



Employee Handbook

Goodwill Industries of Northwest Ohio, Inc.

A comprehensive vocational rehabilitation facility and workshop.

Goodwill Industries of Northwest Ohio, is non-profit organization. Our **mission** is to provide assessment, job training and placement to assist people with disabilities and other work-related disadvantages to become independent. Goodwill accomplishes this by operating retail stores and other businesses within the community to provide on-the-job training and fund programs.

Our **vision** is to be the vital link between local business and trained workers, and the leading community resource for assisting people with disabilities and other work-related disadvantages to obtain economic independence. We will develop new and increasingly effective training programs in response to community growth and change.

Goodwill: In the business of changing lives.

Accredited by:

The commission on Accreditation
Of Rehabilitation Facilities (CARF)

Affiliated Agency:

The United Way of
Greater Toledo

EMPLOYEE HANDBOOK - TABLE OF CONTENTS

REVISED 2/09

SECTION 1

WELCOME TO GOODWILL

	PAGE
President's Message	1
Goodwill and You	2-3
Your Responsibility To Goodwill	4
Purpose of this Handbook	5

SECTION 2

STATEMENTS OF COMPANY POLICY

	PAGE
Equal Employment Opportunity	1
Harassment and Abuse Policy.....	1-2
Substance Abuse Workplace Policy	3-4
Nepotism	5
Outside Employment-Conflict of Interest	5
Americans With Disabilities Act	5-6
Legal Actions Policy	6
Code of Ethics	7-10
Whistle Blower Policy	10-11
Weapons Policy	12-13
Critical Incident Policy	13-14
Personal Equipment Liability	15
Right to Inspect.....	15

SECTION 3

NEW HIRES

	PAGE
Executive, Professional-Technical Employees	1-2
Service, Support, Casual Employees	2
Full-Time and Part Time Employment, Rehires	3
Proof Of U.S. Citizenship And/Or Right To Work.....	3
Medical Examinations.....	4
Orientation, Anniversary Date, At Will Employment.....	5

SECTION 4

PAYROLL

	PAGE
Working Hours, Breaks, Lunch Periods , Pay Periods, Pay Day	1
Time Cards and Time Clock Overtime.....	2
Non-Exempt and Exempt Employees	3
Direct Deposit, Driving Record	4

SECTION 5

GENERAL PROCEDURES

Human Resource Administration	1
Customer Relations	2
Employee Key Policy, Parking	3
Exiting the Building	4
Dress and Grooming Guidelines.....	4-5
Visitors.....	5
Telephone Use, Lockers, Right to Inspect.....	6
Lost and Found.....	6
Employee Meetings, Ideas, Bulletin Boards	7
Travel and Lodging Reimbursement.....	8
Downtime	8

SECTION 6

ABSENCES

	PAGE
Absence Reporting	1
Doctor's Release, Attendance and Punctuality Standards	2
Jury Duty, Civil-Criminal Court, Military Leave.....	3
Funeral Leave.....	4
Workers Compensation	5
Other Benefits.....	6
Family Medical Leave Act.....	7
Personal Leave of Absence.....	8

SECTION 7

CORRECTIVE DISCIPLINARY PROCEDURES

	PAGE
Standards of Conduct, Unacceptable Activities (Serious)	1-2-3
Causes for Progressive Disciplinary Action	3-4-5
Corrective Disciplinary Procedures.....	6-7

SECTION 8

SEPARATION FROM EMPLOYMENT

	PAGE
Separation From Employment, Voluntary Resignation, Three-Day Quit, Layoff and Recall, Termination.....	1
Return of Property, Checks, Former Employees, Reinstatement of Benefits	2

**SECTION 9
APPEAL PROCEDURE**

	PAGE
Appeal Procedure.....	1-2

**SECTION 10
EMPLOYEE BENEFITS - GENERAL SECTION**

	PAGE
Benefit Lag Period, General, Vacation, Sick Time.....	1
Floating Holidays	2
Medical Insurance Plan, Paramount Health Care, Prescription Drug Card, Dental Insurance, Disability Insurance, Term Life Insurance Cobra, Life Insurance, Retirement Plan.....	2-3
Discounts and Credit for Store Purchases.....	4
Shopping Procedures	5
Regular Part-Time Employment Benefits	6

**SECTION 11
EMPLOYEE BENEFITS SECTION**

	PAGE
Vacation	1
Sick Leave, Term Life Insurance	2

**SECTION 12
SAFETY**

	PAGE
Safety Policies and Procedures.....	1

**SECTION 13
RECEIPT AND ACKNOWLEDGMENT**

	PAGE
Receipt and Acknowledgment.....	1-2-3

A MESSAGE FROM THE PRESIDENT

WELCOME TO GOODWILL INDUSTRIES!

“Our business works, so people can!” is more than just a motto of Goodwill Industries of Northwest Ohio. As an employee of Goodwill Industries of Northwest Ohio, you will learn something new each day. Our jobs help people overcome their barriers to employment. It is our primary mission. For more than 70 years Goodwill of Northwest Ohio has served persons in the greater Toledo area. We are very proud of our mission, heritage, and employees.

This handbook outlines some of the personnel policies and procedures of our company that you need to know. They are an important part of each work day. I encourage you to become familiar with this handbook by thoroughly reading it. If there is something that you don't understand, please don't hesitate to ask your supervisor to explain its contents in detail.

Remember, to the public you are Goodwill and are representing the agency as you move through each work day.

We know from experience that each day will bring new challenges. I look forward to working with each of you.

