroll information system, bulletin boards, company meetings/trainings, direct communication via supervisors, etc.

Open Communication/Employee Concerns

We encourage employees to talk to their supervisor first if they have a complaint or concern. However, if you do not feel comfortable discussing the issue with your immediate supervisor or are not comfortable with their response, Goodwill encourages you to contact your supervisor's supervisor (the next reporting level in the organization). You should also feel free to contact Human Resources and discuss concerns or questions at any time.

Concerns that are important enough to discuss with other employees are important enough to bring to the attention of management through our Open Communications procedures, in order that we may take actions to correct problems if possible.

If you have unresolved concerns about your employment and wish to learn more about Goodwill's formal grievance procedures, please contact a Human Resources representative.

Goodwill's Intranet

Goodwill's company intranet may be accessed by employees with company email. The Sharepoint intranet is the home page on most company computers. For employees without company email, Goodwill posts information on the HR/Payroll system and on our public employee website: www.goodwillnwc.org/hr-information. These connections provide employees information such as plan descriptions for benefits, and general information about policies and benefits, including this handbook and the Benefits Summary Booklet.



GENERAL EMPLOYMENT & PAY

PAY INFORMATION



You are responsible for reviewing your pay check/stub to ensure accuracy. Inaccurate information should be reported to your supervisor immediately.

Pay Periods

Hourly/Non-Exempt Pay Period: The pay week for hourly employees begins each Friday and ends the following Thursday. Hourly/non-exempt employees are paid on a bi-weekly basis by check or direct deposit on the Friday of the following week after the close of a two-week pay period.

Salaried/Exempt Pay: Employees are paid semi-monthly, on the 15th and on the last day of the month.

Exempt Employee Pay Policy

Employees that are exempt from overtime under the Fair Labor Standards Act (FLSA) may not have deductions in pay made from their check for jury/civic duty or temporary military leave, (although pay may be offset by the amount of jury fees, witness fees or military pay received by the employee) absences caused by employer/business operations. Salaried employees may not have partial day deductions from their pay.

Pay deductions may be made for:

- absences of one or more full days if absent for personal reasons
- sick/disability related absences if employee is not yet eligible for short or long term disability and if employee has under 4 hours of PTO in their PTO bank.
- partial week worked during first or last week of employment
- unpaid leave under the FMLA act
- unpaid disciplinary suspension or penalties due to infractions of safety rules of major significance
- deductions approved in writing by employee (benefits, etc.)
- deductions required by federal, state or local regulations (taxes, garnishments, etc.)

Non-Exempt Employee Pay/Overtime Policy

Non-exempt employees must be paid for all hours they work during a pay week. The hours cannot be allotted to or transferred to other weeks, as Goodwill does not participate in a compensatory time off program.

When working over forty hours in a pay week, non-exempt employees will be paid at the overtime rate -1 ½ times the base rate. All work away from the office or overtime work must be scheduled and approved by the immediate supervisor and time must be tracked and submitted for payment.

Pay Distribution/Direct Deposit

Paychecks/direct deposit stubs are normally distributed after 2pm on the payday. If a holiday coincides with the payday, paychecks will be processed on the previous business day.

Direct deposit helps ensure that paychecks are not lost and are deposited even if you are on vacation. Goodwill strongly encourages participation in the Direct Deposit program, and it is required for all salaried employees. Exceptions can be considered when specifically requested by the employee and authorized in writing. For hourly paid employees who do not select Direct Deposit, the required alternative is a pay card.

Payroll Deductions/Garnishments

The Accounting Department administers payroll deductions in accordance with federal and state tax laws. If judicial processes require a garnishment to be issued against an employee's wages, Goodwill's Payroll Department will withhold the portion of the employee's wages, within the restrictions set forth by applicable laws.

You must authorize any additional deductions from your payroll check. If you have questions about deductions, contact a member of your management team or Human Resources immediately.

