



EMPLOYEE HANDBOOK

**GOODWILL INDUSTRIES OF ARKANSAS
7400 SCOTT HAMILTON DRIVE
LITTLE ROCK, ARKANSAS 72209**

Revised 06/15



On behalf of the entire Goodwill Family, I want to welcome you to Goodwill Industries of Arkansas! You are now part of an organization that fosters the culture of Amazing Customer Experiences, or as we call it, ACE. It is a culture that cares for all of our customers, both external and internal. A culture that believes that caring for our community and environment is woven into our history, present, and future.

Here at Goodwill, our culture holds our customers (donors, shoppers, employees, persons served, employers, etc.), community, as well as our environment, in the highest regard. Our culture is supported by our core values, which put simply, spell out I CARE:

Integrity- We operate in an open, truthful environment, and strive to meet the highest ethical standards.

Community- We honor our heritage by being socially, financially, and environmentally responsible.

Accountability- We take responsibility for our actions and outcomes.

Respect- We treat all people with dignity and respect.

Excellence- We embrace continuous improvement, bold creativity, and change.

Goodwill's motto is: ***"Donate, Shop, Change a Life!"*** Our donors give gently-used items to be sold in our stores; those dollars create jobs and fund programs like job training, supported employment and career readiness services. Since 1927, Goodwill has offered a hand-up not a hand-out to help Arkansans change their lives.

What you do here at Goodwill is important. Your work actually helps change someone's life, impacts a family, and builds stronger communities that we all work and live in. You are part of something big, something that doesn't happen in most organizations. Your work matters, and you are now part of a great mission that matters to our community.

Welcome to Goodwill.

A handwritten signature in blue ink, appearing to read "Brian".

Brian Itzkowitz
President & CEO

Welcome and Purpose of this Handbook

This Employee Handbook (“Handbook”) has been designed to help you become familiar with the culture, values, mission, vision, employment policies, practices and benefits of Goodwill Industries of Arkansas, Inc. (referred to in this document as “Goodwill” or “Company”). It is our hope that you will carefully read, understand, and comply with all provisions included in this Handbook. We hope this Handbook will serve as a useful reference guide for you. The guidelines in this Handbook replace all prior published or unpublished policies, guidelines, handbooks, or other publications relative to personnel matters. This Handbook is for informational purposes only and does not constitute a contract, nor is it intended to confer any contractual rights to employees.

We are glad you have joined the Goodwill team. No written statement can be an effective substitute for direct and regular contact with your manager, but this handbook is intended to give you some guidance about what to expect from Goodwill and what Goodwill expects from you. Whether you are a new or current employee you will naturally have many questions about your employment and about Goodwill. This Handbook will provide you with many of the answers to your questions.

This Handbook does not attempt to describe every policy or procedure at Goodwill. Many of the subjects described here, such as the group insurance plans, safety, and standard operating procedures, are covered in detail in official policy and procedure documents. You should refer to these documents for specific information. Please note that the terms of your written insurance policies and detailed operating take precedent. Goodwill abides by all state and federal requirements. Any procedures or practices required by state law, to the extent not preempted by federal law, are included and considered a part of this Handbook. Moreover, employment is considered at will and is terminable by either the employee or the employer at will, with or without notice or cause.

The Handbook is intended to be a summary of Goodwill’s policies, procedures, and code of business conduct. The rules and policies contained in this Handbook are not all inclusive. It is important that employees understand that there may be occasions when the Company may change these policies or give current ones a different interpretation than previously made. The Company will modify its rules, policies and benefits, both written and unwritten, as business requires. When changes are necessary, they may occur with or without notice. If you ever have any questions regarding this Handbook or any aspect of your employment, feel free to contact your manager or a member of Human Resources.

If you have any questions about anything in this Handbook, your work responsibilities or about how to handle any work situation, it is your responsibility to speak with your manager or a member of human resources. Our policies and procedures will be reviewed with you as a part of your orientation and ongoing training. **It is your responsibility to learn our policies, programs and practices.**

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I. INTRODUCTION

1.1 GOODWILL HISTORY

Goodwill was founded in 1902 by Rev. Edgar J. Helms, a young Methodist minister at Morgan Memorial Chapel, located in an impoverished area of Boston, Massachusetts. His vision was broad enough to encompass the people who were impoverished and who had disabilities in his community. He devised a simple plan of collecting usable clothing and household items from the public and putting people, many of them were considered unemployable, to work renovating the donated goods. The goods were then sold and the money received was used to pay workers.

The workers not only earned wages but also acquired skills, learned trades and some for the first time became self-sufficient. Rev. Helms created the philosophy, —Not charity, but a chance for persons with disabilities and disadvantaging conditions. His vision expanded into a worldwide network of Goodwill Industries that still practice his philosophy today.

Goodwill Industries of Arkansas was started in Little Rock in 1927 by Charles E. Moyer, Mayor of Little Rock. The first donations included left over clothing donated by the Community Chest that had been collected for victims of the 1927 flood. Goodwill's founder, Dr. Edgar J. Helms, inspected the Little Rock operation in 1928. His visit gave additional momentum to the local organization and enabled it to affiliate with the national office in April, 1929.

Today, Goodwill continues to serve the people of Arkansas with a host of workforce services, retail stores and attended donation stations throughout the state. While Goodwill is no longer in the business of repairing donated items, it employs hundreds of people in the cycle of donations, processing, and resale of those goods, which is still the single largest revenue source for Goodwill. With this revenue Goodwill is providing people with hope, dignity and independence by providing them with the means to earn a paycheck and support their families.

Donate, Shop, Change a Life!!!

1.2 MISSION STATEMENT

Goodwill Industries of Arkansas helps build lives, families, and communities by assisting people with disabilities and other special needs reach their highest potential through training, education, and employment services.

Building Lives, Families, and Communities, Since 1927.

1.3 OUR VALUES – I CARE

It is important that you acquaint yourself with the core values of Goodwill. They are summarized in the phrase I CARE.

Integrity – We operate in an open, truthful environment, and strive to meet the highest ethical standards.

Community – We honor our heritage by being socially, financially, and environmentally responsible.

Accountability – We take responsibility for our actions and outcomes.

Respect – We treat all people with dignity and respect.

Excellence – We embrace continuous improvement, bold creativity, and change.

1.4 VISION

People in the communities we serve will have improved skills that provide long-term employment and a better standard of living.

1.5 (ACE) AMAZING CUSTOMER EXPERIENCE CULTURE

One of the key goals at Goodwill is to provide customers with an Amazing Customer Experience (ACE) for donors, shoppers and employees. As a Goodwill employee, you will be recognized and rewarded when YOU provide Amazing Customer Experience in one of the following ACE categories.

- **ACE OF HEARTS** – Treating internal and external customers as valued guests. Knowledge of your job, Goodwill's Mission and Vision.
- **ACE OF CLUBS** – Working productively and efficiently with integrity, quality and quantity.
- **ACE OF DIAMONDS** – Making a great first impression with a clean uniform and well maintained store
- **ACE OF SPADES** – Have fun at work. Enjoy your job. Work safely and keep a positive attitude.

An ACE handbook is located in your manager's office and on the intranet for your review. The ACE program and handbook will be reviewed in detail during your New Hire Orientation.

1.6 OUR ENVIRONMENT

Goodwill strives to provide an environment where each employee may develop and perform to the best of his/her ability. People are our most important factor in the success of our business. At Goodwill we believe that each employee is a mature and responsible adult who deserves respect and trust in the workplace. Mutual respect and dedication to excellence are the cornerstones of a healthy employment relationship.

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Goodwill strives to have an accident free workplace. Safety awareness and safe work habits are the responsibility of every employee at Goodwill. Efforts are made to protect each employee from illness or injury. Training programs and safety meetings are held periodically. Safety equipment is provided as necessary for the job being performed. Each employee is expected to maintain a high degree of safety awareness.

II. EMPLOYMENT PRACTICES

2.1 EQUAL EMPLOYMENT AND NO HARASSMENT POLICY

Goodwill Industries of Arkansas, Inc. has expressed support and commitment to the principle of equal employment opportunity. A diverse workforce is a strategic resource and helps the Company achieve its business goals.

It is our policy to recruit, hire, train, promote, transfer, compensate, and terminate individuals, as well as administer any and all personnel actions, without regard to race, color, religion, age, sex, national origin, ancestry, veteran status, genetic information, or disability, in accordance with applicable laws. This organization will not tolerate any unlawful discrimination, and any such conduct is prohibited. It is the responsibility of each member of management to give this non-discrimination policy full support through leadership and personal example. In addition, it is the duty of each employee to help create a work environment that is conducive to providing equal employment opportunities for all. If you believe that you or others are being discriminated against or harassed in the workplace, report the incident to your manager, Human Resources, or any other member of management with whom you feel comfortable. Goodwill complies with all provisions of Title VII, the Age Discrimination in Employment Act, the Fair Labor Standards Act, the Americans with Disabilities Act (ADA) and all other federal and state requirements. Helping individuals with disabilities reach their highest potential in employment is an integral part of Goodwill's mission.

It is the policy of Goodwill to treat all employees equally in their terms and conditions of employment. The harassment of any employee based upon protected status is contrary to this policy and may be considered a violation of federal law and will be considered justification for disciplinary or other appropriate action. This policy applies to all employees, managers, and non-employees who have contact with employees during working hours.

Harassment is an annoying, persistent act or actions that singles out an employee to that employee's objection or detriment, because of race, sex, color, age, religion, ancestry, national origin, disability, veteran status, genetic information, or any other legally protected status. Harassment may include any of the following:

1. Verbal abuse or ridicule. This includes epithets, derogatory comments, slurs or unwanted advances, or comments based upon protected status.
2. Interference with an employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work directed at an individual because of his/her sex or other protected status.
3. Displaying or distributing offensive materials based upon protected status. This includes derogatory posters, cartoons, drawings or gestures.
4. Discriminating against any employee in work assignments or job-related training due to an individual's protected status.
5. Intimate and/or unwelcome physical contact.
6. Making protected status innuendos.
7. Indecent exposure towards anyone.

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8. Demanding sexual favors, explicitly or implicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.
9. Retaliation for having reported harassment.

The very nature of harassment makes it difficult to detect unless the problem is reported. Therefore, employees experiencing harassment are strongly encouraged to file internal complaints. Complaints should be directed to the employee's manager, Human Resources, or any member of management with whom the employee feels comfortable making the report. If an employee even suspects harassment is occurring, it should be immediately reported. Goodwill will not tolerate protected status harassment or any form of retaliation against an employee who has either instigated or cooperated in an investigation of alleged harassment. Violation of this provision may result in discharge.

2.2 AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) is intended to prohibit discrimination against persons with disabilities. As an organization that actively promotes the employment of people with disabilities within the community, Goodwill Industries of Arkansas, Inc. fully subscribes to the principles and intentions of the ADA and expects all employees to adhere to those principles.

Goodwill will make reasonable accommodations to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an undue hardship to the operation of Goodwill's business. The basis for an accommodation must be substantiated and documented by a trained professional.

Goodwill subscribes to the UNIFORM FEDERAL ACCESSIBILITY STANDARDS and utilizes work environment analysis to facilitate accessibility. Goodwill holds all employees, including employees with disabilities, to the same standards of performance and conduct.

2.3 EMPLOYMENT AT WILL

The contents of the Employee Handbook are presented as a matter of information only. This handbook is not a contract of employment. Goodwill employees are employed on an "at will" basis. This means that your employment with Goodwill is entered into voluntarily, and you are free to resign at any time, for any reason, with or without notice. Similarly, the Company is free to conclude the employment relationship at any time, with or without cause or notice.

No one in the Goodwill organization, other than the (position with authority, e.g., CEO, etc.), has the authority to alter that arrangement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this policy.

2.4 EMPLOYMENT STATUS DEFINITIONS

An employee's employment status determines whether or not he/she qualifies for benefits, regardless of fluctuations in the number of hours worked each week.

- A. Regular Full-Time Employees - Employees who are regularly scheduled to work more than thirty (30) hours per week on a consistent basis. Full-Time employees are eligible for benefits upon completion of eligibility requirements for each benefit plan or policy, if any.
- B. Regular Part-Time Employees - Employees who are regularly scheduled to work less than thirty (30) hours per week. Part-Time employees are not eligible for benefits, holidays, or paid time off.
- C. Contract Employees - Employees employed for a specified length of time, either on a full or part-time basis. They are not eligible for employee benefits.
- D. Person Served – A person receiving services in a professional program, provided by the Workforce Services Department.

Additionally, all employees are classified as either exempt or non-exempt. Exempt employees are exempt from the overtime provisions of the Fair Labor Standards Act and applicable state law and are typically referred to as salaried employees. Non-exempt employees receive overtime pay at a rate of time and one-half the regular rate of pay for all hours worked in excess of forty (40) per week.

2.5 ORIENTATION

New employees are provided with information and instruction about Goodwill, its policies, practices and procedures. Employees meet with their manager or Human Resources and are provided an Employee Handbook to read and review. The employee will also complete Goodwill's Employee New Hire Packet. If employees have questions regarding policies or information received during orientation they should contact their manager or the Human Resource Department who will assist them. After completing required paperwork, the employee will start on the job training within his/her department. Depending on location, New Hire Orientation may be held online. You will also receive training on applicable departmental Standard Operating Procedures. The SOP Manual is available online and in your manager's office. If you have questions about any policy or procedure please speak with your manager or Human Resources.

2.6 OUTSIDE EMPLOYMENT

We understand that circumstances may arise where employees have another job. Employees may have outside employment by following the conditions listed below:

- A. Outside employment must not constitute a conflict of interest.
EXAMPLE: A Goodwill employee may not work for a competitor.
- B. Outside employment must not interfere in any way with the performance of Goodwill job duties.
- C. The work is done off the premises of Goodwill Industries and not during Goodwill's time.
- D. Equipment, materials, and supplies that are the property of Goodwill Industries are not used in the performance of the work.

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E. Outside employment must be reported to the immediate manager.

2.7 EMPLOYMENT REFERRALS

We recognize present employees that demonstrate our ACE culture as a great referral source of new employees. We encourage qualified employees to refer persons for employment, who they believe are qualified for open positions. If you send an applicant to the organization, be sure that your name is on the application as the person who made the referral. If the applicant is hired, at our discretion, you will receive a \$50.00 cash award. Provided you remain employed with Goodwill when the hired applicant reaches their six (6) month anniversary, you will receive an additional \$50.00. The person you refer will also receive \$50 after reaching their six (6) month anniversary. If an employee's primary role is that of a recruiter, they are not eligible to receive a referral bonus. Additionally, employees may not receive a referral bonus if the applicant is hired as a subordinate within the employee's own reporting structure. If recruitment is a part of an employee's job duties, that employee may not receive a referral bonus for a placement unless the person referred works in the same or a more senior position. For example, if a Store Manager refers a Store Manager for a different location, they would be eligible for an employment referral. If a Store Manager hires a Store Associate they would not be eligible for the referral bonus. A Store Associate who refers anyone for any position, regardless of store location, would be eligible for a referral bonus according to the conditions stipulated. Payments will be made via standard payroll processing and are subject to all applicable federal and state taxes. The Employee referral award request form must be completed and submitted to HR and payroll for processing.

2.8 JOB POSTINGS

Job postings are available on www.GoodwillAR.org and will be posted by managers on company bulletin boards. All eligible employees can submit their application to Goodwill by going to www.GoodwillAR.org and completing an online application. When business conditions permit, internal candidates will be given first consideration for an open position during the first 5 days of posting. If the position cannot be filled by an internal candidate by the end of the first 5 days then Human Resources will keep the position open and advertise the open position externally. Job postings may be posted internally and externally at the same time as business needs dictate. Employees seeking information concerning job openings should contact the Human Resources Department.

2.9 PROMOTIONS AND TRANSFERS

The Company encourages employee career development and advancement by openly communicating Company job opportunities to employees. Goodwill recognizes the mutual benefit of hiring a current employee into an open position where a position may be best filled by an employee possessing Company-specific job and/or product knowledge. All regular part-time and full-time employees with 90 days or more of continuous Company service, and who have a satisfactory performance and attendance record, are eligible to apply for posted openings.

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Employees are given full consideration for available positions of greater responsibility, based on our judgment as to the employee's ability to meet the requirement of the job, including but not limited to the employee's training, attendance, work performance, length of service and other qualifications and factors that we deem are relevant, in our discretion.

In order to be considered for a promotion or transfer, employees must have completed ninety (90) days of service and must not be on any type of performance improvement plan.

All job openings are posted internally at each location and the Goodwill website. It is the employee's responsibility to check job postings. The first step in applying for a promotion or transfer is to contact Human Resources. Human Resources will discuss the job opening, review the employee's qualifications, and provide direction as to the next step(s) in the process.