Sincerely yours,

Bob Huber
President/Ceo

"GOODWILL AND YOU"

The main purpose of Goodwill Industries of Northwest Ohio, Inc. is to help disabled and disadvantaged men and women become employable and find jobs in the community. Of course, many people know Goodwill Industries as a place to buy used clothing and furniture, but selling items is not our main purpose:

OUR BUSINESS WORKS SO OTHERS CAN!

Selling new and used items, along with industrial subcontract work, salvage sales, rehabilitation service fees, grants, United Way funds, and private donations, are all very important sources of support for the Goodwill program. These activities provide real work and jobs for the men and women who are in vocational training at Goodwill.

Thus, our primary purpose is known as vocational rehabilitation. Some of the vocational rehabilitation services provided by Goodwill include work evaluation, total adjustment, janitorial training, clerical training, retail sales training, community work experience, job seeking skills training, and job development and placement.

Goodwill is a private, non-profit, organization which was started in 1933. The corporation is governed by a volunteer Board of Trustees who are elected from the community and serve without pay. Management is provided by the President, who is the Chief Executive Officer [CEO] and the executive team, including a Workforce Development Director, Contracts Director, CFO, Marketing Development Director, Human Resources/Safety Director, Contracts Director and Retail Operations Director. A team of professional and technical employees assist the President and the executive team.

Goodwill is a member of the United Way family, Goodwill Industries International and the Ohio Association of Rehabilitation Facilities. Goodwill is accredited as a rehabilitation facility by the Commission on Accreditation of Rehabilitation Facilities.

WHAT, THEN IS GOODWILL?

ALWAYS REMEMBER YOU, IN PART, ARE GOODWILL!

At Goodwill, we have a saying, "Our business works, so people can!" In other words, your work efforts will make it possible for others to overcome their barriers to employment and begin leading productive, self-sufficient lives.

Because this handbook is not contractually binding, you retain your normal right to terminate our employment relationship at any time, with or without any notice or reason, and we, of course, retain the same right. No one other than the Chief Executive Officer [President] of Goodwill Industries of Northwest Ohio, Inc. is authorized to make binding employment contracts, and such contracts will be recognized only if they are in writing.

The information in this handbook reflects a general description of the policies, procedures and services and benefits applicable to Goodwill employees, but because of constant updates by Goodwill on the part of management, the content of some items may not be accurate. Employees will be notified of any changes in policy or procedure by distribution of memorandums and/or posted notices.

The policies, procedures, benefits, and explanations provided herein are effective February 1, 2009. All prior policies, benefits, procedures, etc. are hereby superseded.

This handbook applies to all Goodwill Industries of Northwest Ohio employees.

The failure of Goodwill to exercise any prerogative or function in a particular way shall not be considered a waiver of the employer's right to exercise that prerogative or function in some other way.

YOUR RESPONSIBILITY TO GOODWILL - WHAT MAKES A GOOD EMPLOYEE:

- Do your job to the best of your ability.
- Demonstrate mature and appropriate work behaviors which will set a good example for the many trainees that we are serving.
- Know, and follow, all Goodwill policies, procedures and regulations which apply to you and your department.
- Exhibit good attendance and punctuality.
- Ask your supervisor questions if there is any part of your job that you do not understand or are having trouble completing.
- Get along with other employees and trainees and treat them with dignity and respect.
- Be loyal to Goodwill Industries and to support our vocation and rehabilitation efforts by making positive statements about Goodwill to friends, neighbors, relatives and other members of the community which we are privileged to serve.

PURPOSE OF THIS HANDBOOK

This Handbook has been prepared to inform you about Goodwill Industries of Northwest Ohio's history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee, and the conduct expected from you.

No employee handbook can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this Handbook will help you feel comfortable with us. Please don't hesitate to ask questions. Your manager will gladly answer them.

We ask that you read this Handbook carefully, and refer to it whenever questions arise.

Goodwill Industries of Northwest Ohio's policies, benefits and rules, as explained in this Handbook, may be changed from time to time as business, employment legislation, and economic conditions dictate. When provisions are changed, you will be given replacement pages for those that have become outdated. A copy will also be placed on our bulletin boards.

The policies in this Handbook are only intended to serve as guidelines. Goodwill Industries of Northwest Ohio, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Handbook at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee.

Employees may not accrue eligibility for monetary benefits (provided for in writing) that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.

No one other than the Chief Executive Officer [President] of Goodwill Industries may alter or modify any of the policies in this handbook. No statement or promise by a supervisor, manager, or department head may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this employee handbook be found to be unenforceable and invalid, such finding does not invalidate the entire employee handbook, but only the subject provision.

This handbook replaces all other previous handbooks for Goodwill Industries of Northwest Ohio as of February 1, 2009.

EQUAL EMPLOYMENT OPPORTUNITY

Goodwill Industries of Northwest Ohio provides equal employment opportunity for everyone regardless of age, sex, color, race, national origin, religion or disability that does not prohibit performance of essential job functions. In addition, laws regarding veterans' status are observed.

Equal Employment Opportunities are reflected in all Goodwill Industries practices and policies including but not limited to hiring, training, promotions, transfers, rates of pay, layoff, and other forms of compensation. All matters relating to employment are based primarily upon ability to perform the job, as well as dependability and reliability once hired.

As a Goodwill employee you are partly responsible for keeping our work environment free of Equal Employment Opportunity related concerns. Any employee who becomes aware of a problem must report it to their supervisor or the Human Resource Director immediately.