Travel and Expenses

If you incur authorized expenses on behalf of Goodwill, complete an expense report (on Goodwill's intranet or available from a supervisor), obtain necessary signatures, and fax or bring it to the accounts payable department. Reimbursements will be made in a timely manner based on Accounting check run dates. [Mileage will be reimbursed based on the current rate communicated by the



MARY ANN

Mary Ann Gentry had many barriers to overcome when she arrived at Goodwill. As a 25 year-old immigrant from the Philippines with a congenital absence of the left hand, her confidence was shaken when she arrived in Statesville. She spent a year looking for work, to no avail. Mary Ann began to muster her confidence and master her grasp of English as a volunteer at Iredell Christian Ministries.

When Vocational Rehabilitation referred her to Goodwill, she immediately took advantage of the job placement and coaching services. Soon she was working as a retail associate at Tilley's Harley Davidson in Statesville. It was only a matter of time before she proved her true value as a dedicated employee and was promoted to a full-time position in the accounting department.

Mary Ann is happy at her job and would advise anyone to use Goodwill's services. "Depend on them, do your part and be patient and Goodwill can give you help throughout," a smiling Mary Ann advises. "Goodwill has been a really big help to me and I do appreciate it."



TREATMENT OF EACH OTHER

As an employee of Goodwill, please be aware that you are a custodian of our values. Respecting the diverse beliefs and backgrounds of other employees ensures that all employees are able to focus on their work and to feel comfortable and secure during their workday. Goodwill's expectation is that you will treat all those associated with Goodwill with respect and report any instances when you feel that someone is not being treated in the right way.

Positive Work Atmosphere Policy

All employees are expected to maintain a positive and productive working environment. Employees are required to work in a cooperative manner without verbal attacks, bullying, harassment, inappropriate language, or non-constructive and unprofessional criticism directed towards your peers or management. Being insubordinate, threatening, intimidating, disrespectful and/or assaulting a manager, co-worker, customer, visitor or vendor may result in disciplinary action up through and including termination.

INVESTIGATION OF HARASSMENT/DISCRIMINATION CONCERNS

Goodwill is committed to enforcing our Equal Employment Opportunity and Harassment policies. Possible violations should be reported to your supervisor, or Human Resources at (336) 724-3625 or our fraud and ethics confidential message hotline at (866) 397-6601 or cco@goodwillnwc.org. All reports will be investigated and appropriate action taken.

Goodwill's Equal Opportunity Officer is the Vice President of Human Resources and Diana Inglis (contact information in leave section) works with leave and reasonable accommodation.

EQUAL EMPLOYMENT OPPORTUNITY POLICY/REASONABLE ACCOMMODATION



Goodwill provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age (40 and older), disability, veteran status or genetics and expressly prohibits any form of workplace harassment based on these classes. In addition to federal law requirements, Goodwill complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Our Equal Opportunity Officer is Rudy Allen, the Vice President of Human Resources (rallen@goodwillnwc.org)

Reasonable Accommodation

Goodwill values the contributions of all team members and promotes an interactive process to identify reasonable accommodations for those who are unable to do any of the following without support:

- apply for a job/complete the hiring process
- complete the essential functions of their job or to gain access to the workplace
- receive certain benefits of the job, such as attending training or other company sponsored events, as examples.

Diana Inglis handles leave & reasonable accommodation (dinglis@goodwillnwc.org)

Discrimination

Goodwill has a no tolerance policy for discrimination against protected classes under the law. These include all of those listed in our Equal Opportunity Policy above, to include discrimination regarding all terms and conditions of employment (as listed in the Equal Opportunity Policy above).

All forms of discrimination should be reported immediately (Please see our Open Communication/Employee Concerns and the Investigation of Harassment/Discrimination Concerns sections in this handbook.)



HARASSMENT

Goodwill believes that all employees should treat each other with respect. Harassment, intentional or unintentional, has no place in the work environment. Goodwill will not tolerate harassment of or by any employee (supervisor or non-supervisor). Harassment includes, but is not limited to, offensive jokes or language, or other verbal, graphic or physical conduct relating to a person's race, sex, religion, color, national origin, age, disability or other factors protected by law that would make a reasonable person uncomfortable in the work environment or interfere with their job performance. All forms of harassment should be immediately reported (please see our Open Communication/Employee Concerns and the Investigation of Harassment/Discrimination Concerns sections in this handbook).