Nothing herein is to be considered a waiver of our rights to transfer or promote employees as needed for efficiency of operations, in our judgment.

2.10 PERSONNEL RECORDS POLICY

It is the policy of Goodwill to safeguard the records and privacy of employees. Goodwill maintains only those employee records that are required for business reasons, and limits access to people who need the information for legitimate business purposes.

Employees who have access to Company records containing personal employment, identification, medical or other information about employees must ensure that these records and the information they contain is not misused or improperly disclosed. Employees should take all necessary and reasonable precautions to avoid any inadvertent or accidental disclosure of any employee personnel records or data. Any questions concerning this policy should be referred to Human Resources.

CHANGE OF PERSONAL STATUS Employees are required to provide Goodwill Human Resources with the appropriate documentation to verify a legal name change submitted to payroll. Similar documentation is required for benefit change request, such as marriage license, divorce decree, adoption, and legal guardianships. Social Security Card for name changes will be verified by the Human Resources staff. I-9 forms must also be updated and re-verified in Section 3. Personnel records must also be updated to reflect all legal name changes.

ACCESS TO PERSONNEL FILES Access to this information will be limited to those members of management who have a legitimate business-related reason to know. An employee that wishes to review their own file may do so by contacting the Human Resources Department. With reasonable advance notice, an employee may review their own personnel file in Goodwill's Human Resources offices and in the presence of an individual appointed by Goodwill to maintain the files. File documents may not be removed or copied without approval of the Chief Operating Officer.

A File Access sheet is located in each personnel file. Each time the file is accessed it must be documented on the access sheet. Please refer to the Standard Operating Procedure Manual in your manager's office or on the intranet for more detailed information on this policy.

2.11 MEDICAL EXAMINATIONS

Goodwill reserves the right, for the health, safety, productivity and security of persons, property and facilities, at our discretion, to the extent permitted by applicable law, to require applicants for employment, and employees to consent in writing, and submit to medical, or physical examinations by a physician, designated by or approved by the organization, at its expense.

2.12 NEPOTISM

The employment of relatives will be reviewed on a case-by-case basis to ensure that such employment does not involve conflicts of interest or any other adverse consequences to business operations. Relatives will not supervise each other, nor be employed within the same department.

2.13 TERMINATION OF EMPLOYMENT

Termination of employment is an inevitable part of personnel activity within any organization. At Goodwill, employment may be terminated by resignation, discharge, reduction in force, or retirement. Goodwill reserves the right to accept resignations or to terminate at any time. At the time of termination of employment Goodwill property must be returned, arrangements must be made to pay outstanding accounts, and eligible employees should meet with Human Resources to discuss proper transfer of employee benefits. Goodwill requests that employees complete an exit interview questionnaire when leaving the organization. The questionnaire is designed to obtain information that could lead to improvement in Goodwill facilities, services, and policies; therefore Goodwill welcomes your frank opinion of how we can improve our organization.

Resignation: It is expected that employees will give written notice to their manager at least two (2) weeks prior to their expected date of termination. Director level and above personnel are expected to give four (4) weeks' notice. Failure to give the required notice will mean forfeiture of any accrued and unused vacation balance, and may result in an unsatisfactory consideration of reemployment. No specific pay out of vacation is guaranteed, however. All resignations must be made in writing and addressed to the employee's immediate manager, with a copy to Human Resources. However, before giving notice we would appreciate you talking it over with your manager.

Discharge: A discharge occurs when an employee is terminated at the request of the Company. Employees terminated for cause will not be paid accrued vacation.

Abandonment of Position: When an employee is absent for three consecutive work days without notifying her or her manager of the absence, the reason for it, and the expected date of return, Goodwill considers the employee to have resigned his or her position, effective the last day worked.

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Reduction in Workforce: Although Goodwill strives to maintain work for all our employees, there may be situations where we determine that it is necessary to reduce our work force. Before making our final decision as to which employees are affected, we will give consideration to comparative ability, training, work performance, length of service (seniority), and other relevant factors and qualifications we deem relevant, in our discretion and judgment. Employees selected for reduction in force will be given as much notice as reasonable under the circumstances and as required by law.

The Human Resources Department will provide assistance with information concerning COBRA benefits. Any employee who resigns employment in good standing, but returns within one (1) year, will be reinstated to fully vested benefit status. Anyone rehired after the one (1) year period will restart the vesting process for PTO benefits. Employees will receive their final pay in accordance with applicable state law.

III. CODE OF CONDUCT AND CORPORATE COMPLIANCE

3.1 GUIDELINES FOR EMPLOYEE CONDUCT

Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of Goodwill. Such conduct includes:

- A. Complying with the standards of our ACE Culture and supporting our I-CARE values
- B. Complying with the Company's Equal Employment, Non-Harassment and Non-Discrimination policies;
- C. Treating all people we serve, customers and visitors in a courteous manner;
- D. Reporting to management suspicious, unethical, or illegal conduct by those we serve, co-workers, customers, visitors, or suppliers without fear of retaliation;
- E. Cooperating with Goodwill investigations;
- F. Handling the property of Goodwill and of individuals we serve with care and respect to the owner.

3.2 CORPORATE COMPLIANCE

Goodwill is dedicated to the delivery of human services in an environment characterized by strict conformance with the highest standards of accountability for administration, clinical, business, marketing and financial management. Goodwill's leadership is fully committed to the need to prevent and detect fraud, fiscal mismanagement and misappropriation of funds and therefore, to the development of a formal corporate compliance program to ensure ongoing monitoring and conformance with all legal and regulatory requirements. Further, the organization is committed to the establishment, implementation and maintenance of a corporate compliance program that emphasizes (1) prevention of wrong doing- whether intentional or unintentional, (2) immediate reporting and investigation of questionable activities without consequences to the reporting party and (3) timely correction of any situation which puts the organization, its leadership or staff, funding sources or consumers at risk. Goodwill employees, persons served, and Board of Directors will be trained on an annual basis on the Code of Ethics for the organization and on the Corporate Compliance Policy and Procedures.

REPORTING A CONCERN The following are ways that employees, customers, and persons served may report questionable activities in regards to corporate compliance:

- A. Reporting of questionable activities may be reported confidentially by calling the 24 hour Ethics Point Hotline Number (1-866-ETHICSP (384-4277) or by private e-mail at www.ethicspoint.com.
- B. Completing a Corporate Compliance Report Form and sending it through distribution mail to the Corporate Compliance Officer.
- C. Contacting the Corporate Compliance Officer at 501-372-5100 ext. 1128. Private voice mails can be left on this system which is password protected.
- D. Any questions about this policy should be directed to the Corporate Compliance Officer.

3.3 CONFIDENTIAL NATURE OF WORK POLICY

In connection with your employment, you may have access to or make use of certain confidential proprietary information or trade secrets of the Company, its donors, and people we serve.

The term “Proprietary Information” means any information that could provide an advantage or benefit to a competitor of Goodwill or harm to Goodwill if disclosed to such competitor, including any data or information not reasonably known outside Goodwill, whether prepared or developed by or for Goodwill or otherwise developed or received by Goodwill under such circumstances that warrant classification as Proprietary Information. Proprietary Information specifically includes, but is not limited to, information covered by the Arkansas Trade Secrets laws, Ark. Code Ann. § 4-75-601(4), data, figures, sales or customer or potential customer information, lists or files, figures, estimates, accounting procedures, building plans, price lists, profit information, cost information, financial information, manner of operations, plans, processes, projections, and any data and information providing the bases therefore, and business method, internal memoranda, and management reports compiled or maintained by Goodwill in any form. Specifically, vendor, donor, and customer relationships are Proprietary Information. Working conditions are not deemed to be Proprietary Information. This obligation of nondisclosure is not extinguished by termination of employment.

Additionally, the contents of Goodwill’s records or information otherwise obtained in regard to business, including but not limited to confidential proprietary and medical information, may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential proprietary information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside Goodwill. Employees who are unsure about the confidential nature of specific information must ask their supervisors for clarification. Employees may not use confidential proprietary information except in connection with the performance of employment. No Goodwill-related information may be removed from Goodwill’s premises without prior permission from Goodwill. Upon resignation or termination of employment with Goodwill, employees shall immediately return all of Goodwill’s confidential proprietary information in employee’s possession, use, or control. Employees will be subject to appropriate disciplinary action, up to and including termination, for knowingly or unknowingly revealing information of a confidential and/or proprietary nature. Further, employees may be subject to any available legal action by Goodwill for knowingly or unknowingly revealing information of a confidential proprietary nature. This obligation of nondisclosure is not extinguished by termination of employment.

3.4 CONFLICT OF INTEREST POLICY

A conflict of interest is defined as any situation or activity that may directly or indirectly affect an employee's ability to make sound business decisions on behalf of Goodwill. . Conflict of interest includes any circumstance that could cast doubt on an individual's ability to act with total objectivity with regard to Goodwill's interest. Any employee or volunteer of Goodwill shall not receive any compensation, nor shall he or she permit any compensation to accrue to his or her beneficial interest from any source, the receipt or accrual of which would occur by virtue of influence improperly exerted from his or her position as an employee or volunteer.

No employee or volunteer (hereinafter referred to as covered person(s)) shall engage in any outside business or professional activity or employment for compensation which is inconsistent or in conflict with the conscientious performance of official duties of Goodwill Industries of Arkansas. While respecting the right to engage in outside activities and investments, covered persons are restricted from engaging in any activity that may constitute a conflict of interest. All covered persons who deal with vendors, providers of outside services, and those seeking to or engaged in business with Goodwill must do so in a manner that avoids the appearance of a conflict of interest.

The following are examples that could constitute a conflict of interest:

- A. Business interest or outside activity that conflicts with duties to Goodwill
- B. Engaging in any unethical or illegal practice
- C. Taking any unfair advantage in business dealings
- D. Accepting financial benefits, gifts or promises of future benefit, the value of which exceeds \$25, from an individual or business that might benefit or appear to benefit from the affiliation
- E. Participating in transactions or relationships which might reasonably be expected to affect one's judgment in a manner that is adverse to the Agency
- F. Borrowing money from Goodwill
- G. Other action(s) that may give the appearance of impropriety

Exceptions to this policy require prior approval by the President & CEO. All exceptions shall be fully documented and disclosed. Suspected violations of this policy should be reported to the President & CEO or Board Chair.

3.5 GIFT POLICY

Goodwill Industries of Arkansas, Inc. seeks to conduct its business in accordance with the highest ethical standards. We must focus not only on the substance of good work done here, but also on the standards we set for others throughout the community.

- A. Goodwill employees or members of their families may not accept gifts (other than those of nominal value), entertainment, services, travel, lodging, accommodations, nor any other form of compensation or personal benefit from any supplier or contractor which could be reasonably interpreted to influence the employee's judgment or actions in performing his or her duties. The

restriction applies to family members only to the extent that the gift can be interpreted to influence the employee.

- B. Goodwill employees may not personally benefit from any transaction involving Goodwill. The one exception to this provision allows Goodwill to keep for personal use the frequent flier points accumulated as a result of travel for Goodwill.
- C. Acceptance of perishable or other gifts of a nominal value, less than \$25.00 such as advertising or promotional material clearly marked with the Company brand name is not considered improper. Acceptance of business meals or the exchange of reciprocal courtesies of the same approximate value between Goodwill employees and their supplier/contractor friends is not considered improper when such is infrequent, does not involve lavish expenditures and takes place in a setting or settings appropriate to the business at hand.
- D. Employees and family members are prohibited from:
 - 1. Receiving gifts, money or gratuities from donors and/or customers in any form.
 - 2. Delivering any items purchased from a Goodwill Store for a customer. This policy includes hours “on” and “off” the clock during employment with Goodwill.
 - 3. Soliciting customers for any business venture or service they may provide outside of Goodwill, ask for a tip, or offer a service for a fee while on Goodwill time and/or property.

3.6 PERSONAL RELATIONSHIPS AT WORK

Goodwill does not seek to interfere with the personal lives of its employees, but does feel that the implementation of a Personal Relationship policy is necessary for the maintenance of a professional atmosphere free from distractions, favoritism, and improprieties. All employees have a responsibility to conduct themselves in a professional, business-like manner without actual or apparent conflicts of interest. Personal involvement or relationships with other employees can compromise these interests and responsibilities and create morale problems and/or security issues and are strongly discouraged. All employees are expected to exercise good judgment and discretion regarding their relationships with co-workers, subordinates, those to whom they report, persons served, customers, suppliers and vendors. If a relationship creates the appearance of a conflict of interest or favoritism, employees must let their manager or a Human Resources representative know right away, so that the situation may be addressed promptly. Any relationship on or off the job that affects our ability to run the company or your ability to do your job, may lead to disciplinary action.

The following personal relationships are strictly prohibited:

- A. A reporting relationship between a team member and someone related to him or her.
- B. A romantic, sexual or close relationship:
 - 1. between an employee and a person served
 - 2. between a manager and an employee he or she manages/supervises or
 - 3. between employees in the same department or team.

Situations where relationships cause a conflict of interest will result in the transfer or termination of one of the parties involved. Failure to notify management or Human Resources of a relationship that may be considered a conflict of interest may result in disciplinary action up to and including

termination. Engaging in any inappropriate physical contact with another employee or persons served is considered misconduct and is cause for disciplinary action up to and including termination.

3.7 SOLICITATION AND DISTRIBUTION

Persons who are not employed by Goodwill are not permitted to distribute materials or solicit on Goodwill property or in work areas at any time. There shall be no solicitation, selling, or fundraising, of any kind, including solicitations for memberships or subscriptions, at any time by Goodwill employees in any Goodwill facility, work area, or on customers' or vendors' premises, during working time of either the employee doing the solicitation or being solicited. No distribution of paper literature or materials of any kind, including circulars, shall be permitted in any work area during working time.

Goodwill maintains its posting areas for the sole purpose of communicating information from Goodwill to its employees and program persons served and to post notices required by law. Only designated management personnel may place notices or take down materials from the posting areas.

3.8 THE RIGHTS OF PEOPLE WE SERVE

Employees of Goodwill will come in contact with many people served, often working alongside them. The people we serve have rights under state and federal law, and Goodwill is obligated by accreditation standards to follow supportive and protective procedures. Goodwill's employees are obligated individually and collectively to protect the people we serve from any exploitation or harassment. Failure to do so may result in disciplinary action up to and including termination. For further information, the Workforce Development Department maintains guidelines for the people we serve. It is the policy of Goodwill to protect and advocate for the rights of the persons served.

I. If you are a person we serve, you have the right to:

- Participate;
- Ask for help;
- Make choices;
- Be listened to;
- Share opinions;
- Express yourself;
- Have your money;
- Request a meeting;
- Refuse or terminate services;
- Know if your provider is reliable;
- Have your information kept private;
- Read your file or have it read to you;
- Be free from humiliation of any kind;
- Receive, have, and use your own things;
- Be paid money for the work that you do;

- Give your permission, agree, or disagree;
- Choose the help you want from Goodwill;
- Tell if you feel you have been treated badly;
- Be free from being hurt, teased, or mistreated;
- File a grievance and expect a prompt response;
- Remain in our program after you file a grievance;
- Expect a prompt response to your wants or needs;
- Choose who you want to help you with your needs;
- Be treated fairly and seen for your talents and skills;
- Decide who can come into your space, only if you say it's ok;
- Make friends with others and to be a friend to people you like;
- Choose help outside of Goodwill if you want it or think you need it; and
- Refuse to participate in any approved research or experimental projects at any time.

II. **Goodwill Staff Role in Protecting Persons Served Rights:**

- A. Recognize that the persons served have the same rights as all individuals
- B. Advocate positive job experiences, environments and opportunities for persons served
- C. Assist and guide persons served to exercise their rights to the fullest extent
- D. Empower persons served to conduct themselves properly and to take responsibility for their own actions
- E. Encourage persons served to exercise the highest level of self-determination of which they are capable
- F. Encourage persons served to live, work, and experience the most integrated and least restrictive environments consistent with their abilities and needs
- G. Report any suspected violation of persons served rights to the appropriate Director, Vice President, or Corporate Compliance Officer. Violations should also be reported to the persons served sponsoring agency according to the sponsor's standards or guidelines.
- H. Initiate Grievance procedures when a complaint regarding persons served rights is made
- I. Report abuse, neglect, or exploitation:
 1. Definitions:
 - a. Abuse: is any act or failure to act done knowingly or intentionally that cause's physical or emotional injury to a person served. With or without injury, any sexual activity between a staff person and a person served is considered abuse. Another kind of abuse is the use of verbal or other communication to curse, degrade or threaten a person served.
 - b. Neglect: is the failure to provide care that results in physical or emotional injury to a person served.
 - c. Exploitation: is the use of a persons served resources by the agency or staff person for profit or gain.