HARASSMENT AND ABUSE POLICY

Goodwill Industries of Northwest Ohio, Inc. has an obligation to preserve the dignity and personal safety of all employees and clients. Management prohibits any type of verbal, physical, visual or sexual abuse and harassment, including corporal punishment.

Because of our professional responsibilities to rehabilitation clients, all employees are prohibited from dating or having any personal relationship with any rehabilitation client.

What is Harassment and Abuse?

Harassment and abuse can take many forms. It may include, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment may not necessarily be sexual in nature.

Sexual harassment and abuse may include unwelcomed sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

As a Goodwill employee, you are partly responsible for keeping our work environment free of harassment and abuse. Any employee who becomes aware of a problem or concern must report it to your supervisor or the Human Resources Manager immediately.

In the event that Goodwill Industries of Northwest Ohio becomes aware that harassment and/or abuse might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

The Human Resources Director has the responsibility of investigating and resolving complaints of harassment.

Reporting

If you feel that you have experienced harassment or abuse, report the incident immediately to your supervisor or the Human Resources Director. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action including termination. Goodwill Industries will also take any and all additional action necessary to appropriately correct the situation. Goodwill Industries will not retaliate against any employee who makes a good faith report of alleged harassment.

Goodwill Industries of Northwest Ohio accepts no liability for harassment or abuse of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses or abuses another employee is personally liable for such actions and their consequences.

SUBSTANCE ABUSE WORKPLACE POLICY

PURPOSE: To promote a drug-free work environment.

To prohibit illegal conduct in the workplace or during work time to prohibit employees from working when under the influence of alcohol or illegal substances.

SCOPE: This policy applies to all full-time and part-time, exempt and non-exempt and casual employees performing work for Goodwill Industries of Northwest Ohio.

POLICY: The use, consumption, possession, distribution, manufacture, or sale of alcohol, illegal drugs or controlled substances at the workplace or while performing work for Goodwill is absolutely prohibited. Goodwill Industries of NW Ohio practices a "Zero Tolerance" substance abuse policy. Any employee testing positive for a controlled substance may be terminated immediately. A positive drug test may also result in loss of workers' compensation benefit rights.

Goodwill practices post accident testing, required random testing for ODOT and safety sensitive positions and testing for cases of reasonable suspicion.

Compliance with the policy is a condition of employment and continued employment for all employees. All employees must notify their supervisor or the manager of the facility in which the individual works of any criminal drug statute conviction for a violation occurring in the workplace immediately.

All employees must sign a Drug Testing Statement and Release upon their hire. The signed Drug Testing Statement and Release will be placed in each employee's personnel file.

DEFINITIONS:

WORKPLACE - is defined as any environment in which work is performed for Goodwill.

ILLEGAL DRUG/CONTROLLED SUBSTANCE - is defined as any drug which has not been legally obtained or is not being used for its intended purpose or as prescribed.

ALCOHOL - any recreational beverage containing alcohol, such as beer, wine or distilled liquors.

PROCEDURES:

- 1) Failure to report a criminal alcohol or drug statute conviction as provided in the “policy” section above or any other violation of this policy by any full-time, part-time or temporary employee shall result in disciplinary action including any or all of the following:
 - A Implementation of any existing Goodwill disciplinary or termination policy and procedures up to and including termination;
 - B Termination due to deliberate and willful violation of Goodwill’s policy;
 - C Release(permanent separation) due to an individual’s physical incapacity to perform the job as a result of use of a controlled substance.

- 2) Positive test results or the employee’s refusal to submit to any chemical test may affect the employee’s eligibility for compensation and benefits. There is a rebuttable presumption that an employee is intoxicated or under the influence of a controlled substance not prescribed by a physician, and being intoxicated or under the influence of a controlled substance not prescribed by a physician is the proximate cause of an injury when any one or more of the following is true: **(see Section 6 Pg. 5 regarding workers’ compensation.)**
 - A] The employee through a chemical test shows adequate concentration level of alcohol in his or her system.
 - B] The employee through a chemical test is determined to have one of the following controlled substances not prescribed by a physician in the employee’s system: Amphetamines, Cannabinoids, Cocaine, Opiates and Phencyclidine.
 - C] The employee through a chemical test is determined to have Barbiturates, Benzodiazepines, Methadone, or Propoxyphene in the employee’s system.
 - D] The employee refuses to submit to a requested chemical test.

No changes will be made to this policy or any deviations authorized without the express written permission of the President. Goodwill reserves the right to change this policy at any time to adapt to changes in the law or for other reasons. Nothing in this policy should be construed as altering the at-will nature of an individual's employment.

NEPOTISM [HIRING OF FAMILY MEMBERS OR RELATIVES]

While Goodwill management does not absolutely forbid the hiring of employees' family members and relatives, the practice is generally discouraged when:

- 1] The hiring of a family member or relative is inconsistent with policies and practices of equal employment opportunity, affirmative action, and/or company policy.
- 2] Other qualified persons are available for the position.

Under no circumstances will an employee be supervised by a family member or relative without specific permission from the President.

At orientation, all employees are required to disclose any familial relationships with other Goodwill employees.

OUTSIDE EMPLOYMENT - CONFLICT OF INTEREST

What you do on your free time is your own business. However, if you are employed by Goodwill Industries in a full-time or part-time position, Goodwill Industries will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at Goodwill Industries.

If you have a second job or participate in a possible conflicting business or financial activity, you must notify your supervisor immediately. Your supervisor will thoroughly discuss the opportunity with you to make sure that it will not interfere with your job at Goodwill Industries, nor pose a conflict of interest.