SEXUAL HARASSMENT

Goodwill has a no tolerance policy for harassment, including sexual harassment. Sexual Harassment includes "quid pro quo" harassment (where someone offers a benefit or threatens a consequence if you do not permit the sexual contact) as well as contact as described in the Harassment Policy above.

All forms of sexual harassment should be reported immediately (please see our Open Communication/Employee Concerns and the Investigation of Harassment/Discrimination Concerns sections in this handbook).

RETALIATION

Retaliation against an employee for good faith reporting of a concern or violation of company policy/law is a violation of Goodwill policy and is prohibited. Any report of possible retaliation will be immediately investigated and appropriate action taken.

NEPOTISM

In order to promote good team relationships and to avoid the appearance of favoritism or impropriety, Goodwill employees may not supervise directly or through the chain of command, anyone with whom they have a close personal relationship, or supervise any of their relatives.

Employees may not allow friendships or personal relationships with other employees to influence their judgment in work-related matters such as hiring, job assignments, appraisals, or promotion and compensation decisions. Goodwill will take necessary steps to minimize/eliminate the opportunity for favoritism, real or perceived.

EMPLOYEE & EMPLOYEE/COMMUNITY SERVICE RELATIONSHIPS

Employee relationships with individuals participating in Goodwill's workforce development programs or with individuals participating in a partner agency program conducted at or in relationship with Goodwill are prohibited.

Goodwill prohibits relationships between supervisors and subordinates and prohibits unequal treatment of employees based on personal relationships/friendships. Supervisors or others in positions of influence should disclose any close relationship (relative, etc.) with another coworker to their supervisor or to the Director or Vice President of Human Resources so that a determination may be made regarding conflict of interest.

Goodwill strongly discourages personal relationships between coworkers. Employees should report relationships to their managers in order to ensure they can properly investigate concerns should they arise. Employees should always behave professionally towards one another when on Goodwill premises, with no physical/other contact which a reasonable individual might deem inappropriate.

Employees (whether management level or not) are held responsible for ensuring that community service workers experience a professional, respectful work environment. Sexual or romantic relationships between a Goodwill employee and a Community Service Worker working at Goodwill will result in termination and potential felony prosecution under laws such as the PREA.

(866) 397-6601

TOLL-FREE AND CONFIDENTIAL



Goodwill's Fraud & Ethics Hotline is a phone messaging center that allows you to confidentially report suspected violations of:

- **Federal & state law**
- **Ethical standards**
- **Deceptive accounting practices**
- **Goodwill policies**
- **Harassment policy**

For questions or concerns regarding general business practices and/or facilities, please see your immediate supervisor. If you are aware of a possible fraud or ethics violation, please contact the Corporate Compliance Officer immediately.

**Corporate Compliance Officer/Equal Opportunity Officer -
Vice President of Human Resources**

Email: cco@goodwillnwc.org Phone: (866) 397-6601

Write: P.O. Box 4299

Winston-Salem, NC 27115

Attn: Corporate Compliance Officer



Employees must maintain a clean, safe work environment and follow all safety and security procedures, using common sense and care to ensure safety. Report safety/security concerns immediately to a supervisor, Human Resources or Facilities. Good safety practices are imperative to keeping employees safe in daily activity; failure to follow this security protocol will result in progressive discipline.

IDENTIFICATION BADGES AND VESTS

Identification badges should be worn at all times when on company property for security purposes. If you work in a retail store or donation center, you must wear a Goodwill vest to allow customers to easily identify you for customer service questions and emergency purposes. Vests and ID Badges should be cared for to extend their use and should be returned, along with any other company property, if you leave employment.

OSHA SAFETY STANDARDS

Goodwill complies with the Occupational Safety and Health Act of 1970 (OSHA) and other applicable regulations/laws. Goodwill has established a Safety/Security program in order to provide a clean, safe and healthy place in which to work. A Safety Committee coordinates this program and meets to discuss accident prevention and safety hazards. Each Workforce Development Center has a Safety Committee to ensure OSHA Compliance. Other facilities are reviewed for adherence to safety requirements, and training materials and information are provided to site managers to ensure safety compliance.