2. Any staff person who suspects, has knowledge of, or is involved in an allegation of abuse, neglect or exploitation of a person served, must do the following:
 - a. Check the victim immediately for any condition that requires emergency medical attention.
 - b. Get professional medical help if uncertain about the extent and nature of the injury by dialing 911.
 - c. Notify your supervisor, the appropriate Division Director, the Vice President of Workforce Development, or the Corporate Compliance Officer.

III. Responsibility of Goodwill

- A. Individuals are advised of rights and responsibilities at the initial intake meeting, and are included in the handbook provided.
- B. Rights and responsibilities are discussed during intake process, team meetings, employee meetings, or individual counseling sessions as appropriate and/or requested. Information is available to all members of the persons served support circle upon request.
- C. Persons served are supported in enhancing their advocacy skills. Goodwill provides guest speakers, life skills classes, individualized coaching, and intensive case management systems, as well as a community network of partners to further this support.
- D. In partnership with DOL/VR, local WIBs, and other agencies, Goodwill maintains current, up-to-date information regarding the rights and responsibilities of the persons served.
- E. Staff must review the Rights of Persons Served and receive training within their first 90-days.
- F. Information about rights is provided to persons served in an understandable format, during orientation and periodically throughout service delivery.
- G. Conflict resolution is integral to Goodwill curriculum, and information is available to family members, staff persons, and persons served in an understandable format.
- H. Customer satisfaction surveys and less formal input serve to provide valuable information. On at least an annual basis, complaints are reviewed by leadership to determine if there are any trends and/or areas for performance improvement.
- I. Grievance procedures are provided during orientation, in an understandable format, and are part of the Persons Served Handbook.

3.9 SMOKING GUIDELINES

The Arkansas Clean Indoor Air Act (Act) prohibits smoking in all enclosed areas within places of employment and public places and requires notification by employers to applicants for employment. Goodwill will not discriminate or retaliate against any individual for making a complaint regarding a violation of the Act or for cooperating with an investigation regarding a violation of the Act. Smoking, the use of electronic cigarettes, vaporizers, or the use of any tobacco product is prohibited in all indoor areas on Goodwill's property, regardless of where the property is located.

Revised 06/17/15

Smoking is also prohibited in all Goodwill vehicles. Smoking and tobacco use is permitted in designated outdoor smoking areas only. Smoking areas must be a minimum of twenty-five (25) feet from entrances, must not be in the view of our customers or donors, and must be kept clean in accordance with our ACE Standards. Failure to properly dispose of tobacco, cigarettes, and ashes is contrary to our ACE Standards and will result in disciplinary action.

3.10 PRESS/MEDIA INQUIRIES

All media inquiries for information on behalf of Goodwill shall be directed to office of the President and CEO. Should a member of the media contact an employee and request information on behalf of Goodwill, the employee should take the requester's name, phone number, and information about the inquiry, and relay this information as soon as possible to the President and CEO via phone or email.

Only the President and CEO is authorized to release information to the media and to the public on behalf of Goodwill, unless the President and CEO gives explicit permission or direction to another Goodwill employee.

3.11 PERSONAL APPEARANCE / DRESS CODE POLICY

Personal appearance is of vital importance to Goodwill, and our ACE Culture. Since proper dress readily conveys a favorable impression of the agency, employees should be dressed neatly and in good taste whenever the agency is open for business. Employees wearing Goodwill Branded Attire in public should be mindful of the image of Goodwill they may portray by their actions. Personal appearance and dress are especially important in this industry where the mission involves job training and role modeling for people with barriers to employment. It is the policy of Goodwill that each employee's dress should be appropriate to the work situation.

While at work, employees are encouraged to consider their dress, personal appearance, and hygiene as an extension of the Company's image. The Company expects all employees to exercise good judgment and wear appropriate attire for their jobs. Employees shall dress appropriately for the situation based on their scheduled activities of the day. If you have any questions about what to wear to work please speak with your manager or a member of Human Resources. Donated Goods employees should refer to the departmental Standard Operating Procedure (SOP). Attire for Office and Professional Staff is business/business casual.

In general, all employees should observe the following:

- a. Clothing should be clean and free from tears, holes, profanity, and advertisements, defamatory, discriminatory or obscene language or gestures/pictures and religious or political statements.
- b. Normal standards of personal hygiene shall apply: hair, beards, and mustaches must be neat and well groomed; no heavy perfumes, colognes or other body odor.
- c. Spaghetti straps, strapless garments, halter tops or midriff tops are not permitted.
- d. Hats and head wear are not permitted unless otherwise approved by the Human Resource Department.
- e. Skirts/dresses more than 2" above the knee are not permitted.

- f. Visible piercings other than the ear are not permitted. You may have no more than two (2) piercings per ear and no gauges other than clear.
- g. Clothing that reveals cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business.
- h. Goodwill reserves the right to require that body art, including tattoos, be covered, depending on the location of the art and the employee's position within the agency.
- i. Employees and their families who are wearing Goodwill Branded attire should be mindful of the image they may portray based off their actions and its direct impact on the perception of Goodwill in the community. Employees who violate this provision may be sent home, without pay, to change clothing and/or may be subject to disciplinary action.

Personal appearance should be a matter of concern for each employee. If your manager or Human Resources believes your clothing is out of place or inappropriate, you may be asked to leave your workplace and return to work dressed appropriately. Non-exempt employees will not be paid for the time you are off the job for this purpose and you may be subject to disciplinary action.

3.12 COMPUTER TECHNOLOGY POLICY

All computers, computer peripherals, computer files, E-mail systems and computer software, provided by Goodwill, are the sole property of Goodwill Industries of Arkansas, Inc. and are to be used primarily for the purpose of conducting business for or on behalf of Goodwill. Goodwill provides access to the internet for the purpose of conducting business on behalf of Goodwill.

Access to the internet is a privilege and is subject to content monitoring and security testing. Goodwill employees must adhere to the following policies, procedures, and etiquette when using Goodwill hardware and software. All Internet data/e-mail that is composed, transmitted, or received via the computer communications systems are considered to be part of the official records of Goodwill and, as such, are subject to disclosure to law enforcement or other third parties. Consequently, staff should always ensure that the business information contained in Internet e-mail messages and other transmissions is ethical, and lawful.

Expectations of Privacy: Employees should have no expectations of privacy in anything they create, store, send, or receive on the computer system. Goodwill, in its discretion, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the E-Mail/Internet system or stored on an employee's computer, for any reason and without the permission of any employee. Even though Goodwill has the right to retrieve and read any E-Mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-Mail messages that are not sent to them. .

The equipment, services, and technology provided to access the Internet and e-mail **remain the property of Goodwill at all times.** As such, Goodwill reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through its online connections and stored in its computer systems. Goodwill equipment, hardware, and software should never be removed from Goodwill premises without authorization. Conversely, personal equipment, hardware, and software should never be installed on your office systems without authorization.

Data that is composed, transmitted, accessed, or received via the Internet/e-mail must not contain content that could be considered discriminatory, threatening, harassing, intimidating, or disruptive to any staff or other persons. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that may be construed as harassment or disparagement of others based on their race, age, sex, religion, national origin, disability, genetic information, or any other characteristic protected by law. The Internet is an open transmission medium and must be treated as lacking foolproof privacy and security safeguards. Therefore, sensitive information about persons served or confidential proprietary information shall not be exchanged via the Internet. Please refer to our Technology Plan located in our Standard Operating Procedures Manual for a detailed description of guidelines and restrictions regarding the use of technology at Goodwill.

3.13 SOCIAL MEDIA POLICY

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 content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Company, as well as any other form of electronic communication.

The same principals and guidelines found in the Company's policies 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 employees, customers, suppliers, or people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the Confidentiality Policy and the Harassment Policy, and ensure your postings are consistent with these policies. 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

Employees are expected to work in a cooperative manner with co-workers, management, vendors, and consumers. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Problem Solving Procedure set forth in this Handbook than by posting complaints 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 customers, or suppliers, 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, sex, age, national origin, disability, religion or any other status protected by law or Company policy.

Be honest

Make sure you are always honest 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 the Company, fellow employees, customers, suppliers, people working on behalf of the Company, or competitors.

Post only appropriate and respectful content

Maintain the confidentiality of Company trade secrets and confidential proprietary information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, or other internal business-related confidential communications in violation of Company policy.

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

Express only your personal opinions. Never represent yourself as a spokesperson for the Company. If the Company 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 the Company, fellow employees, customers, suppliers or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of the Company. 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 the Company.”

Using social media at work

Refrain from using social media during working time unless it is work-related as authorized by your manager. Do not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

The Company prohibits taking negative action against any employee 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.

3.14 GRIEVANCE POLICY

In any organization problems concerning employment may arise. When this occurs, it is the desire of Goodwill Industries of Arkansas, Inc. to promptly resolve employee problems through informal discussions. Occasionally, a problem cannot be resolved informally. In the belief that every employee should be treated fairly, Goodwill has established a Grievance Policy. This procedure insures an employee's right to appeal a complaint through the process of a formal, systematic review.

Goodwill Industries of Arkansas, Inc. places great importance on maintaining positive employee relations. The day-to-day problems affecting employees should be resolved between the employee and the immediate manager. Employees are encouraged to use the Grievance Policy when they feel they have been unfairly treated or believe Goodwill's policies have been misinterpreted. Employees who have completed ninety (90) days of service may use the procedure.

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Basic management rights, such as but not limited to, the right to direct and assign employees, to determine staffing patterns, to establish rates of pay and broad areas of financial management, performance evaluations, reduction in staff and conditions mandated by law are not subject to this procedure except in cases of alleged violations of applicable law or regulation.

Employees considering filing a grievance must do so within ten (10) working days of the complaint or incident. The limits specified for the grievance as well as for each step must be adhered to.

Step 1

The employee should discuss the problem with his/her immediate manager first. The manager will notify the District Manager/Director and will provide a response or recommendation to the employee within three (3) workdays. If the employee is unsatisfied with the results, he or she may proceed to the next step.

Step 2

The employee should discuss the problem with his/her District Manager/Director, who will listen to the grievance and the facts pertaining to prior recommendations and will provide a response or recommendation to the employee within three (3) workdays. The District Manager/Director should notify the Vice President, the Director of Human Resources and the Chief Operating Officer of the grievance. If the employee is unsatisfied with the results, he/she may proceed to the next step.

Step 3

The employee must submit the details of the grievance, in writing, within three (3) workdays, to the Vice President of the Department. The Vice President of the Department will consider all the facts concerning the grievance and the prior recommendations and will provide a response or recommendation to the employee within three (3) workdays. The Vice President of the Department should notify the Chief Operating Officer and the Director of Human Resources of the grievance. If the employee remains unsatisfied with the results, he/she may proceed to the next step.

Step 4

The employee must submit the details of the grievance, in writing, within three (3) workdays, to the Chief Operating Officer. The Chief Operating Officer will consider all the facts concerning the grievance and the prior recommendations and will provide a response or recommendation to the employee within three (3) workdays. If the employee remains unsatisfied with the results, he/she may proceed to the final step.

Step 5

The employee must submit the details of the grievance, in writing, within three (3) workdays, to the President and CEO. He or she will consider all pertinent information regarding the grievance, and will issue a decision as to the solution of the problem. This decision will be final.

Note: *If the employee's manager, the department director, Chief Operating Officer, and/or President and CEO are absent or out of the office, the employee will have five (5) working days to appeal after the person to whom the appeal must be made returns to work. If a manager, department director, and/or Human Resources representative fails to respond to the employee within the given time frames, that employee should notify the President and CEO immediately.*

We recognize that some problems may not seem appropriate to discuss within your department or with your manager because of the personal nature of the issue. In such case, you should take the problem directly to our Director of Human Resources or the Chief Operating Officer.

The grievance procedure outlined in this policy is your direct line to our management. Please use it. However, if you fail to follow this procedure in a timely manner; it is understood that you will not contest Goodwill's action further. Remember that we can't help you solve your problem if you don't tell us about it.

3.15 ATTENDANCE POLICY

Goodwill relies on employees to deliver its programs and services. It is impossible for employees to deliver Amazing Customer Experiences (ACE) unless acceptable attendance and punctuality is maintained. This policy outlines Goodwill's expectations for employee attendance and absence notification.

Regular attendance is a condition of employment, an essential function of every position, and an important factor when considering individuals for promotions, transfers, assessing overall performance and for rehire eligibility. When employees are late or absent, an extra burden is placed on fellow employees. The quality of service to customers may also be affected. Excessive tardiness and absences or improperly following notification practices may result in corrective action up to and including termination of employment. Attendance will be evaluated on a rolling 12 month basis.

Start Time

Employees are expected to be at their workstations ready to work at their scheduled start times. Work activity should begin at starting time and continue until stopping times for breaks, meal or end of workday. Hourly employees must clock-in no more than 5 minutes prior to their scheduled start times. A clock-in time after the employee's scheduled start time will be considered a tardy incident, unless authorized by management.

Work Schedules

Schedules will be posted by management by 10 a.m. Thursday for the next week's work schedule. Managers will notify employees of schedule changes by personally contacting them and will also post and/or email any revisions to the schedule as soon as possible, noting the words 'revised schedule' and dated with the date of the revision on the schedule. Employees are responsible for knowing and understanding their work schedules. Changes to work schedules may be made at any time, as deemed necessary by management, based upon business needs and Goodwill's requirements. Employees may be placed on different schedules based on department needs. Employees are encouraged to speak openly to their managers about scheduling concerns.

It is each employee's responsibility to make adjustments to travel time and routes when construction, weather or other potential delaying conditions are anticipated to occur. Please refer to Inclement Weather Policy for more information. Car trouble is not an excuse to miss work for an entire day.

Absence Notification

Employees are expected to provide **as much notice as possible** for anticipated absences such as family and medical leave, doctor, dental or personal appointments. Prior notification and approval from manager/supervisor is required **at least 24 hours** in advance. For an unplanned absence (partial or full day), notification and approval from the manager is required **one hour prior** to the start of the employee's scheduled shift on the day of absence. When a partial-day absence is needed due to

emergency or unusual circumstances, prompt notification and approval from the manager is required as soon as possible.

Unless medically unable to do so, employees must personally call their supervisors and report off from work. If there is no answer then leaving a message will be considered notification. However, the employee is responsible for following up and speaking to a member of management regarding his/her absence.

Excused Absences

An employee's absence may be considered excused if covered by policy and the employee provides proper and timely notification and documentation deemed satisfactory to the manager and/or Human Resources. Excused absences may include jury duty, death in family, military duty, approved sick or vacation leave, and FMLA or other HR approved unpaid leave of absences including illness or work-related injury.

Planned Absences

If available, paid sick or vacation time must be used for absences. Employees must fill out and return a leave request form or submit request through payroll system and receive manager approval. (See Human Resources or your Manager for required approved absence instructions). Employees should request adequate time needed to be prompt to their appointment and should return to work immediately following the appointment. If absences become excessive, employees can receive corrective action.

Unexcused Absences

Examples of unexcused absences include: failing to follow proper call in procedure, giving late notice, and/or failing to give advance notice for an anticipated absence. The reasons, circumstances and attendance patterns will determine whether absences may be considered unexcused. Unexcused absences may result in corrective action.

Documentation

When an employee is absent because of illness or injury for three (3) or more consecutive days he/she must provide a note from a health care provider releasing them to work. If an employee is personally injured or hospitalized, the employee will need a Medical Release Form from a health care provider that indicates he or she is able to return to work. Medical Release Forms are available from your Manager or Human Resources. This documentation does not automatically approve such absences. The Company reserves the right to request the employee provide documentation of appointments/absences (Example: receipt for tire repair, note from physician, subpoena, or note from child's school).

No Call/No Show

A No Call/No Show (NC/NS) occurs when an employee fails to notify his/her manager of the need to miss a scheduled shift. Missing three consecutive scheduled work shifts with NC/NS is considered job abandonment and an automatic and immediate voluntary resignation. Three non-consecutive NC/NS days during a 12-month period will result in termination of employment. An absence is considered a no call/no show if the employee fails to call and notify his/her manager of the need to be absent more than 4 hours or ½ way through his/her scheduled shift.

Corrective action for no call/no show absences are as follows:

NC/NS	1	written warning
NC/NS	2	final written warning
NC/NS	3	termination of employment

Excessive Absence, Tardiness or Leaving Early

Excessive absence from work will result in corrective action up to and including termination. For full time employees absences are considered excessive after 8 excused absences in a 12 month period. For part-time employees absences are considered excessive after 6 excused absences in a 12 month period. **The department head and Human Resources must approve any excused absences beyond these guidelines.** In instances of absence due to illness on consecutive workdays, the total days lost is considered one incident. Once a warning is issued additional absences or tardies will result in further corrective action.