AMERICANS WITH DISABILITIES ACT (ADA)

What Is a Disability?

Under the Americans with Disabilities Act, a disability is defined as a physical or mental impairment that substantially limits one or more of the individual's "major life activities."

"Major life activity" includes an individual's activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, and participating in community activities. This restriction may be in either the manner or duration in which they can be performed as compared to other people.

An individual is considered to be "disabled" under the ADA if he or she:

- Has a physical or mental impairment which substantially limits major life activity;
- Has a record of impairment; or
- Is regarded as having such an impairment.

A person who is disabled will be considered a "qualified individual" if he or she is able to perform the essential functions of the employment position either without a reasonable accommodation, or with a reasonable accommodation.

An employee can request an accommodation from their immediate supervisor, or seek assistance from the Human Resources Director.

LEGAL ACTIONS POLICY AND PROCEDURES

Purpose:

To clearly establish policy on subpoenas, search warrants, investigations, and other legal actions to properly manage those situations affecting the organization when its employees become involved in such occurrences in the course of their employment.

Policy:

It is the policy of Goodwill Industries of NW Ohio to cooperate with government investigations, searches and other external audits. If an employee receives a visit or an inquiry from a government agency regarding Goodwill Industries, or receives a subpoena or other legal document, the employee should notify the Human Resource Director who will review the subpoena and facilitate appropriate follow-up action.

Procedures:

Employees who receive a visit or a verbal or written inquiry from a government agency regarding Goodwill Industries should direct the

- a. individual making the inquiry to the Human Resources Director. The employee should refrain from discussing Goodwill Industries business with the individual unless and until direction is received from the Human Resources Director.
- b. Employees who are served a subpoena for testimony involving a matter directly related to the course of their employment or as a private individual for matters not related to the business of Goodwill Industries shall notify and submit a copy of the subpoena to the Human Resource Director as soon as possible.
- c. The Human Resource Director shall immediately evaluate any subpoena, search warrant, investigation, or other legal action received and initiate appropriate follow-up action, including reporting the matter the CEO/President.

CODE OF ETHICS AND ACCOUNTABILITY

Preface:

Goodwill Industries of Northwest Ohio, Inc. its employees, board members, and volunteers, recognize the importance of fulfilling its responsibilities to the individuals and communities it has been entrusted to serve.

As a recipient of charitable contributions, Goodwill Industries of Northwest Ohio also recognizes that it is obligated to uphold the highest standards of fiscal stewardship by ensuring that funds received are used to further the organizations mission while safeguarding the corporations assets.

The Code of Ethics therefore will embrace the highest level of ethical standards to ensure integrity and honesty guide Goodwill Industries of Northwest Ohio and its agents in all of it conduct and business practices.

Policy: Ethics

Procedure: Code of Ethics for Board Members and Staff Members

1. Agents representing Goodwill Industries (staff and board members) will conduct themselves and operate Goodwill Industries of Northwest Ohio in a manner that upholds the integrity of, and will merit the trust and support of the public.
2. Agents will uphold all applicable laws and regulations, going beyond the letter of the law to protect or enhance Goodwill Industries of Northwest Ohio's ability to accomplish its mission.
3. Agents of Goodwill Industries of Northwest Ohio will treat others with respect, doing for and to others what we would have them do to and for us in similar circumstances.
4. Agents will be good stewards of Goodwill's resources.
5. Agents will take no actions that could benefit them personally at the unwarranted expense of Goodwill Industries of Northwest Ohio, avoiding even the appearance of conflict of interest. Further, agents will exercise prudence in expenses charged to Goodwill.
6. Agents will carefully consider the public's perception of their personal and professional actions, and the effect our actions could have, positively or negatively, on the reputation of Goodwill Industries in the communities it serves.

7. Agents will strive for personal and professional growth to improve their effectiveness as board members or members of management of Goodwill Industries of Northwest Ohio.

Procedure: Business/Financial Practices

1. All financial practices of Goodwill Industries of Northwest Ohio shall be handled in accordance with applicable Federal, State and Local laws.
2. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
3. All financial management policies that fall within the standards of commonly accepted, sound financial management practices.
4. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

Procedure: Agency Marketing Activities

1. Marketing activities are part of Goodwill Industries of Northwest Ohio accountability to the community.
2. Marketing activities and efforts will first and foremost, always respect the dignity and privacy rights of the individuals the organization serves.
3. Marketing activities will never knowingly mislead and/or misinform the public or misrepresent Goodwill Industries of Northwest Ohio.
4. Marketing activities will uphold the integrity of Goodwill Industries of Northwest Ohio, so as to merit the continued support and trust of its donors and the community at large.

Procedure: Human Resource Practices

1. All human resources activities will be handled in accordance with all applicable federal, state and local laws.
2. The Human Resources department will assist in advocating for the consumer/employee when issues are related to the human resources department.
3. The Human Resources department will compile a list of all employees that have left employment with Goodwill Industries. This list will be shared with the President/CEO, executive staff team, and human resources committee of the board. The list will detail reasons for departure, and department where employed to allow for examination of patterns or trends in voluntary termination from employment.