SAFETY EQUIPMENT & FIRST AID

In certain cases, Goodwill may request that you wear safety equipment (such as gloves, goggles, steel toed shoes, etc.). Employees will not be permitted to work without necessary safety equipment. All employees are responsible for knowing the location of the first aid kit in case of an injury. Refusal to wear safety equipment or work/operate machinery in a safe manner may result in corrective action.

HAZARDOUS COMMUNICATION STANDARD

Goodwill also complies with the Hazardous Communication Standard (HazCom) and the Emergency Planning and Community Right to Know Act (EPCRA). Goodwill has developed a comprehensive program to inform you of hazards in the workplace and to provide training in the use and handling of hazardous chemicals.

Exposure to certain chemicals can cause or contribute to many serious health effects. Proper labeling of hazardous chemicals and waste is extremely important. Goodwill ensures that all chemicals that we purchase for use are labeled as required by HazCom with the identity of the chemical, the name and address of the manufacturer and any hazard warnings. Goodwill also ensures that Material Safety Data Sheets (MSDS) are available for each hazardous chemical.

You are responsible for knowing the location of the Material Safety Data Sheets (MSDS) which provide information about hazardous substances in your workplace and tells you how to react in case of an emergency situation involving one of these substances. Hazardous chemicals or explosive/flammable materials should not be accepted as donations. If you accidentally accept one of these items, immediately notify your supervisor or another manager. If you are exposed to a hazardous chemical, immediately notify your manager or a management member even if you do not choose to seek medical assistance.

EMPLOYEE INJURY/WORKERS' COMPENSATION POLICY

Goodwill maintains workers' compensation insurance which compensates employees for lost time, medical expenses and certain other costs associated with an injury proven to have been sustained due to or in the course of work.

Employees must immediately report any accident, illness or injury to their supervisor even if medical treatment is not sought at that time. Your supervisor will assist you in obtaining medical attention if necessary. You should not leave the premises if ill or injured without first informing and consulting your supervisor.

If you are injured at work and a medical provider indicates that you are unable to perform your regular duties, immediately notify your supervisor. Goodwill will work to provide modified duties if possible. Once the medical provider reviews and approves these duties, you will be returned to work. Violations of medical restrictions will result in corrective action and/or removal from the site in order to ensure that you do not suffer further injury. It is important that you maintain close contact with your supervisor and Human Resources during the course of any absence or treatment.



EMPLOYEE INJURY/WORKERS' COMPENSATION POLICY CONT.

If you are out of work for work related injuries, Goodwill coordinates PTO to supplement your workers compensation payments and will coordinate FMLA benefits if applicable. If FMLA leave is not available or is exhausted, other forms of leave will be considered. Following exhaustion of any approved leave granted, an employee will be placed on inactive status (this is a terminated status which allows for an expedited return if required) until it is determined that they are at "maximum medical improvement", unless that period of time lasts longer than 6 months, in which case they will be terminated. Should they meet maximum medical improvement while on inactive status, and at that time, their reinstatement to active duty will be considered. If Goodwill is unable to identify a position to which to return them, the employee will be placed on terminated status, but may re-apply for positions as they are available. Please see our benefits booklet for details about employee leave of absence.

EMERGENCY EVACUATIONS

All employees are responsible for locating and reviewing the exit plan for their facility. In the case of an emergency evacuation each facility has a designated meeting place to ensure that all employees are accounted for in case of an evacuation.

In the larger Workforce Development facilities, emergency evacuation and tornado drills are performed periodically to ensure that employees and participants understand the procedures. Safety Marshals are designated to ensure that all employees, including those with disabilities, are able to exit the facility safely if necessary.

WORKPLACE VIOLENCE

All employees, participants and customers should feel safe in the workplace. Violence or threats by employees, participants or customers (aggressive behavior, violent language, etc.) on Goodwill property or on company time is prohibited and will be immediately addressed.

Goodwill prohibits possession of weapons on company property, including those in personal vehicles if in parking lots designated for company use. Weapons may include, but are not limited to: tasers, shotguns, rifles, handguns, knives/box cutters. We understand that employees may carry mace/pepper spray for personal protection. These products should be handled responsibly and in general should not be used or displayed on company property. A license to carry a weapon does not supersede company policy. Donated weapons, explosives, etc. should be immediately reported to a supervisor who will dispose of them properly.