The following guidelines apply to unexcused absences:

Unexcused Absences	Action Taken
Two	Verbal Warning
Three	Initial Warning
Four	Written Warning
Five	Final Written Warning
Six	Termination

Tardiness Defined

Excessive tardiness will result in corrective action. Employees must be punched/clocked in no later than the start of their scheduled shift; otherwise the employee is tardy. These guidelines also apply to employees who do not use a time clock to record their time. Instead of clocking in, those employees must be at their workstations prepared to work to avoid being tardy.

The following guidelines apply to tardiness or leaving work early. The frequency, number of minutes late and patterns of tardiness/leaving early will be a consideration in corrective action steps. Tardiness will be considered in the overall assessment of an employee's attendance record. Missing more than ½ a scheduled shift will be considered an absence. Tardiness may be excused for uncontrollable circumstances at the discretion of the manager.

The following guidelines apply to tardiness/leaving early:

Tardy/Leaving Early	Action Taken
Three	Verbal Warning
Six	Initial Warning
Eight	Written Warning
Ten	Final Written Warning
Twelve	Termination

Corrective Action

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In most cases progressive corrective action will be used for employee attendance issues. Please refer to the Corrective Action Policy (HR-002) for additional guidelines. The steps include initial warning, written warning, final written warning and termination. If an employee has received corrective action within the last 12 months, the next step in the corrective action process should be applied. Corrective action steps may be skipped depending on the circumstances. Steps may be skipped if an employee has worked for the Company less than 90 days. Extreme cases, such as failing to open a store or leaving work without notice may result in corrective action up to and including termination of employment.

If you have any additional questions about your schedule or the attendance policy please speak with a member of management or Human Resources.

3.16 CORRECTIVE ACTION PROCEDURE

If there are times when proper conduct and performance those standards are not being met, the manager may need to point out performance or behavioral problems, which require the employee's improvement and attention. The approach we take to discipline may vary depending, at Goodwill's discretion, among other things, the seriousness of the offense, the circumstances under which it occurred, your duties, length of service (seniority) and your overall work record, including any prior misconduct. Based upon the severity of the conduct, termination may result from the first offense. The type of discipline used will vary depending upon the nature of the violation or offense. Repeated violations of the same policy, violations of more than one policy in a single act, or violations of different policies at different times will result in compound or accelerated disciplinary action.

The standards of conduct as described in this procedure set forth the Organization's expectations regarding workplace behavior and job performance. The procedures outlined in this policy provide corrective action regarding unacceptable conduct or Job performance. These procedures are intended as guidelines and will not be interpreted as constituting any form of employment contract or obligation. The organization may change this policy or its enforcement at any time, for any reason and with or without -notice. This procedure is not intended to replace effective performance management through regular verbal feedback/counseling and one on one sessions. These should be documented and maintained in the supervisors/managers file. Generally these steps should be followed prior to disciplinary action.

VIOLATION CLASSIFICATION

The following categorization is suggested for some of the more frequent types of violations. If, because of other circumstances, the manager feels that the suggested category and accompanying discipline are not appropriate, the manager should normally discuss it with his/her immediate supervisor and the appropriate person in Human Resources before discipline is administered to an employee.

Class A Violations:

Class A Violations - Includes the most serious misconduct and repeated job performance problems.

These serious violations normally will result in immediate discharge. The following violations are examples of actions, which will normally subject an employee to immediate termination on the first occurrence: This list is not intended to identify all possible violations.

- Dishonesty of any type, lying and/or cheating.

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- Unauthorized disclosure of proprietary information.
- Possession of explosives, firearms, knives or other dangerous weapons on Company property
- Verbal or physical abuse or other abusive behavior toward employees, persons served, customers or other persons on Company property.
- Use, sale, distribution or possession of illegal drugs or alcohol while on Company business or premises during work hours, including lunch or breaks.
- Reporting to work in an unfit condition due to use of illegal drugs or alcohol.
- Deliberate or careless destruction or damage of Company property or the property of employees, persons served, visitors or any other person on Company premises, parking lots or grounds or in Company vehicles.
- Unauthorized use of Company property.
- Unauthorized possession of Company property.
- Falsification of Company records.
- Insubordination. (refusal to comply with directions of supervisor, unless illegal, unethical, or immoral), threatening, intimidating, coercing or interfering with a supervisor who is rightly performing his or her job.
- Failure to comply with local, state and federal laws.
- Violation of employee purchase procedure.
- Violation of Goodwill's Attendance Policy.
- Working "off the clock" or directing another employee to work "off the clock." Employees are not permitted to volunteer their time to perform duties for which they or any employee may be paid.
- Refusal to take a drug or alcohol test as directed or other violations of Company drug or alcohol policies. See Substance Abuse Policy.
- Refusal to cooperate fully in investigation of loss, injury or policy violation.
- Removing or attempting to remove from Company property, without proper authorization, any Company property or record, or property or record of any customer, visitor, employee, persons served or any other person at the Company's facility.
- Misrepresentation on an application for employment, physical examination (CDL truck drivers only) or other Company report including but not limited to omission of prior employers or past medical history, or the falsification of any documents submitted to the Company during the employment process regardless of when the misrepresentation or falsification actually occurred.
- False, fraudulent, misleading, or harmful statements or actions about customers or persons served.
- Violation of the Company's Equal Employment and No Harassment Policy.
- A Class B or Class C violation within 12 months of receiving Final Warning. Normally offenses occurring outside the previous twelve months will not be considered for this purpose.
- Using a recording device during working time without authorization or consent (tape, video, digital or otherwise) of an employee, persons served or customer unless part of an investigation authorized by the President & CEO.
- Violations of hazardous materials procedures.
- Violation of safety, fire, health or security rules, policies or practices, including being careless and or disorderly, so as to endanger the welfare of yourself and others.

- Communicating any type of threat toward an employee, persons served, customer, or a threat involving Goodwill's property or facilities.
- Violation of Goodwill's Code of Ethics, Our Values and ACE Culture.
- Gambling on Goodwill's premises, job site, business, or in view of Goodwill property.
- Disorderly conduct.
- Violation of Goodwill's Solicitation and Distribution Policy.
- Garnishments beyond the type and number protected by law.
- An arrest, criminal complaint, summons to answer a criminal charge, statement of charges, indictment, criminal information, or any other criminal charge, or conviction of an employee, depending on the particular circumstances and the offense charge, including but not limited to the company's judgment as to the potential risk to safety or health of employees, the security of the company premises and property, and/or the organization's operations.
- Causing, leading, participating in or attempting to cause a work stoppage or slowdown not otherwise protected by law.

Class B Violations:

Class B violation - includes serious acts, which indicate a disregard of established rules and/or standards of conduct, but are not so serious as to compel immediate termination. Class B violations will normally result in a written warning for a first offense, final warning for a second offense and termination for a subsequent offense. Depending upon the severity of the infraction or past work history, termination may be appropriate for the first offense. An employee may commit multiple Class B violations that are not serious when considered separately, but when grouped together indicate a pattern of unacceptable behavior In such cases management should consider multiple Class B violations committed in a short period of time as grounds for more serious corrective action, up to and including termination.

The following violations are examples of actions, which normally will subject an employee to a written warning for a first offense, a final warning for a second offense and termination for a subsequent offense. Depending on the severity of the violation, a final warning may be given rather than a written warning. (While termination is normally not appropriate for a first offense, it is possible; particularly if the employee's length of service is short or their overall work record is considered less than acceptable.) Normally, offenses occurring outside the immediately preceding 12-month period will not be counted for this purpose.

- Insubordination.
- Cash variances (more than three, including cash overages or shortages). Variances are defined as \$10.00 or greater per close out.
- Personal checks written to Goodwill returned for insufficient funds.
- Unproductive behavior, inefficiency and/or negligence in the performance of assigned duties.
- Working in an unsafe manner.
- Failure to follow the Corrective Action Policy.
- A second Class C offense within a 12-month period.
- Failure to report an accident or unsafe condition.
- Use of tobacco products on or in unauthorized areas of company property, including company vehicles.

- Excessive use of company phones for personal business.
- Charging long distance personal phone calls to the organization.
- Cell phone use during working time except when permitted in the course of performing job related activities.

Class C Violations:

Class C violation - generally results in an initial warning. However, an employee may commit multiple Class C violations that, when considered together, are grounds for more serious corrective action up to and including termination.

The following violations are examples of action which normally will subject an employee to an initial or written warning for a first offense, written warning for a second offense, and a final warning or termination for a third offense. The sequence of discipline is not fixed and factors such as length of service and overall work history may be considered.

- Failure to perform work satisfactorily.
- Failure to complete work on a timely basis.
- Violation of the Attendance Policy.
- Violation of the Personal Appearance and Dress Code Policy.
- Failure to follow parking and traffic rules.
- Creating or contributing to unsanitary conditions or failure to maintain proper housekeeping.
- Consuming food or drink at unauthorized times or in unauthorized areas.
- Failure to notify and receive permission from supervisor before leaving assigned work area during working time with the exception of prearranged breaks and lunch periods.

Corrective action incidents should be documented on a Corrective Action Form. The employee, manager and a witness should sign. After the Corrective Action Form is signed a copy should be sent to Human Resources.

The following corrective action steps may be used:

- Verbal Warning:** A verbal warning is the first step of the corrective action process. Verbal warnings are used when a Class C violation has occurred. (Manager approves, then sends to Human Resources.)
- Initial Warning:** An initial warning is used the second step of the corrective action process when a Class C violation has occurred. (Manager approves, then sends to Human Resources.)
- Written Warning:** A Written Warning is used for a Class B violation at the time of the first offense or for repeated offenses of Class C violation previously addressed through an initial counseling. (Manager and Director / next level Supervisor approves, then sends to Human Resources.)
- Final Notice:** A Final Notice is used for repeated or multiple/severe Class B violations or following a written warning for repeated Class C violations occurring within a twelve month period. (Must be approved in advance by managing Director and Director of Human Resources, then a signed copy sent to Human Resources.)

- e. **Termination:** Class A violations normally result in immediate termination. (The Director / District Manager must review decision with the Director of Human Resources. All terminations must be approved, in advance, by the President & CEO. Managers must send copies of all corrective action reports to Human Resources.)

Performance Improvement Plan (PIP): Performance Improvement Plans (PIPs) may be used as a standalone documentation process as a means to redirect, refocus or otherwise improve the performance of an employee. A PIP may also be used in conjunction with other documentation such as the corrective action report in order to coach and retrain the employee and give specific instruction on how that employee can prevent further corrective action reports in the future. PIPs may be used to address any issue or concerns such as Performance, Behavior or more job specific issues such as Cash Shortages/Overages.

Administrative Leave

In certain circumstances, (e.g. after a fight between two employees, pending results from a post-accident drug or alcohol test, pending results of a loss prevention investigation, etc.) an employee may need to be placed on administrative leave. Administrative leaves are typically without pay, although if the employee is cleared of any wrongdoing, the employee may be reimbursed for lost wages covering the period of the suspension. Subject to approval by the President & CEO.

Before an administrative leave occurs, approval is required from the Director of Human Resources, the Department Vice President or Chief Operating Officer or President & CEO. If the situation involves a Class A violation the District Manager/Director has the authority to authorize the administrative leave. Disciplinary action will be taken pending the outcome of the investigation.

For more information regarding corrective action please refer to the Standard Operating Procedures Manual online or in your manager's office.

3.17 PERFORMANCE REVIEWS

Goodwill will periodically review your job performance; discuss your work-related concerns and your career goals. Your manager will evaluate your performance on a number of factors, including, but not limited to quality of work, quantity of work, job knowledge, behavior and attendance. We also want to identify and discuss your strengths as well as areas that need improvement. Moreover, we take into consideration the results of your performance evaluation when making our decisions of merit pay increases.

In your first year of employment, you will receive a 90 day review and an annual review each fiscal year-end (June). Self-appraisals may also be included as a part of your review. Performance reviews may be conducted more or less frequently at any time, however, depending on our judgment as to business needs.

IV. SALARY AND BENEFITS

4.1 PAYROLL INFORMATION

PAY PERIOD: The pay period begins on Monday and ends two (2) weeks later on a Sunday. Every other Friday is payday. Employees are paid via paycard or direct deposit. Employees who notice errors in their paychecks should notify Payroll immediately.

DEDUCTIONS: Goodwill is required by law to make deductions from your paycheck for federal and state withholding taxes and for social security taxes (FICA), and court-ordered deductions (such as child support or garnishments). You may voluntarily authorize in writing, additional deductions from your paycheck for your contribution to our benefit plan and other items permitted by our organization. It is your responsibility to be certain that all such deductions are correct.

Deductions from Compensation – Exempt Employees

Goodwill does not make deductions from compensation in violation of federal or state law. Under the Fair Labor Standards Act (FLSA) and applicable state law, exempt employees must receive a predetermined amount of compensation each pay period, and only certain deductions are permitted. If an exempt employee believes that Goodwill has made inadvertent deductions from his or her compensation, the following should apply:

- a. The employee should report the alleged deduction to Payroll or CFO.
- b. Each complaint will be investigated, and a determination concerning the deduction will be made.
- c. If Goodwill determines that the deduction was not permitted, the employee will be promptly reimbursed.

Payroll-deduction authorization forms are available in Human Resources. If you have any questions about your paycheck or deductions please speak with your manager or Payroll immediately.

4.2 TIME REPORTING

In order to accurately record time worked, non-exempt employees are responsible for clocking in/out. Non-exempt employees should clock in and start work no more than 5 minutes prior to the start of their work shift and at the end of day after completion of their work. Non-exempt employees should also clock out when leaving for lunch and clock in when returning from lunch. Managers are responsible for showing employees the proper procedures for clocking in/out or reporting exceptions.

Employee pay is calculated from the time clock entries they make. To assure accuracy of recorded time worked, the guidelines below must be followed:

Employees are required and responsible for clocking their own time. An employee who clocks in/out for another employee is subject to immediate termination. Employees should clock in no more than five (5) minutes prior to the beginning of your regular work day, and clock out no more than five (5)

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minutes after the end of your work day, unless you are specifically instructed to work overtime. An employee, upon clocking in, is to proceed immediately to his or her workstation. Continued failure to clock in/out as required may result in corrective action up to and including termination.

If you must clock out during working hours for medical appointments or for personal business, first get approval from your manager, and report to your manager before your check out. Employees are expected, whenever possible, to take care of personal business on off days, or before and after work.

4.3 WORK HOURS

Hours of work are established to meet the needs of our business. Your manager will advise you of your regular work schedule, meal periods, and arrangements for personal breaks. Employees are expected to be at their workstation ready to work at start time. Work activity should commence at the starting time and continue until normal designated stopping times for breaks, meals or end of the workday.

Workweek: For full-time nonexempt positions, the **standard** work week shall consist maximum of forty (40) hours between 12:01 AM (Monday) and 12:00 midnight (Sunday).

Overtime: Overtime for non-exempt employees shall conform to applicable law. All overtime must be approved in advance by your manager. Goodwill reserves the right to assign overtime at its discretion and as demand requires.

Goodwill maintains records of hours worked and pays at least one and one-half (1 ½) times the regular rate of pay to all non-exempt employees who work overtime. The Act exempts certain professional, administrative, and executive positions from the overtime provision. Determination of exempt status rests with Goodwill.

Work Schedules: Goodwill reserves the right to schedule hours and days of work for each employee. Schedules will be established for each work unit by management personnel. The manager is responsible for communicating work schedules to subordinates. Changes to work schedules may be made at any time, as deemed necessary by management, based upon business needs and Goodwill's requirements. Please note employees are responsible for understanding their own work schedules.

Our pay practices, procedures, and records are the basis for establishing the number of hours worked by each employee, and govern all questions pertaining to hours worked, overtime, and all other pay issues. Nothing in this Handbook is a guarantee by the organization of hours of work per day, per week, per year, or on any specific work schedule.

4.4 VACATION POLICY

Goodwill believes that all employees need personal time away from work. Employees are encouraged to make full use of this vacation plan and all of the vacation to which he or she is entitled each year. Goodwill provides paid vacation to regular full-time employees. Employees will be eligible to use accrued vacation hours after completing 90 days of service. Part-time employees are not eligible for paid vacation.

All regular full-time employees accrue paid vacation time as follows:

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- Less than five (5) years continuous service will accrue 3.08 hours per pay period equivalent to ten (10) days paid vacation each year and may accumulate a maximum of 120 hours.
- Five (5) years or more continuous service to Goodwill will accrue 4.62 hours per pay period equivalent to fifteen (15) days paid vacation. Each year an employee may accumulate a maximum of 180 hours.