Procedure: Delivery of Services

1. The following values will guide all actions in dealing with individuals served by Goodwill or employed by Goodwill Industries of Northwest Ohio.
All Actions Will:
 - a. Promote self-esteem in those served or supervised.
 - b. Demonstrate empathy and a willingness to use insights gained in such way as to improve the individuals situation.
 - c. Enlist the involvement of those served or supervised by increasing the “personal capital” of all individuals.
2. Individuals receiving any services must always be treated with respect and dignity regardless of disability or other barriers to employment.
3. Input from individuals receiving workforce development services is paramount to program planning and delivery. Feedback on services is always requested from individuals served and accepted with non-judgmental attitudes.
4. Individuals served by Goodwill Industries give up no legal rights when they engage in services. Individuals rights are to be respected and upheld at all times.
5. Goodwill Industries of Northwest Ohio will maintain at all times, an environment that promotes optimal personal development and learning.
6. Goodwill Industries will remain mindful of attitudinal, architectural and communication barriers that exist within the agency, which may effect the availability or quality of services, and that where appropriate, requires a corrective action plan.

Procedure: Professional Responsibility to our Community

1. Community members support Goodwill Industries of Northwest Ohio through their donations of items for sale in stores (including the on-line retail operation, shopgoodwill.com), donations of automobiles, boats, recreational vehicles, and other items and through financial contributions.
2. Agents of Goodwill must be good stewards of these donated resources.
3. All members of the community must be treated with respect and dignity regardless of reason for contact with the agency. Goodwill Industries of Northwest Ohio needs to always be responsive to the needs and concerns of the community. Responses should serve as an opportunity to educate individuals about the mission of Goodwill Industries.
4. All complaints regarding the activities of the organization must be listened to and guided by a willingness to understand and validate the complainants’ feelings and observations.
5. All complaints will be recorded and reviewed by at minimum the President/CEO and the Chair of the Board of Directors of Goodwill Industries of Northwest Ohio.

Procedure: Application/Implementation of Code of Ethics

1. The ethical codes of conduct will be explained to all new board members at orientation.
2. All members of the Board of Trustees will be asked to sign to relevant codes of behavior.
3. The ethical codes of conduct will be explained to all new employees/consumers at orientation.
4. All new employees will be asked to sign the relevant codes of behavior.

Procedure: Reporting violations of Code of Ethics

1. Refer to Whistle Blower/No Reprisal Policy

WHISTLE BLOWER/NO REPRISAL POLICY

Goodwill Industries of Northwest Ohio, Inc. is committed to ensuring that an environment exists for employees to report suspected violations of the law, company policy, including issues of harassment, waste, abuse, fraud or other actions and/or activities that threaten the integrity of the organization. No employee shall be punished solely on the basis that they have reported what was reasonably believed to be an act of wrongdoing or a violation of the company code of ethics.

Goodwill Industries will not retaliate or take part in any form of reprisal against the individual bringing the complaint, any such retaliation is prohibited. Employees who believe they may have been subject to retaliation should report such suspected retaliation to the corporate compliance officer at 419-255-3083

However an employee will be subject to disciplinary action if the company reasonably concludes that the report of wrongdoing was knowingly fabricated by the employee or was knowingly distorted, exaggerated or minimized to either injure someone else or to protect the reporting party or others.

Procedure: Complaints Regarding Financial Matters

1. Any employee who has complaints or concerns with respect to ethical behavior, accounting controls, auditing matters, violations of state or federal laws or policies of Goodwill Industries of Northwest Ohio, should report such a complaint or concern to the Goodwill Industries of Northwest Ohio finance committee, or any member of the finance committee.
2. To file a complaint or concern with the finance committee an individual should provide details in writing to the Chair of the Finance Committee or a member of the Finance Committee by sending information to: Chair of the Finance Committee
Goodwill Industries of Northwest Ohio, Inc, 626 North Huron Street Toledo, Ohio 43604.

3. Details, including a description of the questionable activity, the names of the individuals involved, the names of possible witnesses, dates, times, places, and any other available details need to be provided.
4. Supervisors and managers who receive such complaints must consult with the finance committee. The finance committee has the authority and responsibility for undertaking the investigation. The finance committee handles the complaints relating to accounting practices.
5. An investigation by the Finance Committee will be completed as soon as is practical and the results shared with the finance committee.

Procedure: Complaints Regarding Other Matters

1. No consumer or employee shall be subjected to any form of abuse or harassment (physical, psychological, sexual or verbal), neglect or exploitation by any consumer, employee or agent of Goodwill.
2. Any employee who has a complaint or concern with respect to harassment or abuse should report such a complaint or concern to any member of the executive staff and/or the Director of Human Resources. If the issue involves a member of the executive staff, the complaint or concern should be directed to the Director of Human Resources. If the complaint involves the Director of Human Resources, the complaint or concern should be directed to the President/CEO.
3. Details, including a description of the abuse or harassment, the names of the individuals involved, the names of possible witnesses, dates, times, places and any other available details must be provided.
4. All incidents will be investigated with confidentiality of individuals involved being maintained at all times.
5. The investigation will be completed as soon as is practical and the results discussed with the individual filing the complaint.

Procedure: Fabricated or Distorted Reports

1. Disciplinary action may be taken if Goodwill Industries of Northwest Ohio concludes, that the report of wrongdoing was knowingly fabricated by the employee, or was knowingly distorted, exaggerated or minimized to either injure someone else or to protect the reporting party or others.
2. An employee whose report of misconduct contains admissions of personal wrongdoing, will not necessarily be guaranteed protection from disciplinary action. The weight to be given the self-confession will depend on all the facts known to Goodwill Industries of Northwest Ohio at the time it makes its disciplinary decisions.
3. In determining what if any disciplinary action may be taken against an employee, the company will take into account an employees own admission of wrongdoing; provided that the reporting employees conduct was not previously known to the company or its discovery was not imminent, and that admission was truthful.