SUBSTANCE ABUSE

Goodwill is committed to maintaining a drug free workplace to ensure a safe environment for our employees, participants and customers. Goodwill performs pre-employment, post-accident, for cause and random drug tests. "For cause" testing may be administered when an employee shows signs of impairment on the job. Employees who have on-the-job accidents that result in an injury requiring outside medical attention or who have any vehicular accident while operating a vehicle on company business will be immediately tested. Drug testing also will occur if an employee has an accident which injures others or injures Goodwill property.

Goodwill believes in identifying and encouraging rehabilitation for employees with substance abuse issues. Last Chance Agreements involving voluntary assessment and a minimum of 2-3 sessions of follow up counseling for illegal drug use or alcohol abuse are offered to individuals whose essential job function does not involve transporting participants or driving a company truck. Employees who agree to participate in a Last Chance Agreement will be suspended from work until an assessment is complete and Goodwill has decided they are fit to return to work. The employee may use PTO (Paid Time Off), if available, for time missed.

Employees on Last Chance Agreements are subject to unscheduled random retesting. If they at any time test positive, they will be terminated.

Non-compliance/refusal of the Last Chance Agreement, refusal to participate in a drug test, or possession, use, transfer, manufacture or sale of alcohol, illegal drugs, or legal drugs without a valid, unexpired prescription on Goodwill property or on Goodwill time will result in termination.



HIPAA, HITECH AND CONFIDENTIALITY

HIPAA

Goodwill is covered by HIPAA regulations related to the protection of Protected Health Information (PHI) and intends for all information that is confidential to be protected in the same way. Our full HIPAA Privacy Policy, including privacy officer information, is in the Benefits Summary Booklet.

Confidential information, even if not PHI, is anything that would allow other organizations or outside entities to learn proprietary information which would otherwise be difficult for them to access, or sensitive, personal information which could compromise Goodwill or our employees or participants. Some examples would be: social security numbers, bank accounts or information related to an individual's disability or health records. Do not share sensitive personal or company information. If you are unsure of whether information is confidential or not, you can contact your supervisor or one of our privacy officers (Compliance Director in WFD for participant concerns, or the VP of Human Resources for employee related concerns)

Computer technology such as laptops and cell phones are devices which store proprietary and confidential information. They have protections based on our company firewall, virus software, etc. and part of the HIPAA and HITECH acts provide Goodwill with a template for protecting our information. These protections may be compromised by using portable storage devices such as "thumb drives", by opening emails or attachments which are not from a known source and by emailing information without encrypting it when it is related to personal information such as social security numbers or health/disability information. It is vital that you obey all related computer and phone usage policies and that you never give your password to another person. Should you believe that your laptop or cell phone has been lost or stolen, or should you otherwise have concerns about a breach of confidentiality or HIPAA related information, report this to the Information Technology Department immediately and discuss the need for a breach form with your supervisor. Violations of this policy could result in confidential data being compromised and therefore may result in corrective action.

SEARCH & SURVEILLANCE



To maintain a secure and safe working environment, Goodwill reserves the right to search an employee's person, locker, office, and personal vehicle if in designated company parking area, and personal effects if there is a cause for suspicion of drugs, theft, weapons or other illicit materials. Personal searches are conducted by or in the presence of an individual of the same sex. To protect employees, participants, and Goodwill property, Goodwill monitors work areas with security cameras.

In some cases, to facilitate work, Goodwill may provide individual employees with company phone, computer, Internet access, email or cellular phones. These communication tools should be used primarily for Goodwill related business.

While Goodwill understands that an employee who has been given access to a company email account or telephone may need to use their company phone, email, etc. for minimal personal use, employees who are working in open facilities (such as retail stores, production floors, etc.) should only use personal cell phones during their break and lunch periods and personal devices should be turned off and out of sight while in the work area.

Goodwill regularly monitors general Internet usage. If there is cause for suspicion of emails, text messages or Internet access of a sexual or inappropriate nature, or excessive non-business related use of company property, Goodwill will conduct a thorough investigation. Goodwill reserves the right to retrieve and review any message or file composed, sent or received on Goodwill property (phone, computers, etc.)