Should an hourly employee be requested to work during approved vacation time, he or she will record those hours as regular time. The employee will then retain the equivalent hours as accrued vacation time. An employee may not receive vacation and regular pay for the same hours worked.

Vacation Requests: Request for vacations should be submitted to the immediate manager, at least two (2) weeks in advance, using ADP/time reporting system. The employee will be notified by email with an approval or declination. Employees are responsible for assuring they have sufficient vacation balance to cover his or her vacation request in order to be paid for the time off.

Prior approval by the immediate manager is required for all time taken off. While managers will attempt to honor each request, the ability to operate the business with necessary staffing levels will take precedent. If business conditions prevent the opportunity for two or more employees to take vacation at the same time, the employee that submitted his or her request first will be granted the vacation leave.

Vacation Advances: Regular full-time employees may request to use vacation hours prior to hours being earned up to 40 in the same calendar year. Criteria for such request include:

- Must have a minimum of 90 days of continuous employment.
- May not be on a performance improvement plan.
- If the employee separates from the Company, he or she must repay any vacation amounts used but not accrued. To the extent legally allowable, these hours will be deducted from any regular earnings the employee is due.

Vacation Payout: Regular, full-time employees forfeit vacation time, if their employment is terminated by Goodwill Industries.

4.5 SICK LEAVE POLICY

Goodwill has developed a Sick Leave plan that provides eligible employees with paid time off during an illness. Goodwill provides regular full-time employees eight (8) paid days of sick leave each year. An employee accrues 2.46 hours of sick pay each pay period. An employee's maximum accumulation will be 30 days (240 hours). In the instance an employee is ill but has not accrued sufficient sick leave, he or she may be allowed to take unpaid time off.

Sick days for employees can be used for doctor visits as well as personal and immediate family illnesses. Sick leave may only be taken in two (2) hour increments. An employee must be released to perform the essential functions of his or her job before returning to work.

Other procedures may apply to employees eligible for reasonable accommodation or for those covered under the Americans with Disabilities Act (ADA) or leave benefits under the Family Medical Leave Act (FMLA). Inquiries about leave should be directed to Human Resources (HR).

4.6 PAID HOLIDAYS

All regular full-time employees are eligible for eight (8) days of holiday pay at their regular rate of pay for the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day, two floating holiday.

Due to the nature of our operations, we may find it necessary to require that you work on a holiday. If you are required to work on a designated holiday, you will be able to bank that holiday. All banked holidays must be taken within the two weeks immediately prior to the original date of the holiday and the two weeks immediately after the original date of the holiday. If the banked holiday is not used within this specified timeframe the holiday will be forfeited.

The floating holiday must be used by the end of each calendar year, or the holiday will be forfeited.

To qualify for holiday pay, you must work your last regularly scheduled work day before and your first regularly scheduled work day after the holiday. You must also work on at least one (1) day within the ten (10) calendar day period before and after the holiday occurs, unless you are on vacation, in order to receive holiday pay.

Unless notice to the contrary is given, when the holiday falls on a Sunday, Monday will be the paid holiday. When the holiday falls on a Saturday, Friday will be the paid holiday. Employees may not receive pay in lieu of taking time off for holidays or banked holidays.

4.7 UNPAID LEAVE OF ABSENCE

On occasion, you may desire to take extended time off from work for personal reasons. Depending upon all the circumstances, including but not limited to our business needs, your overall job performance, length of service (seniority), and the reason for needing the time off, unpaid leaves of absence of up to 30 days may be granted. Extensions will be considered on a case-by-case basis. An additional period of time may be considered as a reasonable accommodation. An employees is eligible for unpaid leave after 90 days of employment.

If you desire a leave of absence, you must present written request to your Manager who will forward it to our Human Resources Department. Human Resources will consult with the employee's division Vice President for further consideration. To permit advance planning, any request for a leave of absence must be submitted at the earliest time you have reason to believe you will have a future need for such leave. The written request must set forth the anticipated length of absence, with the date of the requested leave and the circumstances that prompted the request. An approved leave of absence will not be extended beyond the date of the initial written request, without further written request and approval. If leave is for health reasons, documentation from a treating provider will be required.

The Company cannot guarantee either that an employee's job will remain available or that a comparable position will exist when return from an unpaid leave is sought. When an employee is ready to return from a leave of absence without pay, the Company will attempt to reinstate the employee to his or her former position or to one with similar responsibilities. You will not accrue any vacation or sick leave while you are on unpaid leave. If you fail to accept an offer of reinstatement to a position offered at the end of such leave, you will be deemed to have voluntarily resigned.

If the leave extends for thirty (30) days or longer, you will be given the option of making full premium contributions to our group hospitalization, and other insurance programs in order to ensure continued coverage. The employee must use all accrued vacation and sick leave for the requested leave period before using unpaid time.

When on an unpaid leave of absence, you will not receive holiday pay. This policy does not apply to leaves covered by the Family Medical Leave Act. Such leaves are covered by the separate policy below.

4.8 FAMILY AND MEDICAL LEAVE (FMLA)

It is the policy of Goodwill to grant periods of unpaid leave to employees who request time off for family or medical reasons, in accordance with the Family and Medical Leave Act. The eligibility criteria and general guidelines used in administering this policy are set forth below. Interpretation of unusual circumstances not specifically covered in this policy will be made in accordance with applicable law.

- A. Covered Employees: To be eligible for leave under the FMLA, an employee must have been employed by Goodwill at least twelve (12) months in the past seven (7) years, whether consecutive or intermittent, and worked at least 1,250 hours during the previous twelve (12) month period. All periods of absence from work due to or necessitated by USERRA-covered service is counted in determining an employee's eligibility for FMLA leave. This provides eligible persons with up to 12 weeks unpaid leave during a 12-month period for certain qualified family and medical situations.
- B. Reasons for Leave: Leave may be requested under the FMLA for the following events:
 - i. For the care of the employee's child (birth or placement for adoption or foster care);
 - ii. For the care of the employee's spouse, dependent child or parent who has a serious health condition; or
 - iii. For a serious health condition that makes the employee unable to perform the essential functions of his or her job.
- C. For a "qualifying exigency" resulting from the covered active duty or the call or order to covered active duty of the employee's spouse, son, daughter or parent who is a military member of the National Guard and Reserves or the Regular Armed Forces. A qualifying exigency includes: (1) Short-notice deployment; (2) Military events and related activities; (3) Childcare and school activities; (4) Financial and legal arrangements; (5) Counseling; (6) Rest and recuperation; (7) *Post-deployment activities; (8) Care for a military member's parent who is incapable of self-care when the care is necessitated by the military member's covered active duty; and (9) any other leave for which the Company and the employee have agreed will qualify as an exigency.
- D. "Covered active duty" means duty during the deployment of the military member to a foreign country.
- E. Employees who request qualifying exigency leave to spend time with a military member on Rest and Recuperation leave may take up to fifteen (15) days of leave.
- F. For the care of the employee's spouse, son, daughter, parent, or next of kin, who is a covered service member with a serious illness or injury incurred or aggravated by service in the line of duty. Employees eligible for this type of leave may be eligible for up to twenty-six (26) workweeks of leave, rather than the usual twelve (12).
- G. "Covered service member" means (1) a 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

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injury or illness; or (2) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces, including a member of the National Guard or Reserves, at any time during the period of five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

- H. In the case of a member of the Armed Forces, including a member of the National Guard or Reserves, “serious injury or illness” means an injury or illness incurred by the member in the line of duty on active duty in the Armed Forces, or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces, and that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.
- I. In the case of a covered veteran, “serious injury or illness” means an injury or illness incurred or aggravated by the member in the line of duty on active duty and manifested itself before or after the member became a veteran, and is (1) a continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the service member unable to perform the duties of the service member’s office, grade, rank or rating; or (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRDR) of fifty (50) percent or greater and such VASRDR is based, in whole or in part, on the condition precipitating the need for caregiver leave; or (3) a physical or mental condition that substantially impairs the veteran’s ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would do so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.
- J. “Next of kin” means the nearest blood relative other than the covered service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the covered service member by court decree or statutory provision, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.
- K. Definition of Serious Health Condition: A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or as a condition that requires continuing care by a licensed health care provider.
- L. This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.
- M. Employees with questions about what situations are covered under this FMLA policy or under the Company's Sick Leave policy are encouraged to consult with the Human Resources Department.
- N. Length of Leave: Leave to care for an injured or ill active-duty military member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. Military FMLA leave runs concurrently with other leave entitlements under federal, state, and local law. Other leave under the FMLA is limited to a total of twelve (12) work weeks during a twelve (12) month period. In determining the amount of FMLA available to an employee, Goodwill will

consider the twelve (12) month period preceding the date the leave is to be used (“rolling 12-month period”). Leave taken to care for a sick family member or because of the employee’s own serious health condition may be taken intermittently, or on a reduced work schedule when medically necessary and supported by certification from the employee’s doctor or other health care professional. In such a situation, an employee may be transferred temporarily to a position which, at the discretion of Goodwill, better accommodates the leave schedule, but is equivalent in pay and benefits to the position held prior to leave. FMLA leave taken for the birth of a child or for placement of a child for adoption or foster care, must be taken as a single block of time, unless otherwise agreed to by Goodwill, and eligibility for such leave ends twelve (12) months after the date of birth or placement.

- O. Pay Status During Leave: An employee’s pay status during a period of leave under the FMLA will depend on the reasons for the leave, the length of the leave, and the amount of available (i.e., accrued but unused) sick, vacation, and personal hours as of the beginning of the leave. An employee will be required to use the vacation and sick pay hours which he or she has available to cover all or a portion of pay until available leave is exhausted. Once paid benefits are exhausted, an employee will be in an unpaid status during the remainder of his or her leave. Sick, vacation, and personal time will not accrue during any period for which an employee is in an unpaid status.
- P. Employee Responsibilities: If the need for a FMLA leave is foreseeable, an employee must notify Goodwill at least thirty (30) days prior to the date the leave is to begin. If the need is not foreseeable, the employee should provide as much notice as practical. A request for leave must be made to Human Resources, including the reason for the leave and amount of time required. When the leave is needed because of a serious health condition, whether the employee’s or that of a family member, the employee will be required to provide Goodwill with a health care provider’s certification, on a form Goodwill will supply, to support the need for the leave. The employee will also be required to provide periodic reports of the employee’s status while on leave. Further, the employee will be required to furnish recertification from a health care provider if he or she requests an extension of FMLA leave, if circumstances described by the previous certification have changed significantly, or if Goodwill has information that casts doubt on the need for continued leave. At the end of the leave, the employee will be asked to present a doctor’s certificate of fitness to return to work. If an employee is unable to return from leave because of a serious health condition, medical certification may be required.
- Q. FMLA and Workers’ Compensation: When an employee is on leave due to an on-the-job injury or illness which is a serious health condition under the FMLA, the workers’ compensation absence and FMLA leave will run concurrently.
- R. Effect on Benefit and Employment: Coverage under our group health plan will continue at no additional expense to the employee during any period that the employee is on leave under the FMLA. The employee will, however, be required to continue paying his or her portion of the premium for his or her own and any dependent coverage. Should the employee fail to return to work after the expiration of his or her leave, he or she may, depending on the circumstances, be required to refund Goodwill any health insurance premiums paid on his or her behalf during the leave.
- S. Upon return to work from leave under the FMLA, the employee will be placed in the position held prior to leave or in one which, in Goodwill’s judgment, is equivalent in pay, benefits, and other conditions and terms of employment to that held prior to leave.
- T. Other Rights and Obligations: Goodwill will inform employees requesting leave whether they are eligible under FMLA. If they are, Goodwill will notify them of their rights and responsibilities. If they are not eligible for leave, Goodwill will provide a reason for the ineligibility. Goodwill will

inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Goodwill determines that the leave is not FMLA-protected, then it will notify the employee.

The FMLA makes it unlawful, and Goodwill will not:

- a. Interfere with, restrain, or deny the exercise of any right provided under the Family and Medical Leave Act;
- b. 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.

4.9 MILITARY LEAVE OF ABSENCE (USERRA)

The Uniformed Services Employment and Reemployment Rights Act (USERRA) protects service members' reemployment rights when returning from a period of service in the uniformed services, including those called up from the reserves or National Guard, and prohibits employer discrimination based on military service or obligation.

An employee who leaves employment at Goodwill Industries of Arkansas, Inc. for service in the uniformed services will be entitled to reemployment, provided he or she meets the USERRA eligibility criteria: a. The employee (or an appropriate officer of the uniformed service) must have given us prior oral or written notice of the impending services. b. The employee's cumulative period or periods of service, relating to this Company, shall not have exceeded five years. c. The employee must have completed the period of service without having received a punitive or other than honorable discharge or having been dismissed or dropped from the rolls of the uniformed service. d. The employee must have made a timely application for reemployment or have been timely in reporting back to work.

4.10 BEREAVEMENT

Employees are eligible for a leave of absence with pay, at your regular rate, for a maximum of three (3) regularly scheduled work days lost due to a death in your immediate family, but the time off must be taken during the period between the day of the death and the day following the burial, both inclusive. Immediate Family is defined as spouse, domestic partner, legal guardian, parent, child, grandparent, grandchild, brother or sister, and in-laws or step relatives of the same degree. If additional time is needed due to travel outside the local area, you may request an extension of this leave. Vacation may be used if the employee needs to extend his/her bereavement leave. An unpaid leave of absence may be requested only after vacation hours have been exhausted.

Compensation will be based on the number of hours you normally would be scheduled to work on the days you are absent. When the death occurs during a time when you are not working, such as scheduled time off, illness, holiday, vacation, injury or layoff, no payment will be made for bereavement leave during that time period.

Goodwill reserves the right to require proof of relationship of the deceased as a prerequisite for this benefit. **Managers should notify Human Resources of bereavement leave.**

4.11 JURY DUTY

Time off for jury duty is granted to all employees, in accordance with applicable law. If you are absent for jury duty, you must provide your Manager with a copy of the subpoena, jury certificate, or court order before leave is granted and again upon your return to work. You must also furnish receipts or other records provided by the court showing the amount you received as juror's fees, travel expenses, or any other compensation provided by the court.

When you receive a notice to report for jury duty, notify your manager immediately. If you are not required to serve as a juror on a particular day, please contact your Manager as soon as possible to determine if you are needed to work that day.

Your jury duty pay will be based on the number of hours you normally would be scheduled to work on each day absent. No overtime or holiday wages will be paid. All compensation received from the court must be forwarded to Goodwill Industries in order for regular pay to continue. In no event will you be entitled to jury duty pay under this policy for more than eighty (80) hours within any calendar year. If an employee's jury duty leave exceeds 80 hours, the employee may use his or her vacation pay to cover that time off. Otherwise, jury duty leave exceeding 80 hours will be considered leave without pay.

4.12 EDUCATIONAL ASSISTANCE

Full time employees who have been employed continuously by Goodwill for one (1) year are eligible to request educational assistance. In order to improve your ability to progress, Goodwill will reimburse relevant educational tuition fees up to a maximum of \$350/credit hour and a maximum of 12 credit hours per year.

Your request for assistance must be submitted and approved by your Manager and the President & CEO, at least two (2) weeks prior to enrollment. To receive approval, the course of study must, in our judgment, be of good quality, relate to your present position, and/or provide attainable skills for career mobility within the organization.

Upon completion of the course, you must submit to our Human Resources Department a notice containing evidence of satisfactory completion of the course (grade C or better, or its equivalent, where grades are given or a passing grade in a pass/fail course). You must be actively employed by the organization on a full time basis for at least six (6) months after completion of the course or the total amount will be deducted from your final paycheck, to the extent legally allowable.

4.13 EMPLOYEE ASSISTANCE PROGRAM (EAP)

Goodwill Industries of Arkansas, Inc. provides an Employee Assistance Program as an employee benefit. Employees are encouraged to seek voluntary assistance in dealing with such problems as drug and alcohol abuse, stress, depression, emotional illness, family crisis, marital problems, financial difficulties, medical conditions and legal issues.

The objective of the program is to restore individual productivity, improve efficiency and retain valued, experienced employees.

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This EAP service is available for use twenty four (24) hours a day, seven (7) days a week. Southwest EAP may be reached at 501-663-1797, 1-800-777-1797, or via their website at www.southwesteap.com. Further information about the Employee Assistance Program may be obtained from Human Resources.

4.14 TRAVEL POLICY

It is the policy of Goodwill to reimburse employees for eligible travel expenses when such expenses are incurred within the scope of the employee's job responsibilities. This policy defines the circumstances and limits under which an employee may be reimbursed for work-related travel expenses.