WEAPONS POLICY

PURPOSE:

Goodwill is instituting this Weapons Policy in an effort to ensure a safe working environment that is free from violence, and the threat thereof, for its employees, management and the general public.

POLICY:

No person shall possess, use, distribute, wear, transport, store, place into another's possession, or conceal any weapon in, or on Goodwill's property at any time.

Goodwill prohibits any employee from carrying concealed weapons on all contracted work sites.

POLICY APPLICATION:

This policy applies to any person who is legally licensed or permitted, by any state or jurisdiction, to possess or carry a weapon, whether concealed or otherwise, and under any Concealed Weapons law or other similar law or statute.

This policy shall be enforced as to all states, jurisdiction or counties, where the Company currently, or in the future, operated or conducts business.

Goodwill will act to enforce this Policy and to discipline or take other appropriate action against any person who violates this Policy. Any report of a violation to this policy will be investigated.

DISCIPLINE:

Any violation of this policy may result in, but not be limited to , any or all of the following:

1. Immediate termination of employment.
2. Confiscation of any weapon.
3. Removal of the person from company property.
4. Immediate notification of police authorities.
5. Criminal prosecution.

While Goodwill takes a “zero tolerance” position on any violation of this policy, Goodwill may use sole discretion in determining whether, under circumstances, a course of action other than specified above is warranted.

CRITICAL INCIDENT REPORTING POLICY

Purpose: To ensure the safety of employees and clients and prevent the occurrence of critical incidents.

Personnel Affected: All Goodwill employees and clients.

Policy: It is the policy of Goodwill Industries to require all incidents involving injury,(including those from machinery, equipment of vehicles) alleged cases of abuse or neglect, violent, aggressive or other unsafe behaviors, weapons, communicable diseases/infection control, biohazard materials, licit or illicit substances, near misses, or other sentinel/death-related events to be reported.

Responsibility: Human Resources Director

Forms: Critical Incident Report

Procedures: All incidences involving a client must be reported to the Workforce Development Director. All incidences involving employees are to be reported immediately to the supervisor and Human Resources Director. If the supervisor or Workforce Development Director is unavailable, contact the Human Resources Department. Legal requirements regarding reporting of incidents to the proper authorities will be adhered to.

Each individual with information regarding an incident will complete a critical incident report form. Please note “near misses” can indicate that there is a serious accident waiting to happen, so it is important to document near misses as well.

An investigation will be conducted by the Workforce Development Director and/or Human Resources Director. The investigation may include interviews of all clients,

employees and witnesses. A written report, with recommendations when appropriate, will be submitted to the Executive Director. The Executive Director will review the report and make a decision as to what action will be taken. The Executive Director may conduct further investigation if deemed necessary.

Prompt emergency care will be provided, as needed. A list of employees trained in first aid and CPR is posted by the first aid kit at all locations. Call 911 if urgent care is needed.

Copies of all incident reports and investigation notes will be maintained for five years in the Human Resources department.

Prevention of Critical Incidents

Goodwill realizes there are proactive steps that can be taken to help deal with critical incidents before an emergency occurs.

The Safety Committee will be responsible for identifying monthly training for Safety Manger to facilitate with staff. Topic will include but are not limited to the following:

- bloodborne pathogens,
- first aid/CPR
- slips and falls;
- vehicle safety
- classroom violence
- fire and emergency evacuations
- accident reporting

Remediation of Critical Incidents

Individual Review of Incidents

Each incident will be reviewed by the direct supervisor and documented on the incident report form. The supervisor will identify areas for improvement and communicate the information to the appropriate parties. Areas for improvement may include retraining, counseling, etc.

Annual Written Analysis

By the last Full Board Meeting, Goodwill leadership will develop an annual analysis of all critical incidents. After gathering a sufficient quantity of data, the analysis must address the following with regard to critical incidents:

- causes;
- trends;
- actions for improvement;
- results of performance improvement plans;
- necessary education and training of personnel;
- prevention of recurrence; and
- internal and external reporting requirements.

PERSONAL EQUIPMENT LIABILITY POLICY

Goodwill Industries of NW Ohio will not be responsible for the repair or replacement costs for any personal employee property, whether it is being used for personal use or for Goodwill business related purposes.

RIGHT TO SEARCH POLICY

Goodwill reserves the right to inspect and search all company and employee vehicles, packages, containers, briefcases, purses, lockers, desks or any employee belongings or property contained on company premises as well as persons entering company property.

Any employee failing or refusing to promptly permit a search or inspection under this policy will be subject to disciplinary action up to and including termination of employment.

*** All policies and procedures stated in Section 2 will be reviewed at time of orientation and on an annual basis with all employees.**

EXECUTIVE EMPLOYEES

Executive employees are responsible for major management functions. The basic responsibility is to develop, coordinate, and implement the Goodwill programs or operations. They are appointed by the President with approval of the Board of Trustees. Executive positions may include but are not limited to:

- President/CEO
- VP Of Retail Operations
- Workforce Development Director
- Finance Director/CFO
- Contract Sales Director
- Human/Safety Resources Director
- Marketing/Development Director
- Retail Director

PROFESSIONAL - TECHNICAL EMPLOYEES

Professional - Technical employees have specific academic training and/or experience that enables them to carry out duties of their departments that aid in the rehabilitation process or contribute to a specific function in the Goodwill operation. Professional - Technical positions may include but are not limited to:

WORKFORCE DEVELOPMENT

- Supervisor of Facility Based Evaluations, Vocational Evaluation Manager, Community Employment Services Manager, Community Employment Specialist, Janitorial Services Training Manager, Rehabilitation Technologist, Associate Director of Workforce Development, Workforce Development Secretary

FINANCIAL

- Finance Manager, Accountant, Finance Clerk

MAINTENANCE

- Maintenance Supervisor, Maintenance Assistant

HUMAN RESOURCES/SAFETY

- Human Resources Secretary

CONTRACTS

- Contracts Director, Janitorial Manager

RETAIL

Regional Operations Manager, Donated Goods Office Manager
Transportation Manager, Store Manager
Truck Drivers

RECYCLING PROGRAM

Program Manager

ADMINISTRATIVE

Executive Secretary

SERVICE EMPLOYEES

Service employees are skilled employees who hold their jobs by virtue of their specific skill or ability. Service positions may include but are not limited to:

Office and clerical positions requiring a particular skill
Assistant Store Managers, Head Cashiers

SUPPORT EMPLOYEES

Generally, these employees are semi-skilled or have been trained on-the-job for certain Goodwill positions. Positions in this classification may include but are not limited to:

Janitorial Training Assistant
Donation Station Supervisor, Production Workers (non-sheltered)
Transportation Employees, Collection Center Attendants
Retail Store Clerks, Unskilled Clerks, Janitorial Workers
Contract Tech Employees, Material Handler

CASUAL EMPLOYEES

Employees hired for a specific project and/or for a limited period of time.

Job Coaches, Contractual Employees

FULL-TIME AND PART-TIME EMPLOYMENT

Employment may be provided on a full-time, part-time or casual basis, as follows:

REGULAR FULL-TIME Employee is one who works thirty-five (35) hours per week or more on a regular basis.

REGULAR PART-TIME Employee is one who works a normal weekly schedule of less than thirty-five (35) hours per week, but is assigned to a specific job on a continuous basis.

CASUAL FULL-TIME OR PART-TIME Employee is one who works on an as-needed or fill-in basis. This type of person may work forty (40) hours per week, but on intermittent or unscheduled intervals. No benefits, other than workers' compensation coverage, are provided to any employee in a casual employment status.

An employee's part-time or fulltime status may change depending on the amount of hours the employee works and the length of time those hours are maintained. For example, a part-time employee's status would change to full-time if that employee works at least 35 hours per week on a consistent basis for 6 weeks. A full-time employee would become part-time if he or she worked less than 35 hour per week for 6 weeks.

REHIRES

All former employees who have been rehired after a separation from Goodwill Industries are considered an introductory employee during their first sixty (60) days following rehire.

Note: The employee and Goodwill Industries of Northwest Ohio retain their respective rights to terminate the employment relationship at anytime, with or without any notice or reason during any phase of employment.

PROOF OF U.S. CITIZENSHIP AND/OR RIGHT TO WORK

Federal regulations require that 1) before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S.

POST-OFFER MEDICAL INFORMATION

MEDICAL EXAMINATIONS

A general medical examination by a licensed physician including a drug screen is required at the time of hire for all employees hired for driving positions, which includes truck drivers and forklift operators, or any other position that is deemed necessary.

Medical examinations are provided by Goodwill's consulting medical service, or a physician approved by Goodwill where and to the extent permitted by law. There is no cost to the employee unless the employee resigns from employment before the benefit lag period is completed. Random drug and alcohol testing is performed as required by the State of Ohio.

PHYSICAL LIMITATIONS FORM

A physical limitations form is to be completed by all employees at the time of orientation except for those positions requiring a general medical examination by a licensed physician.

The purpose of the physical limitations form is to formally provide for accommodation requests.

DISABILITY STATE SURVEY

This form is voluntary and is not required as a condition for obtaining employment with Goodwill Industries of Northwest Ohio, Inc.

The purpose of this survey is to allow Workers Compensation to transfer a portion of rehabilitation costs if a condition existed before employment with Goodwill Industries of Northwest Ohio, Inc. Goodwill must file an inventory of conditions with the state annually to qualify for the program.

VOLUNTARY CONFIDENTIAL MEDICAL INFORMATION

This form is voluntary and is not required as a condition for obtaining employment with Goodwill Industries of Northwest Ohio, Inc.

This form is to be used only during a medical emergency. The form should be submitted in a sealed envelope. The envelope will only be opened by an emergency response unit if a need arises.

ORIENTATION

Upon starting employment, you will be given an orientation to the rules and personnel policies of Goodwill Industries. Your employment classification and the job you will be doing will be explained. You will be introduced to your supervisor and the area where you will be working. You are encouraged to ask questions about your job and policies at Goodwill. Please read the employee handbook thoroughly.

The orientation may include but is not limited to:

- * Mission of Goodwill, where your position fits into the mission.
- * Filling out appropriate paperwork.
- * Review of Employee Handbook, policies and procedures
- * Review of Safety Manual and procedures
- * Tour
- * Introduction to President, Supervisor and Co-workers

ANNIVERSARY DATE

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Handbook.

Anniversary dates are subject to change based on promotions, demotions, transfers or any other changes resulting in increases and decreases in pay structure.

AT WILL EMPLOYMENT

All employment and compensation with Goodwill Industries is "at will". Employment can be terminated with or without cause, and with or without notice, at any time, at the option of either Goodwill or yourself, except as otherwise provided by law.

WORKING HOURS

You should never be in the work areas except during your scheduled work hours.

At the time you are hired, you will be told what hours and days you are to work within or in an outside Goodwill location [such as a store, attended collection center, project site, etc.].