REPORTING ISSUES RELATED TO EMPLOYMENT

If, at any time during your employment, circumstances arise which would prevent you from performing any of your job duties (for example, license revocation for a driving job or another license or certification necessary for your job has expired or been revoked), or could negatively impact Goodwill's reputation in the community or with its partner agencies, you must notify your supervisor immediately. Failure to report this information in a timely manner may result in corrective action up to and including termination.

BUSINESS-RELATED DRIVING/TEXTING WHILE DRIVING

All employees are expected to follow all driving laws, use proper safety precautions and interact with other drivers professionally while on company business. Notify your supervisor and/or a member of Human Resources should you have an accident or traffic violation while driving on company business. In accordance with NC State law and Goodwill policy, employees are prohibited from texting while driving on company business. Goodwill employees should minimize the use of a cell phone while driving and hands free devices should be used.



OUR MISSION IN ACTION



S H A R O N

When Philadelphia native Sharon Byrd came to the Goodwill Workforce Development Center in Asheville, she was working part-time as an in-home care provider and a foster parent. She had set a goal for herself to become a registered nurse and looked to Goodwill for assistance.

Sharon received help with nursing assistant classes, funding for her books and uniform, and job placement assistance for her current position in the surgical department at the VA Hospital. Her genuine compassion and love for people led her to adopt two children, one of whom had been severely burned by his biological parents and requires frequent surgeries at North Carolina Baptist Hospital. Her love and nurturing has allowed her children to thrive. Her desire to give back to others shows how grateful she is for her blessings.

“I am a people person and I have gotten tremendous help from Goodwill,” Sharon says. “You really have to want something and if you really want something there are opportunities for you to go out and get it.”



Employees should work responsibly and with care, ensuring work is of highest possible quality and materials are not wasted. All company property should be returned to Goodwill at the time employment ends. E-mail, company voice mail, company cell phone voicemail, text messages, Internet access records, and computer hardware and software are the property of Goodwill and should not be considered private or for personal use.

Goodwill expects employees to use their time at work to the benefit of the company and refrain from “idling” or conducting personal business while on company time. Exempt employees should limit personal business conducted in the office.

PARKING & SMOKING AREAS

Employees should park in designated areas, allowing customers use of parking spots close to the retail stores. There are areas designated for employee smoking at each site. Goodwill does not permit smoking other than in these areas. Smoking in Goodwill vehicles is not permitted.

BULLETIN BOARDS/POSTING & SOLICITATION

Company bulletin boards, etc. should be used for Human Resources or management authorized postings only. Postings must not be removed without approval of senior management at the location or Human Resources. Employees must refrain from solicitation and/or posting or distributing literature or other materials on company property during work time.

EMPLOYEE PURCHASES

Goodwill’s donors and shoppers expect Goodwill to get the best value from their donations. If it looks like employees get “first pick”, customers will stop shopping with Goodwill and donors will stop donating. We expect our employees to act in ways that prove Goodwill is a fair and honest business.

If you work at a store/in the same facility as a store location, or directly supervise a store/store manager, do not make purchases at that store and never ask someone to make a purchase for you or for someone you know. Stay out of the purchase process. Don’t point out things, ring up family members, set merchandise aside or otherwise harm Goodwill in the eyes of our donors and customers. Price items fairly and do not discount items. It is the responsibility of Goodwill’s employees to maximize the value of donations given to us by the donor.

Employees must not accept an item from a donor other than for placement in the donation cycle (i.e. “gifts”). If items are not sellable, they should be refused and not accepted for personal use. It is up to Goodwill to dispose of the item or recycle it if possible. Donated money found in clothing must be given to the Store Manager who will ensure that it becomes a part of the donation process.

EMPLOYEE THEFT

Goodwill will prosecute any employee who reduces the value of its donations by undercharging, underpricing or by removing items or money from Goodwill property without authorization (theft/larceny).