The following policy relates to employees traveling for the express benefit of Goodwill Industries of Arkansas, Inc. This includes participation at conferences, meetings or other official Goodwill business. Reimbursable expenses include transportation, lodging, meals and gratuities. If necessary, Goodwill will reimburse related expenses so that service does not create a financial burden.

Transportation

Authorized modes of transportation include automobile, rail, airlines, buses, taxicabs, and other usual means of conveyance. All travel is to be by the most economical mode of transportation consistent with reasonable convenience.

- A. The most cost efficient method of booking air travel should be used, i.e., Internet, in order to take advantage of discounts. Connections and one-stop flights may be used if they are not unreasonable in time loss.
- B. Reimbursement is provided for one round-trip coach airfare, and ground transportation to and from the home airport, and to and from the airport in the meeting city.
- C. When a traveler drives his or her own car, the allowance is at the current Goodwill reimbursement rate per mile, plus cost of tolls and parking. The reimbursed cost for mileage should not exceed what would have been the cost for coach or economy airfare for that trip.
- D. Taxicabs may be used in cases where less expensive means of public transportation are unavailable or demonstrably less convenient. When transportation to and from airports by airport limousine or shuttle bus is available and convenient, it should be used in lieu of a taxi.

Hotel Accommodations

Every effort should be made to utilize designated hotels reserved by the sponsor of the event(s). Unless the employee's participation or the logistics of travel require a longer stay, or it is more advantageous financially to stay additional days, lodging is provided for the official duration of the program or meeting only. Only business related telephone calls will be reimbursed.

Meals

It is recognized that the cost of meals varies considerably among localities. This expense, including tips, should average no more than \$35.00 per day, where possible. Where appropriate, employees should attend all meals when provided by host. To be reimbursed, all receipts must be submitted. Alcoholic beverages will not be reimbursed.

Gratuities

Tips, given to porters, cab drivers, servers, etc. are allowable, within reason.

Non-Reimbursable Expenses

Non-reimbursable expenses include movies, gifts, souvenirs, laundry/dry cleaning, and entertainment. All expenses of a spouse, companion or significant other are non-reimbursable.

Travel Expense Report

Each expense report shall be submitted to the appropriate management, accompanied by original receipts. Payment will not be authorized without the support of these receipts. Expense reports should be submitted within ten (10) working days of the completion of the travel.

Out-of-State Travel

Requests for out-of-state, overnight travel must be approved by the employee's department executive and the President and CEO and should be requested at least five (5) days in advance unless it is an emergency situation. Requests for in-state, overnight travel must be approved by the employee's department executive. The employee must provide the supervisor with the purpose of the travel, the estimated cost of the trip, and if a company credit card is requested for check out.

4.15 INSURANCE PLANS

All regular full time employees are eligible for our employee insurance and benefits. Premiums for coverage under this insurance are shared with employees. You may purchase family coverage if you so elect, through authorized payroll deductions from your paycheck.

Questions regarding health insurance coverage, premium rates and effective dates and other detailed information can be directed to Human Resources.

Goodwill reserves the right to modify, amend or terminate any benefit plan at any time.

4.16 COBRA

Employees and covered dependents who lose health insurance because of a qualifying event may continue to participate in the group health insurance plan by paying the full premiums plus administrative fees, in accordance with applicable law. Please contact the Human Resources Department for questions regarding continuation of benefits.

4.17 RETIREMENT

403(b) Employee Elective Deferral Contributions

Goodwill offers a Retirement Plan that includes the ability for employees to make 403(b) Elective Deferral Contributions to help employees accumulate long-term savings for retirement while benefitting from favorable tax treatment. It is a voluntary retirement savings plan that offers the advantage of making contributions from pre-tax salary while deferring payment of federal income tax

on the amounts contributed until withdrawn or paid as benefits. All regular employees may take advantage of this savings plan upon employment. Plan investment options are provided to employees upon an election to participate.

403(b) Employer Discretionary Contributions

The Goodwill Retirement Plan also includes an annual discretionary employer contribution to employees who are eligible. Employees are not required to contribute to participate. To be eligible to participate, the employee must be age 21 and have completed a year of service in which he/she worked at least 1,000 hours. For eligible employees, Goodwill will make an annual discretionary contribution equal to the sum of (a) 3.6% of annual compensation up to \$18,300 and (b) 7.2% of annual compensation over \$18,300.

The Plan's vesting schedule provides for increasing benefits the longer the employee remains with Goodwill. The current vesting schedule is:

Years of Vesting Service	Vesting Percentage
Less than 2 years	0%
2 years	20%
3 years	40%
4 years	60%
5 years	80%
6 years or more	100%

Employees should refer to the Retirement Plan Summary Plan Description for information and details about the plan.

4.18 BENEFIT SESSIONS

We believe it is important to give you an opportunity to learn more about the benefits you receive from our organization in order to help you plan for your future financial security. From time to time we will be meeting with you either individually, or in small groups to discuss our benefits, answer your questions, and obtain your comments. When you leave employment with Goodwill contact Human Resources to discuss transition of benefits.

4.19 UNEMPLOYMENT COMPENSATION

Every Goodwill Industries of Arkansas, Inc. employee is covered by unemployment compensation insurance, which may provide you with income in the event you become unemployed through no fault of your own. Goodwill pays the full cost of this insurance.

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4.20 EMPLOYEE PURCHASE POLICY

The Employee Purchase Policy established guidelines enabling employees to shop and purchase items from any Goodwill store at a discounted price. All Goodwill employees are entitled and encouraged to shop and purchase items in any Goodwill store according to the provisions set forth in this policy. Employees must adhere to the following guidelines for employee purchase at a Goodwill Store or Outlet Store.

- A. All Goodwill employees are given a 20% discount upon presentation of their employee ID, business card or name tag. Employee discounts cannot be combined with any other store sales or discounts.
- B. Discounts will not be given to relatives or friends of an employee. If an employee wishes to purchase items for a family member, the employee must be present, off duty and have their employee I.D. It is not permissible to have family members pick out items for the employee to purchase later with their discount.
- C. Employees may shop during non-working hours; lunch breaks are not available for shopping. Employees may not make a purchase on a day in which they are scheduled to work. Purchases may only be made on scheduled days off. Items cannot be purchased during working hours and cannot be set aside or put on hold until a later date. **There are no exceptions.** This policy affects ALL employees of Goodwill Industries of Arkansas from all departments, not just Donated Goods.
- D. Employees may shop in another Goodwill Store on a day they are scheduled, as long as they are not shopping in the store to which they are assigned. EX: I'm scheduled to work in Fayetteville MLK on Monday, therefore, I am not permitted to shop in Fayetteville MLK on Monday; however, when I get off work, I can shop at any other Goodwill store other than Fayetteville MLK.
- E. Employees are NOT permitted to purchase items with the new color of the week (items that are being processed that week).
- F. Immediate family members that are living with the employee, may not purchase merchandise with the new color of the week (items that are being processed that week).
- G. Employees are not permitted to shop at a new store opening until the 10th day after the new store has opened.
- H. Merchandise may not be taken directly from the production or donation area to the register. All purchases must be made from the sales floor.
- I. A manager, assistant manager or key holder is required to ring up an employee's purchase. If the person making the purchase is a member of management, another member of management must ring up the purchase. An employee/manager CANNOT ring up their own purchase. In the case where there is only one member of management in the store and this is the person who wants to make the purchase, they must wait until there is another member of management present to make the purchase.
- J. After the purchase is made, the receipt must be stapled to the bag and the bag is to be stapled shut. Larger hard line items must have the receipt taped to the item.

- K. All employees must sign the employee purchase log after the sale is made. The manager must fill out the log and sign the purchase log and initial the receipt. Employee should retain receipt in case there is a need to show proof of the purchase.
- L. Employees cannot remove donations from Goodwill property without paying for them, or pay contributors for donations. This is considered theft. This also includes salvage items or items put in to the trash. They are still considered Goodwill property and cannot be removed.
- M. Employees cannot place merchandise in lockers, purses, book-bags, duffel bags or cars with the intention of “paying for it later.” **This is a violation of purchase policy and can lead to termination.** Per Goodwill policy, management can perform locker inspections, and if necessary may ask an employee to reveal the contents of purses, bags, briefcases, etc.
- N. An employee may not ask another member of management to ring a sale after it has been denied by one manager for good cause (i.e. you may not purchase the current color of the week item being produced).
- O. Employee cannot adjust or fix prices prior to their purchase or for the purchases made by customers, relatives or friends.
- P. Employees cannot alter the flow of donated and/or new goods in any way. Any items unlawfully removed from Goodwill’s property will be considered criminal theft and will be prosecuted to the full extent of the law. This includes, but not limited to removal of salvage, trash, donations or items sold in the retail and outlet stores.
- Q. In no way are employees allowed to bypass this policy. Violation of the Employee Purchase policy will result in employee discipline up to and including termination.

4.1 Computer Store

- A. Employees will be permitted to shop in the Computer Store on days they are not working.
- B. Items may be purchased after they have been on the sales floor for one week. Most items (except cords) will have a date on them.
- C. Employees will have the opportunity to purchase only (1) laptop or (1) desktop computer annually. These purchases will be tracked on the employee purchase log.
- D. The employee discount of 20% will be applied to all merchandise that meets the criteria.

4.2 Outlet Store

- A. Employees are not permitted to shop in the Outlet Store.
- B. Employees are not permitted to be present at the Outlet Store when family members are shopping.

Please refer to the detailed Employee Purchase Policy in the Standard Operating Procedure Handbook and on the employee portal. Failure to abide by the employee purchase guidelines will result in disciplinary action up to and including termination of employment.

4.21 EMERGENCY FUNDS

The Emergency Funds policy was established to provide monetary or other assistance to employees and persons served for emergencies. Any full-time or part-time Goodwill employee or person served working six months or more is eligible to apply. Employees and persons served may receive one assistance per twelve month period. Emergency funds may be considered for assistance for the following, based on appropriate funds being available for dispensing:

1. Natural Disasters – Emergencies considered will be destruction of personal property by fire, tornadoes, hurricanes, etc. Each will be verified by Human Resources, and will not exceed \$200.00.
2. Medical Emergencies – Emergencies considered will be non-elective surgeries, life threatening illnesses or injury. Assistance for medical bills will be payable to the appropriate medical facility only. A copy of the bill must be attached to the request.
3. Personal Bills – Assistance may be requested to pay bills due to medical emergencies, i.e., utilities, rent, telephone, loans, etc. are eligible for assistance, and will be paid directly to the Company. A copy of the bill must be submitted with the request form.
4. Other Emergency Needs – Other emergency needs not listed above may be submitted with documentation and will be considered for assistance.

The requestor will contact Human Resources for Emergency Funds guidelines. If eligible under the guidelines, an Emergency Funds Request Form can be completed and turned into Human Resources. Human Resources will be responsible for verifying the information on the form. The employee or person served will be referred to the Mission Services Department to check for additional community assistance. Human Resources will confer with the President & CEO to determine eligibility and resources for additional assistance. If assistance is denied, the requestor will be advised as to the reason for denial. If assistance is approved, a grant will be made up to the maximum of \$200.00 from the Emergency Fund until depleted.

V. EMPLOYEE COMMUNICATIONS

5.1 BULLETIN BOARD

Official bulletin boards are placed in our main office and at various job sites. Their purpose is to communicate Goodwill announcements regarding operational and personnel matters, government notices, and other information of concern to you. These bulletin boards are to be used only for communications from the organization. Only designated management personnel may place notices or take down materials from bulletin boards. You are expected to review these bulletin boards regularly, and to comply with all instructions posted there. All material posted must be approved in advance by Human Resources.

5.2 YOU AND YOUR MANAGER

If you have questions concerning your job or job related activities, your manager should be the first person you talk to. If, however, you do not feel comfortable discussing a particular personal matter with your manager, be assured that the other methods of communication outlined in this section are also available to you.

5.3 OPEN DOOR CULTURE

The fair, prompt and just treatment of all employee problems or complaints is of primary importance to Goodwill. Open communication is a vital part of a successful organization. Providing an atmosphere conducive to open discussion among all staff regardless of position is stressed at all levels.

In view of this open communication culture, employees should be assured that they will not receive criticism or penalties or be subject to discrimination or retaliation as a result of candid discussions with their supervisors or other members of leadership.

We have always had a culture that the offices of Human Resources, our managers, and all leaders up to and including our President & CEO are open to all employees. If you do not get what you consider to be a satisfactory answer to a problem or grievance, or you do not get an answer as quickly as you think you should under other communication network channels listed herein, you are invited to make an appointment with the President & CEO for further discussion of your problem.

VI. GENERAL INFORMATION

6.1 LOCKERS

You may be provided a locker on a space available basis. For security reasons, lockers and locks may be inspected periodically without notice, as a condition of your employment. We also retain the right to remove from any locker all contraband, chemical substances, weapons, or other material, or objects that could, in our judgment, endanger safety, health, or property. If any of these items are found, the employees will be disciplined up to and including termination.

Lockers are furnished for your convenience. They may be used only during unpaid break periods, before, and after work. Goodwill will not be responsible for theft or damage to property in lockers and we strongly discourage the storing of money, jewelry, or other valuables in lockers.

6.2 PERSONAL ITEMS

No packages or extra clothing of any kind may be brought into the work area. If you bring personal items with you to work you must notify your manager so that he/she is aware that these items belong to you personally. We encourage employees to place their names on personal items prior to bringing them to work. These items must be left in the locker or other area assigned to you. Employees should bring only that money necessary for lunch, snacks, etc., and under no circumstances should money be left in lockers. Goodwill is not responsible for the loss of personal items. Cell phones, tablets, and beepers are not allowed at job stations.

6.3 UNIFORMS

Please refer to your department's Standard Operating Procedures (SOP) regarding uniforms. Issued uniforms are the property of Goodwill and will be used in compliance with all applicable policies. If the property is transferred to another associate, the employee must notify his or her manager immediately.

Goodwill's Employee Asset Tracking Record form is used to document receipt of issued uniforms as well as to acknowledge return of this Goodwill property. Employees are financially liable for loss or damage to the uniform property issued if the loss or damage results because of his or her negligence, intentional act, or failure to exercise reasonable care in safeguarding it.

6.4 LOST AND FOUND

All items and currency donated to Goodwill becomes the sole property of Goodwill. All items found should be taken to your manager. If lost items are unclaimed for a period of one (1) month, the items

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are considered donated to Goodwill. All monies found in Goodwill donation or on the premises are to be turned in to the Department Manager or Manager.

- A. The Manager will place the money in an envelope with the employee's name that found the money along with the date and time and location.
- B. The Manager will keep the envelope in the safe for seven (7) days.
- C. After seven (7) days the envelope is to be deposited in a separate deposit with found money and the employee's name written on the deposit along with an attached Found Money form.
- D. After thirty (30) days if the money has not been claimed, one half (1/2) of the money will be given to the employee that found it.

6.5 RECYCLING

Goodwill supports environmental awareness and recycling efforts by encouraging recycling waste management in its business practices and operating procedures. This support includes commitment to purchase, use and disposal of products, and materials that will best use natural resources and minimize any negative impact on the earth's environment.

6.6 PARKING

Use caution when parking your car, and when entering and leaving the parking area to prevent personal injury to yourself or others, or damage to parked automobiles. The Company is not responsible for damage to, or theft of cars, or property left in cars on its parking lots.

Please note that we reserve the most convenient and closest parking at Goodwill stores and donation centers for our customers. Managers will identify designated employee parking areas for each store location. At certain Goodwill locations parking spaces may be individually assigned and unassigned vehicles are not allowed in assigned spaces. Frequent visits to the parking lot, during working hours, are discouraged and may be investigated as a serious offense.

6.7 PERSONAL PHONE CALLS

While Goodwill understands that there may be a need for a personal phone call in the event of an emergency, it is imperative that employees' focus remain on their work during working hours. Use of personal cell phones should be limited to breaks or meal periods and not to be used during working hours. Personal and long distance calls are not to be charged to the organization. Company phones may be electronically monitored at the Company's discretion, in order to assure compliance with this policy.

6.8 GUIDELINES FOR ENTERING AND LEAVING

All employees must enter and leave job locations, and other premises through the main or designated employee entrance. We encourage employees to utilize our career centers for personal development during non-scheduled work hours. Your presence at Goodwill facilities should be purposeful. Loitering is not consistent with our ACE culture and service to customers. Speak with your manager if you have questions.