LUNCH & BREAKS

While lunch and break periods are not required by law, these periods of rest are encouraged. Break schedules vary based on department needs. The majority of hourly and administrative hourly employees must clock in and out for lunch periods, which are generally a half hour for most hourly employees and an hour for most administrative hourly and salaried employees. Certain facilities may permit employees lunch breaks free from the requirements of work duties. In these cases, employees will not be required to clock out, but should keep their personal lunchtime to a minimum. Short breaks (10 minutes or less) as permitted in individual departments do not require clocking out unless you leave Goodwill property, but employees should ensure that they take breaks and lunches of a length specified by their supervisor. It is important that employee breaks, including smoking and cell phone use, are conducted discreetly and out of site of customers/participants if possible.



ABSENCES

In order for supervisors to effectively schedule their store or department, employees who will be absent must give their supervisor as much notice as possible prior to the scheduled shift. Employees must make every effort to contact the supervisor personally. For time off to be considered "scheduled/approved" the employee must have requested and obtained prior approval from their supervisor for the absence. If possible, employees should give their supervisor a two week notice when requesting an approved absence. Leaving early or leaving the work area without authorization, unscheduled/unapproved absences, failure to call in or calling in after the beginning of a shift could result in corrective action.

Failing to notify a supervisor of absences for three consecutive scheduled workdays is considered job abandonment and voluntary resignation.

PUNCHES/TIME RECORDS

Employees should not clock in prior to six minutes before the scheduled working time unless given permission by their supervisor. An employee must ensure that their time records are accurate and notify their supervisor of discrepancies. Employees must not clock in or out for another employee or alter time records unless (if authorized) to correct inaccurate clock-ins, etc. Falsification of time records or doing work for Goodwill without supervisory approval or "off the clock" may result in immediate termination.

LACK OF WORK/LAYOFFS

If work declines due to decrease in work, changes in business operations or reductions in volume of work provided or agreed to by an outside customer/agency, Goodwill may be forced to conduct temporary or permanent layoffs. Goodwill will assist employees when filing for temporary lay-off unemployment benefits. Employees may choose to use Paid Time Off (PTO) to supplement their pay to 100% of normal base pay for the affected pay period. However, the use of PTO may cause the waiting period for unemployment benefits to be delayed.

Goodwill will make decisions regarding who to lay-off and who to call back if work increases in a particular department based on a number of factors, including but not limited to: length of service, corrective action/performance records, and special skills for the position. When recalled to work from a temporary lay-off, you must respond to supervisory contact within 3 business days or Goodwill will consider that you have resigned your position. If Goodwill discovers that it is unlikely that work will increase to a level where recall will be possible, the lay-off will become permanent.

Temporary layoffs permit a continuation of certain benefits for a period of time if benefit premium payments are continued by the employee. Contact the Payroll Department to make arrangements for payments immediately when a lay-off occurs.

Permanent layoffs will result in a Paid Time Off (PTO) payout at 100% as long as the employee remains in good standing throughout their employment.

UNEMPLOYMENT COMPENSATION

Employees who choose to file unemployment claims should do so at their local Department of Employment Services office. Unemployment compensation processes and decisions are made by the NC Department of Employment Services.



CONFIDENTIALITY

It is important that all of those associated with Goodwill are secure in the knowledge that private information is treated confidentially. Goodwill expects you to respect the confidentiality of customers, participants and fellow employees. This includes information about participation in Goodwill programs, personal identifiers or information such as social security numbers or addresses, as well as health conditions/disability status, or criminal records information. Such confidential information should only be communicated on a “need to know” basis, and should be retained and communicated in accordance with departmental procedures. In addition, proprietary information such as detailed financial information, contracts/agreements, and business practices should not be communicated externally unless specifically authorized by senior management. Goodwill will prosecute any employee who deliberately violates this policy under any applicable laws.

CONFLICTS OF INTEREST/EMPLOYMENT OUTSIDE OF GOODWILL

Conflicts of Interest may arise if your relationship with Goodwill puts you (or a family member or close friend) in a position where they could potentially profit from your relationship with Goodwill. Goodwill is very concerned about ensuring that the public understands that we operate in an ethical way which avoids these types of conflict of interest. Please contact your supervisor or the Human Resources Department if you feel you may have a potential conflict of interest.

If you have another job while working at Goodwill, you must notify your supervisor so that you can discuss potential conflicts of interest.

MEDIA

It is Goodwill’s policy that employees should refer all questions or contacts by a media representative (television, newspaper, radio, blog, etc.) to the Marketing Department (336) 714-3049/cell: 336-406-4732 or to your Divisional Vice President. This ensures that no incorrect information is inadvertently communicated to the public and that Goodwill is able to fully respond to members of the press to spread the positive news about our impact on the community.

SOCIAL MEDIA



Goodwill recognizes that the Internet provides you with opportunities to interact and share information through social media such as blogs, Facebook, Twitter, etc. It is important that if you discuss Goodwill online, that you identify yourself as a Goodwill employee and that you represent yourself professionally and ethically. In addition, to comply with the law, it is important that if you express a personal opinion regarding Goodwill or Goodwill related matters, that you identify your relationship with Goodwill.

Social media should never be used in a way that violates any Goodwill policy, including but not limited to: the harassment, EEO or workplace violence policies. Please see our policies regarding company property which discuss the proper use of company computers, phones, etc.



PERFORMANCE MANAGEMENT

PERFORMANCE APPRAISALS

New employees are in an introductory period for three calendar months following their date of hire as a regular/non-temporary employee, after which time the supervisor will perform an introductory performance appraisal. If you are promoted to a new position, you will receive an introductory appraisal after three months of service in your new position. Employees receive annual appraisals upon the anniversary of the date they were hired or transferred to regular/non-temporary employment.

CORRECTIVE ACTION PROCEDURES

It is important that supervisors be consistent within their area of responsibility in enforcing the policies and values described in this handbook, and has established corrective action procedures to ensure this occurs.

Failure to work in accordance with Goodwill's values and standards of conduct, violations of policies/procedures in this handbook, or failure to follow policies/procedures set forth by the company or your supervisor will be sufficient grounds for immediate corrective action (up to and including termination).

Except in cases where severe corrective action is warranted, the procedure for exercising corrective action will be as follows:

Step 1 – First Written Corrective Action Session

Documentation of the event occurs in writing and the issue is discussed with the employee. The employee and the supervisor sign the form. If the employee refuses to sign the form, a witness will sign and note that the employee has refused to sign the form. The corrective action session will be placed in Goodwill's personnel files.

Step 2 – Second Written Corrective Action Session* (and possible suspension)

Same process as step 1. In addition a penalty of up to one week unpaid suspension may be invoked. For employees in their introductory period only, this corrective action session results in termination of employment.*

Step 3 - Termination

Same process as steps 1 and 2. It is at this time that the employee is terminated from employment. The employee's final check(s) will be available on the next regularly scheduled pay period at their work location.

**Employees within their Introductory Period: For employees in their introductory period, two written coaching sessions will result in termination.*

It is not necessary for each corrective action session to document the same offense. Corrective action sessions are cumulative (even when documenting different offenses). Each corrective action session remains in effect for one year following the date of that session.

In certain cases, steps in the corrective process may be skipped and at times immediate discharge may occur. In general, any serious and/or intentional action in direct violation of our values and standards of behavior is seen as a serious violation which may result in immediate discharge, particularly if it affects the safety or security of Goodwill employees, customers, participants or Goodwill property. This includes (but is not limited to) the list below:

- Destruction of property, unauthorized removal or theft of property, or violation of Goodwill's employee purchase/donated goods policies.
- Violations of safety and security related policies, such as failing to report an accident/injury, failure to follow safety procedures, violations of our substance abuse, workplace violence, no harassment or search policies (refusal to submit to a search).
- Falsification of time sheets or other company records.
- Retaliation against an employee for reporting a concern, violation of a company policy, etc.
- Refusal to obey reasonable instructions from a supervisor after the supervisor has repeated the request and made clear the consequences (insubordination).
- Other violations of generally accepted standards of business conduct or actions which are in violation of federal, state or local law.

RESIGNATIONS

Employees voluntarily terminating employment should notify their immediate supervisor and/or the Human Resources Department of their intentions. Goodwill expects a two-week notice to become effective on the date given, and prefers notice to be in writing. When resigning, the employee's check will be available for pickup on the next regularly scheduled pay period or mailed if requested.

NOTES