VII. SAFETY AND SECURITY PRACTICES

7.1 SAFETY OVERVIEW

It is the Company's intent and its policy to provide a safe working environment in all areas for our employees. It is our belief that all accidents and injuries can and should be prevented by controlling the environment and the actions of our employees. Goodwill recognizes its employees as its most valuable assets and is committed to business practices in which their safety and health is given the highest possible priority. Therefore, safety will take precedence over expediency and shortcuts. Every attempt will be made to reduce the possibility of accidents or injuries. Protection of the people we serve, our employees, the public, and Company property and our operation is paramount. We consider no phase of the operation more important than the health and safety of our employees, visitors and the people we serve.

Employee safety is our number one priority as we do business. We will train and equip our employees with the tools and knowledge to be able to do their jobs safely. Safety training is an integral part of our training programs. In order for our employees to understand and adhere to the safety program, all employees are required to receive safety training and review the Safety Guidelines in the Standard Operating Procedures Manual. We will ensure the policies adopted by our Company are implemented and adhered to by all employees. While at the same time, employees must take personal responsibility for the prevention of injuries and perform their jobs and conduct themselves in accordance with established policies, rules and practices and to work in a cooperative spirit with Company safety and health programs.

Management will continue to be guided and motivated by this policy, and with the cooperation of all employees, will actively pursue a safer working environment throughout our Company. No employee should engage in any activity that is or could be dangerous to himself/herself or others.

7.2 HEALTH AND SAFETY RULES

Goodwill is vitally interested in the health and safety of each employee. But this is your concern too. Observe and obey safety rules. Report promptly to your Manager any condition which you believe is unsafe or unhealthy, and any on the job related injury.

Employees must adhere to the following:

- A. Wear safety equipment and other protective clothing or devices as directed by your Manager. Request additional safety equipment if necessary.
- B. Learn how to lift properly. Bend your knees and keep your back erect. Get help for heavy loads.
- C. Make sure that safety guards and other protective devices are in place on power equipment when it is in operation.
- D. Care for tools properly. Always stop machinery before cleaning or maintaining it.
- E. Make sure power tools and other electrical devices are properly grounded before using.

- F. Don't pick up unauthorized passengers, speed, hot rod, or use a vehicle for any purpose other than performing your job. Make certain you know what is behind you before backing up. Get out and look, if necessary.
- G. Don't throw or drop anything from a high place without warning persons below.
- H. Don't leave tools, equipment, or other items where someone might trip or fall over them. Report spills in restrooms, hallways, and all areas.
- I. Keep all work and storage areas neat, clean, and orderly. Good housekeeping prevents careless accidents.
- J. Be alert. Accidents are caused by lack of attention to what you are doing.
- K. Keep floor and aisles clear and clean. Pick up items that could cause an accident. Put such items in a proper place.
- L. All Goodwill buildings are tobacco free.
- M. If electrical equipment has frayed or cracked cords, tell your Supervisor so the cord will be replaced or restored to a safe condition.
- N. Employees are not required to lift beyond their personal capacity. Lifting requirements are discussed with employees prior to employment.
- O. Use warning signs such as Caution, Wet Floor, and Wet Paint, as needed.
- P. Extension cords may not be used, unless approved by the Safety Officer.
- Q. Running or horseplay will not be tolerated. Running or horseplay is dangerous not only to you but also to persons near you.
- R. Plant, retail, transportation, and donation station employees, as well as any other employee who enters the plant area, must wear closed-toe shoes during working hours. High heels may not be worn in the plant, stores, or donation stations. Extremely high heels should not be worn during working hours. Dangling jewelry, such as earrings, bracelets, necklaces or other items that hang from the body, which may be caught in machinery, may not be worn at Goodwill Industries.
- S. Hair nets will be provided for workers with long hair at job stations where the hair may create a safety hazard. Extremely long fingernails are prohibited at Goodwill. Department heads must notify employees when nail lengths are inappropriate for assigned tasks or when they are not dressed appropriately. (*See Dress Code Policy*)

7.3 EMERGENCY PROCEDURES

Goodwill Industries has developed policy and procedures that will promote the health and safety for all persons served and staff. The procedures are established and practiced to safeguard everyone during emergencies. Goodwill adheres to all safety and emergency guidelines that are required by various city, state and federal agencies. CPR and First Aid Training is provided annually for staff.

All staff receive initial and annual competency based training administered by the Goodwill Human Resources Department which includes Health and Safety practices, identification of unsafe environmental factors, emergency procedures, evacuation procedures, identification and reporting of critical incidents. Incident reports are submitted to appropriate entities as required by various funding sources.

The Company maintains First Aid equipment and supplies, telephone numbers for poison control, the hospital and police department are posted at all facilities. Information related to the special needs, preferences and contact information for persons served is available by contacting the job coaches in the Job Training Department.

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Emergency and Safety Procedures

Below are general guidelines for 1) Tornado/Severe Weather, 2) Earthquake/Natural Disaster, 3) Bomb Threat, 4) Fire, 5) Power/Utility Failure, 6) Injury/Medical Emergency, 7) Workplace Violence or other threatening situations, 8) Sexual Assault, 9) Suicide and Attempted Suicide, 10) Infectious and Communicable Diseases, 11) Bio-hazardous Accidents, 12) Abuse or Neglect and 13) Sentinel Event. Each facility has procedures specific to their site.

1. Tornado/Severe Weather

In a severe weather emergency such as a tornado or a thunderstorm, each location will have designated location in the building for employees to gather. These areas are indicated on posters in the building. These areas should be a hallway in the interior of the building that is strongly supported and does not have windows. An Incident Report Form must be completed and submitted through the correct procedure.

2. Earthquake/Natural Disaster

In the event of an earthquake or natural disaster the alarm will be sounded and staff will ensure safety positioning of the persons served. A department manager or designee will attempt to contact 911 to report any injuries or damage. If phone systems are disabled, a cell phone will be used to report the information. If there is damage to the building, all staff and individuals should be safely evacuated from the building. Injuries should be assessed by staff members certified in first aid before attempting to move anyone who appears to have an injury. Call MedCor (800-775-5866) for onsite first aid and possible transport for additional treatment. Goodwill administration should be notified immediately after evacuation is completed and all injuries are stabilized. Transportation to a safe environment will be arranged by staff. Parents and/or guardians will be notified as soon as possible about the condition and/or location of their family member. All Department of Human Services Incident Reporting guidelines will be followed. An Incident Report Form must be completed and submitted through the correct procedure.

3. Bomb Threat

In the event of a bomb threat received by an employee at any Goodwill facility, he/she should remain calm and document as much information as they can from the caller on the Bomb Threat Checklist. Information about the call should be given to the COO or a member of the executive team after which a call should be made immediately to the local police department and the Arkansas State Police Criminal Investigation Division at (501) 221-8220. Evacuation plans should be executed as posted at each facility. Staff, persons served and visitors may return to the facility after the building has been deemed safe by the proper authorities. An Incident Report Form must be completed and submitted through the correct procedure.

4. Fire

In the event of a fire, the welfare and safety of the persons served, employees and visitors is the first concern. When a fire is detected, the fire alarm should sound and all persons in the building should evacuate immediately according to the posted evacuation routes. Everyone should report to their designated area. Elevators should never be used for evacuation. 911 should be called to report the location of the fire and the COO should be contacted. An Incident Report Form must be completed and submitted through the correct procedure.

5. Power/Utility Failure

All facilities should maintain an emergency lighting system to be used in case of power failure. Persons served will be closely supervised by staff, and the utility Company will be notified of such failure. Staff should remain calm and direct persons served and other staff to remain calm and in their location until the issue is resolved. All Department of Human Services Incident Reporting guidelines will be followed. An Incident Report Form must be completed and submitted through the correct procedure.

6. Injury/Medical Emergency

In the event of an injury or medical emergency, a staff member trained in First Aid/CPR will proceed with the appropriate care. If the staff member determines that the individual needs medical attention, appropriate medical authorities will be contacted. The COO will be notified immediately of all injuries requiring medical attention. An Incident Report form with additional Workers' Compensation forms will be completed following any injury/medical emergency. The parents, guardian, or responsible party will be notified regarding the injury. The Department of Human Services Incident Reporting guidelines will be followed, if required. In the event of a minor injury, not requiring doctor's aid, it will be reported to a staff member, treated by staff trained in First Aid/CPR, and appropriately documented.

7. Workplace Violence or other threatening situations

In the event a situation occurs with the potential of violence and threatens the safety of persons served and staff, all persons served will be moved to a safe location and isolated from the threatening situation. 911 will be called if the situation warrants. The first priority is to ensure the safety of all individuals involved. An Incident Report Form must be completed and submitted through the correct procedure.

8. Sexual Assault

In the event of an allegation of sexual assault by a persons served, a report shall be made to the director of the department immediately who will in turn report to the Vice President of Workforce Development. The Vice President of Workforce Development will investigate the allegation with assistance from the Human Resources Department and the local police, when warranted. The Department of Human Services Incident Reporting guidelines and agency protocol will be followed.

If an employee, visitor or customer alleges a sexual assault, a report shall be made to the director/manager of the facility who will in turn report to the COO. The COO and appropriate staff will investigate the allegation with assistance from the Human Resources Department and the local police, when warranted. An Incident Report will be completed and submitted to Human Resources.

9. Suicide and Attempted Suicide

In the event that an employee, person served, visitor, or customer threatens suicide, the director/manager on duty will be notified, and an assigned employee will call 911 immediately. Persons served, visitors and uninvolved staff shall relocate to a safe place in the facility until the situation has been resolved by trained professionals, unless directed to evacuate the facility. An Incident Report Form must be completed and submitted through the correct procedure.

10. Infectious and Communicable Diseases

In accordance with DDS regulations, employees with an infectious/communicable disease are prohibited from contact with individuals until a physician's release has been provided to the department director/manager. If an employee with an infectious/communicable disease obtains a release, it should be immediately submitted to the department director/manager, if the employee is unable to obtain a release, the employee should notify Goodwill Human Resources Department and refrain from working in contact with persons served and staff until such a release is obtained.

11. Bio-hazardous Accidents

In the event of a bio-hazardous accident, to eliminate or minimize employee and persons served exposure to diseases transmitted to blood, body fluids, and other infectious materials, all employees whose job duties may cause them to have contact with infectious material such as those listed above, will be trained at hire and annually in accordance with OSHA standards. All Goodwill employees are expected to practice Universal Precautions at all times.

12. Abuse and Neglect

Any instances of suspected abuse and/or neglect will be reported to the department manager or Vice President. The manager or Vice President will investigate all allegations with or without the assistance of local or state representative depending on the nature and severity of the abuse or neglect. An Incident Report Form must be completed and submitted through the correct Procedure.

13. Sentinel Event

In the case of a sentinel event, which includes incidents of death, suicide, cardiac arrest or wandering resulting in death or other life-threatening or fatal events, the department manager and Vice President will request that all personnel and persons served evacuate the area, and emergency responders will be contacted immediately to address the issue. The COO will be contacted to alert all other necessary parties including the public relations department to deal with media inquiries. An Incident Report Form must be completed and submitted through the correct procedure.

Please refer to our Standard Operating Procedures Manual for our complete Critical Incident Procedures and step by step procedures and detailed information on the following:

- Abuse
- Bomb Threat Procedure
- Chemical and Biohazard Accidents Policy
- Communicable Disease Control
- Critical Incident Procedures
- Drug Free Workplace and Substance Abuse
- Emergency Policies
- Fire Procedures
- Inclement Weather
- Infections Disease Control
- Medical Emergencies/Injuries
- Motor Vehicle Policy

- Near Miss Procedures
- Sexual Assault
- Suicide and Attempted Suicide
- Vehicular Accident Policy
- Work Injury
- Workplace Violence and Weapons

7.4 CELL PHONE USAGE WHILE TRAVELING

Safety Issues for Cellular Phone Use – Employees whose job responsibilities include regular or occasional driving and who utilize a cell phone for business or personal use are expected to refrain from texting and e-mailing while driving. Safety must come before all other concerns.

Goodwill employees are expected to follow all applicable laws regarding the use of cell phones and other electronic communication devices while operating a vehicle on Company business. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

Under no circumstances are employees allowed to place themselves or customers at risk to fulfill business needs. Employees who are charged with traffic violations or are involved in an accident resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Cell phones should be turned off before fueling a vehicle. Under no circumstances should an employee make or receive a call while in the process of fueling. Cell phones that are powered on are not to be held near or placed near the fueling process. The Company will not be responsible for the loss or theft of personal property from a personal or Company vehicle while traveling in the course of business.

7.5 WORKPLACE VIOLENCE AND WEAPONS POLICY

Introduction

It is the policy of Goodwill that rules and regulations regarding behavior in the workplace are necessary for the efficient operation of Goodwill and for the benefit and safety of all employees. Management cannot prevent violence in our workplace alone. This must be a joint effort by every employee. Goodwill encourages each employee to report possible problems to management.

Threatening conduct that interferes with operations or that is threatening to customers or co-workers will not be tolerated, whether such conduct is that of an employee, customer or visitor. Any act of violence that impacts the workplace will be cause for investigation and subject to action by Goodwill. Violence is any act of aggression or any statement, which could be perceived as an intent to cause harm to Goodwill or an individual whether personal, such as physical or emotional, or impersonal, such as property damage or theft.

Procedures

It is every employee's responsibility to ensure that his or her conduct does not include or imply breach of this policy. Furthermore, it is every employee's responsibility to report suspicions of threatening behavior, whether by employee or non-employee, to an appropriate member of management. If, however, violence, threats of violence or suspected violence to a person or property has taken place or is taking place, the following will apply:

- A. If an employee believes it is appropriate, he or she should immediately call emergency 911.
- B. If, or after, law enforcement officers are contacted, any violence, threat of violence or suspected violence to person or property should be reported to the employee's manager and to Human Resources. If the threat or action involves an employee's immediate manager, then it should be reported directly to Human Resources rather than the employee's manager. The incident should be documented using Goodwill's Incident Report accompanied by any written witness statements, and routed according to the document instructions.
- C. Should an employee receive a bomb threat, the employee should execute the proper protocol outlined in Goodwill's Bomb Threat Procedure.
- D. Any manager who receives a report of, has knowledge of, or suspects the occurrence of violence or threats of violence, should promptly assess the most important action to be taken first. In all cases, however, Human Resources should be notified as promptly as possible. The incident should be documented using Goodwill's Incident Report accompanied by any written witness statements, and routed according to the document instructions.
- E. Human Resources will work with the manager in investigating the report and will determine the appropriate action and/or discipline to be taken with the offender up to and including termination.
- F. Human Resources will work with employees who report that they have been subjected to violence to support efforts to reduce the harm, which has been or is being done.

Goodwill will maintain appropriate confidentiality of information obtained during investigations conducted pursuant to this Policy to the extent possible. Every report received pursuant to this Policy will be documented.

7.6 DRUG FREE WORKPLACE AND SUBSTANCE ABUSE POLICY

The Company has developed this policy regarding substance abuse: substance abuse includes, but is not limited to, the use of illegal drugs and the abuse or misuse of legal drugs, medication, or alcohol. The objective of this policy is to attempt to achieve and maintain a work place free from substance abuse. The Company does not intend to intrude upon the private lives of its employees. However, the Company demands that its employees report to work, capable of not only performing their duties, but performing them at the highest level of their capability. The safety of other employees and the public in general depends upon this high level of capability. The Company recognizes that an employee's on-the-job and off-the-job substance abuse can have a major impact on the employee's capability to perform those duties. Thus, it is essential that all employees be free from the effects of substance abuse.

This policy shall apply to all employees, including supervisory personnel. The Company maintains the right to modify or change this Substance Abuse Policy at any time, without notice, as circumstances require.

Definitions

The term "possession" when used in this Policy relating to drugs, includes traces of drugs found in the body as a result of a "Positive" drug test. As used in this Policy, the term "legal drug" is defined as including any prescribed drugs and over-the-counter drugs which have been legally obtained and are being used solely for the purpose for which they were prescribed or manufactured.

As used in this Policy, the term "illegal drug" is defined as follows: Drugs, or the synthetic or generic equivalent of drugs which are illegal under federal, state or local laws, including but not limited to, marijuana, heroin, hashish, cocaine, hallucinogens, methamphetamines, depressants and stimulants not prescribed for the current medical treatment by an accredited physician and any other drug-like substance, the use, possession or sale of which is unlawful. It also includes any legal drug which is being used in a manner or for a purpose other than as prescribed or labeled.

The term "possession" when used in this Policy relating to alcohol, includes traces of alcohol found in the body at a rate equal to or greater than .040%. As used in this policy, the phrase "aberrant/reckless behavior" is defined as: Any act(s) performed or the omission of the performance of any act(s) by an employee which is unusual, reckless or abnormal which indicates the employee is incapable of performing job responsibilities and duties. Circumstances that could be indicators of such include, but are not limited to:

1. Apparent physical state of impairment
2. Incoherent mental state
3. Marked changes in personal behavior, or
4. Deteriorating work performance or reckless conduct not readily attributable to other factors.

The term "on-the-job" accident refers to any act(s) performed or the omission of the performance of any act(s) by an employee which results in significant physical injury to any person, or to any employee that results in the filing of a worker's compensation claim, or any damage to any real or personal property in excess of \$200.00. Should such an incident occur, then all employees involved may be tested. A determination as to which employees are "involved" as well as what constitutes a "significant physical injury" will be left to management's discretion, as such may vary from incident to incident depending upon the facts involved.

General Prohibitions: In order to attain the aforementioned described objective, the following proscriptions apply to all employees:

1. The use or possession of illegal drugs.
2. The use, consumption or possession of alcohol on Company property or during working hours, or before work hours if the presence of alcohol will still be present in the bloodstream in prohibitive amounts.
3. The sale, distribution, purchase or transfers, or attempt to do the same, of illegal drugs at any time or place.
4. The abuse or misuse of legal drugs or medications. An employee who exhibits aberrant/reckless behavior while taking this medication, which is determined by the Company to create a substantial risk of significant harm to the employee or others, will be required to remain off work as described below.

Note that any illegal drugs found on Company property or in the possession of a Company employee while on the job may subject the employee to criminal prosecution. At specified company-sponsored

events, approved by the President, the possession or use of alcoholic beverages does not constitute a violation of company policy. If alcohol is served at a company-sponsored event, employees are expected to conduct themselves in such a manner so that they do not represent a danger to themselves or other employees, to the general public, or to the Company's reputation.

Consent to Testing

Each employee/applicant will be required to sign a consent form as part of the testing procedure. Any employee who refuses to submit to drug and/or alcohol testing requested under the terms of this policy will be subject to discharge and denial of re-employment opportunities. Any applicant who refuses to submit to a drug test under the terms of this policy will not be considered for employment.

When Testing Will Occur

The Company may conduct drug testing under the following circumstances:

1. When employment is offered to an applicant for a position with our company, as part of the selection process.
2. Suspected use, possession or sale of illegal drugs,
3. If an employee exhibits aberrant/reckless behavior,
4. Suspected abuse or misuse of legal drugs or medications,
5. For any employee involved in an on-the-job accident, or
6. Random Selection.

The Company may conduct alcohol testing under the following circumstances:

1. Suspected use of alcohol, or
2. If an employee exhibits aberrant/reckless behavior.

Testing Procedures

Drugs: Urinalysis is the method employed for testing for the presence of drugs. The urine sample will be taken at an office designated by the Company under controlled conditions. The specimen will then be tested at a laboratory chosen by the Company for a screening test. If the results of that screening test are positive, a confirmation test will be performed to corroborate the results of the screening test. The results of the confirmation test are controlling.

The laboratory will retain for a period of one year a portion of all specimens which test positive. Any employee whom tests positive may have a test performed upon the retained portion of the specimen at the employees' expense. The Company shall retain control of the specimen at all times, including transportation to and from the approved retesting laboratory. Consideration will be given to the results of the retest. However, those results are not binding upon the Company.

Alcohol: Breath, saliva and/or blood serum testing will be the methods employed for testing for the presence of alcohol. A saliva or breath specimen will first be obtained from the employee or applicant, and a test will be performed. If the results are positive, the individual will be required to provide a blood serum specimen for a confirmation test. The results of the confirmation test are controlling.

Test Results

Drugs: A positive test result occurs when the initial screening or the confirmation test indicates the presence of the drug(s) for which the test was conducted. A positive test result is a violation of Company policy. If the employee tests positive for a substance for which the employee could have a valid explanation, i.e. a legal drug, the Company will request the employee to provide an explanation

for the positive test result, including, but not limited to, documents or a container demonstrating a current and valid prescription from a physician for the drug or medication which caused the positive test result. After consideration of the employee's explanation, if the Company determines that the employee had a valid explanation for the positive test result, i.e. the employee was taking a legal drug; the Company will consider the test result as negative. The Company nevertheless retains the right to ensure that the employee is capable of performing the essential functions of the position (with or without an accommodation) and that the employee's use of the drug or medication does not constitute a direct threat of harm to the employee or others.

A negative test result occurs when either the initial screening or the confirmation test indicates the absence the drug(s) for which the test was conducted.

Alcohol: A positive test result occurs when both the breath/saliva and the blood serum tests indicate the presence of alcohol equal to or greater than .040%. A positive test result is violation of Company policy.

A negative test result occurs when either the breath/saliva test or the blood serum test indicates the presence of alcohol at less than .040%.

Confidentiality

Information regarding test results will be treated as confidential. In that regard, the Company will attempt to provide it only to persons within the Company with the need to know.

Potential Actions for Violation of This Policy

1. **Applicants for employment:** If the result is positive that individual will not receive any further employment consideration.
2. **Sale, distribution, purchase or transfer, or attempt to do the same, of illegal drugs:** The individual will be subject to immediate discharge and denial of re-employment opportunities.
3. **Observed use or possession of illegal drugs while on the job or on Company property; observed use, consumption or possession of alcohol while on the job or on Company property:** This will result in immediate suspension without pay pending the results of further investigation. Upon conclusion of the investigation, if the investigation establishes that the employee violated the provisions of this policy, the employee may be discharged and denied re-employment opportunities. Testing may occur as part of the investigation.
4. **Suspected use, consumption or possession of illegal drugs/alcohol; aberrant/reckless behavior; random selection for illegal drugs; or on-the-job accident:** This will result in immediate suspension without pay. The employee may be tested. If so tested and the result is positive, the employee may be discharged and denied re-employment opportunities. If the result is negative, the employee will be reinstated.

Known taking of prescription drugs: If an employee is undergoing medical treatment, which includes the use of any drug or medication which is affecting the employee's ability to perform job-related functions, and under this policy, informs Human Resources in writing of such, the Company reserves the right to remove the employee from the job if the employee is unable to perform the essential functions of the position (with or without a reasonable accommodation) or refer the employee to a physician to determine if the use of the medication creates a direct threat of harm to the employee and/or others. If so determined, the employee will be required to remain off the job until the employee is able to perform the essential functions or the direct threat is eliminated. All time off will be without pay.

Costs: All costs, excluding the costs of the initial drug/alcohol test, will be borne by the employee.

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7.7 WORK RELATED INJURIES

Any illness or injury that you suffer on the job must be reported immediately to your manager. An employee's failure to report a workplace injury or illness, within one business day, may result in disciplinary action up to and including termination of employment. If your condition requires you to leave your job, you must present an authorized written statement from a physician when you return to work, stating that you are well and able to resume your job. The statement must be presented to your manager before you are allowed to return to work, and is subject to verification by our physician, at our expense, if we so choose. Post-accident drug screens are required for all employee injuries requiring medical attention other than first aid. In order to prevent accidents, it is your duty to report immediately to your manager, any condition that you believe is unsafe or unhealthy.

There is a specific procedure that must be observed when reporting work related injuries and seeking medical treatment for these injuries. For complete instructions, please refer to Critical Incident Procedure for Incidents Involving Injury in the Standard Operating Procedures Manual in your Manager's office or on the shared drive. For questions regarding work related injuries speak with your manager or the Human Resources.

If you must seek medical treatment for a work related injury that is an **EMERGENCY**, please go directly to the nearest Emergency Room. If it is **NOT** an emergency, you must speak with Medcor and your manager before seeking medical treatment

7.8 WORKERS' COMPENSATION

If you are injured or become ill as a result of your work, you may be eligible to receive workers' compensation benefits. The Company pays all costs of providing this insurance protection. It is important that you immediately report to your manager any accident or injuries that occur on the job or that you believe is job related.

7.9 SEARCHES AND INTERNAL INVESTIGATIONS

For the safety and security of Goodwill's premises, employees, guests, and persons served, we reserve the right, at our discretion, to question, inspect, and search any employee or other person before they enter or leave any of these facilities. This may occur for security reasons, to audit work related matters, or to search for unauthorized or illegal substances or materials.

This policy also applies to any employee while on Company business, whether or not on our job sites, premises, and other facilities, along with any packages or other items that the employee may be carrying. All vehicles, lockers, containers, brief cases, handbags, and other parcels, and personal belongings of employees are subject to inspection and search by Goodwill or its designated investigators at any time. Submission to and compliance with these rules is a condition of your continued employment. Employees are required to cooperate fully with and assist in Company investigations if requested to do so. Failure to comply with an inspection will result in disciplinary

action up to and including termination of employment. The Company will generally, but may not always, notify an employee before conducting a search of work areas or personal belongings.

Although the Company will attempt to notify employees before conducting a search of their personal effects, searches may be initiated without prior notice and conducted at times and locations as deemed appropriate by the Company. AT NO TIME will employees or others be touched nor will any clothing be removed during these searches and inspections, unless conducted and required by legal authorities, although employees may be asked to empty their pockets. Prohibited items or substances found will be turned over to the law enforcement authorities when appropriate.

7.10 INCLEMENT WEATHER PLAN

Call your manager or the Main Office on occasions when conditions indicate that delay or closing may be necessary. The Main Office can be reached at (501) 372-5100 for a recorded announcement of Goodwill's operational plans. Inclement weather announcements will also be posted on Goodwill's website at www.goodwillar.org, under News & Events. If a decision is made to open late or close, the standard telephone greeting will be changed to inform employees and visitors of the decision. If the decision is made to open late, employees should report to work within 2 hours of their scheduled shift. The employee may hang up after they hear the message.

Goodwill inclement weather announcements will also be posted on the following TV stations and websites.

1. KTHV, channel 11 – www.todaythv.com
2. KARK, channel 4 – www.arkansasmatters.com
3. KATV, channel 7 – www.katv.com

Consistent with our ACE standards, Goodwill puts safety first. In all cases of severe weather, it is always the employee's discretion whether it is safe enough to travel to work. Please communicate with your manager about your intentions and concerns during a weather event. If you feel you cannot make it safely to work and your Goodwill location is open, you must use vacation, floating/banked holiday hours, or leave without pay. Paid leave must be utilized if available. Please note, in this case, the employee is still responsible for calling his or her manager as per the Attendance Policy.

Employees coming to work during periods of inclement weather will not be penalized for tardies consisting of 30 minutes or less. During inclement weather the Attendance Policy will be administered at the direction of corporate leadership.

All retail stores, ADC's, Transportation and Retail Operations Centers:

The District Managers/Director of Operations will notify their operational teams of any decisions to change work schedules.

7.11 BE ALERT TO SECURITY

Our property, premises, and other facilities contain valuable machinery, equipment, furnishings, merchandise, and other property. It is important, in order to protect your job and the jobs of everyone employed by this organization, that all employees pay close attention to the security of our facilities, as well as all other property of the organization. Notify your Manager immediately if you see any suspicious or illegal activity of any kind, including the presence of strangers on our property.

Goodwill exercises a zero tolerance for theft, willful destruction, and/or unauthorized use of Goodwill property or the personal property of others. Any such occurrence will be grounds for immediate termination and may be considered a criminal act to be prosecuted to the full extent of the law.

7.12 BLOOD BORNE PATHOGENS

Blood borne pathogen training is provided to each persons served and employee when they begin their program or employment at Goodwill Industries. Training will be tailored to the education and language level of the employee or persons served. The training will be updated on an annual basis.

7.13 VISITORS

Goodwill Industries of Arkansas, Inc. seeks to provide a workplace for all employees that is professional and free from distraction. For this reason, personal visitors are strongly discouraged from the workplace and are strictly prohibited inside the plant. Employees may not bring children to the job site, and friends and family may not leave children at the job sites to be supervised by Goodwill employees during working hours. Employees are responsible for arranging alternative daycare or using vacation or leave without pay, as appropriate and allowed by policy.

Vendors, repair technicians, and guests into our buildings should identify themselves and state the nature of their business before access is granted into any office, area or facility. It is the responsibility of the employee authorized to grant entrance to ensure that the person requesting entry has a valid reason or entering the building or office area. Each visitor should be greeted at the reception area, issued a visitor badge and escorted to the office he or she is visiting.

7.14 PROTECT YOUR ASSIGNED EQUIPMENT

You may be assigned special machinery, equipment or tools for your work. These items remain Company property. It is your responsibility to ensure that the full inventory of such assigned property is maintained. Loss or breakage must be reported to your Manager immediately. Company owned equipment is not to be used to conduct personal business for monetary or non-monetary gain.

7.15 EMPLOYEE IDENTIFICATION BADGE

Upon employment you will be issued an ID badge, at no cost to you. You must use the badge to gain access to the designated employee entrance areas. Although you will keep the badge while you work here, it remains Goodwill's property and is returnable upon demand, as is all other property that you may be issued. Lost, stolen or forgotten badges must be reported to your manager or Human Resources immediately. Employees will be charged a replacement fee for lost badges.

7.16 MOTOR VEHICLE POLICY

Failure to follow the motor vehicle regulations as listed below is grounds for disciplinary action, which may include termination.

- A. Use of Goodwill owned vehicles for unauthorized, unofficial purposes, or for conducting personal business is strictly prohibited.
- B. All vehicle accidents or incidents regardless of severity must be reported immediately to the driver's manager. Goodwill drivers must comply with legal requirements to report an accident involving a Company vehicle
- C. Employee receiving citations while operating Company owned vehicles must report them immediately to their manager. Speeding and the violation of the laws that govern traffic are prohibited when on Company business, in personal vehicles as well as Company vehicles. Any citations are the responsibility of the employee and must be paid immediately.
- D. Drivers operating and passengers riding in Goodwill vehicles or while on Company business in a personal vehicle must use seatbelts properly.
- E. Use of cell phones and other electronic communication devices while operating a Company vehicle or driving on Company business is strictly prohibited.
- F. The use of tobacco products in Company vehicles is strictly prohibited.
- G. Transporting non-employees (spouses, guest) in a Company vehicle requires prior approval from the employee's Vice-President.

Driver's License Requirements: All employees reimbursed for driving their personal vehicle for approved Company business must maintain a valid Arkansas driver's license. Each authorized driver must advise their manager if their driver's license has been restricted, suspended, revoked, etc. License information is provided to Human Resources who will initially secure verification from the state and annually thereafter.

Any exceptions to this policy must be approved by the President & CEO.

Insurance Requirements for Personal Vehicle Use for Goodwill Business: Employees who use their personal vehicle for approved business travel must provide evidence of their minimum liability protection and uninsured motorist coverage as required by the State of Arkansas for the vehicle(s) he or she uses. Evidence must be provided at least twice annually. Each authorized driver must advise their manager if his or her required personal vehicle insurance is no longer in effect for the personal vehicle he or she is using for Goodwill business.

Drug and Alcohol Testing Requirements: Goodwill utilizes a random drug and alcohol testing program for Class A and Class B drivers of Goodwill vehicles. This program is managed through Goodwill's drug testing vendor. A random driver pool is managed for Class A and Class B (CDL) drivers. Goodwill utilizes a separate random driver pool for Class D truck drivers.

Process and Procedure: Goodwill's drug testing vendor manages employee selection each quarter. Employee selection notification is made to Human Resources. Human Resources then notifies the appropriate officer and director and provides the vendor Notification of Scheduled Drug and Alcohol Test letter to give to the employee.

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 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 the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent 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 a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) 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 (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-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 servicemembers 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.

***Special hours of service eligibility requirements apply to airline flight crew employees.**

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 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

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the 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 employee's 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:

- interfere 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.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division



WHD Publication 1420 - Revised February 2013

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ACKNOWLEDGMENT

I have reviewed the Goodwill Industries of Arkansas Employee Handbook. I understand this handbook is for informational purposes only and it is not a contract of employment. I am an employee at will, and both the Company and I reserve the right to terminate the employment relationship with or without notice and with or without cause at any time.

I have read and I will follow the policies and procedures contained in this Handbook. I acknowledge that violations of the Company's written or unwritten rules, personnel policies or practices, including the policies contained in this Handbook, may result in my immediate dismissal. I understand that the policies outlined in this handbook will prevail over any conflicting oral representations or interpretations made by any Company employee.

I understand that the Company reserves the right to change, modify, suspend, interpret, or cancel, wholly or partially, any of its published or unpublished personnel policies or practices at any time. I will be notified in writing of any changes in Company policies and practices. I understand that this Acknowledgement relates to the June 2015 edition of the Goodwill Employee Handbook.

I have completely read each section in this June 2015 Employee Handbook including the ACE philosophy, ICARE values and Code of Conduct. I understand each section and I have no questions regarding how this entire Handbook applies to me.

I have been advised of the location of the handbook online and in the stores. I understand that a printed copy is available upon request at no cost .

Employee

Date

Print Name

Date

Please return this page to your manager or Human Resources.

Revised 06/17/15

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