BREAK AND LUNCH PERIODS

Breaks and lunch periods are based on daily scheduled hours worked.

PAY PERIODS

The payroll work week begins on Saturday morning at 12:01 a.m. and ends Friday at 12:00 a.m.

PAY DAY

Payday is normally on every other Friday for services performed for the two (2) week period ending the previous Friday at 12:00 midnight. Should a payday fall on a holiday recognized by Goodwill, payment will be made on the last working day before the holiday.

Absent employees may authorize in advance and in writing to have a representative pick up their pay check in the business office. The representative must have proper identification to prove their identity. The employee may also request the business office to forward a pay check to his or her home by mail if absence is to be prolonged.

TIME CARDS AND TIME CLOCK

All employees are paid at an hourly rate, piece rate, or a weekly basic salary established at the time of hire. Your time card is proof of the hours you worked.

You will be assigned a time card, and a time clock. You must fill in a time card if working at a project site or collection center location away from a time clock. Each employee must punch or fill in his or her own card in the time clock as follows:

- Punch in - in the morning.
- Punch out - when going to lunch.
- Punch in - when returning from lunch.
- Punch out - when leaving at quitting time.

If you leave the premises for any reason [other than Goodwill business] before your scheduled quitting time, be sure to punch out. Punch in if you return to work. Corrections or additions on time cards will be acknowledged only when initialed by supervisor or Executive Staff member in charge of the department. For payroll purposes, hours punched are rounded to four decimal places.

Time cards need to be signed on both sides by employee and supervisor before they are collected for payroll processing.

Certain executive, professional and administrative employees are exempt from the overtime provisions of the Fair Labor Standards Act. Your supervisor or the Human Resources Department will inform you as to your exempt or non-exempt status under this act. Certain employees in the exempt category may be allowed to keep time records in a manner other than described above.

Usually, exempt status employees are paid on a salary basis while non-exempt employees are paid on an hourly, or piece rate, basis.

OVERTIME

Overtime applies to non-exempt employees covered by applicable wage and hour laws and working more than a forty (40) hour work week. Overtime is paid at the rate of time and one half (1 ½) based on the employee's hourly rate.

All overtime worked must be approved in advance by the supervisor.

"NON-EXEMPT" AND "EXEMPT" EMPLOYEES

Non-Exempt

At the time you are hired, all employees are classified as either "exempt" or "non-exempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty hours (40) per work week. These employees are referred to as "non-exempt" in this Handbook. This means that they are not exempt from (and therefore should receive) overtime pay.

Exempt

Exempt employees may include managers, executives, supervisors, professional employees, technical employees, outside sales representatives, officers, directors, owners and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

Exempt employees must use their accrued sick time when an absence is due to an illness or injury. If an exempt employee's sick time is exhausted, Goodwill may dock the employees pay for any absences of one or more full days due to illness or injury.

It is Goodwill's policy to comply with salary basis requirements of the FLSA. Therefore, Goodwill prohibits all company managers from making any improper deductions from salaries of exempt employees. Goodwill wants employees to be aware of this policy and that Goodwill does not allow deductions that violate the FLSA. Exempt employees that believe an improper deduction has been made to their salary should immediately report this information to the direct supervisor.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made.

CLIENTS IN TRAINING AND CASUAL EMPLOYEES

Clients are required to work a set amount of hours before they are considered casual employees of Goodwill Industries. After the client completes the required work hours to achieve casual status, the employee is entitled to overtime pay.

Overtime pay applies only for hours worked over 40 per week as a casual employee.

The client must reach 40 hours worked per week as a casual employee before they are eligible for overtime.

DIRECT DEPOSIT

Employees can deposit all or a portion of their paycheck directly into a bank, Savings and Loan, or credit union of their choice. Paycheck deposits can be divided into three (3) different accounts. For example, a portion of the paycheck can be deposited in a savings account, another portion in a credit union and the rest in a checking account, all at different institutions.

See the Human Resources office for details and sign-up forms.

DRIVING RECORD

All driving positions are contingent offers based upon a driving records verification from the State of Ohio Bureau of Motor Vehicles, all expenses are the liability of the applicant.

Contingent offers will be withdrawn for the following reasons:

- a] multiple chargeable accidents
- b] two or more speeding tickets within a six month period
- c] drunk driving conviction
- d] substance abuse conviction

HUMAN RESOURCES ADMINISTRATION

The Human Resource Department maintains personnel records and performs related personnel administration functions at Goodwill.

Questions regarding insurance and benefits may be directed to the Human Resource Director. Questions regarding wages, and interpretation of policies should be directed to your immediate supervisor.

YOUR PERSONNEL FILE

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the following items, please be sure to notify your supervisor and the Human Resources Department as soon as possible:

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license, if you operate any Goodwill vehicles
9. Military or draft status
10. Exemptions on your W-4 tax form
11. Birth of a child or addition of dependents, including those reaching the age of eighteen (18) years, and including those no longer dependent upon you for support. This is required for tax purposes.
12. Signed copy of job description.

CUSTOMER RELATIONS

The success of Goodwill Industries depends upon the quality of the relationships between Goodwill, our employees, our customers, our clients, our suppliers and the general public. Our customers' impression of Goodwill and their interest and willingness to purchase from us is greatly formed by the people who serve them.

In a very real sense, regardless of your position, you are Goodwill's ambassador. The more "goodwill" you promote, the more our customers will respect and appreciate you, Goodwill Industries and our products and services.

Here are several things you can do to help give customers a good impression of Goodwill Industries:

1. Act competently.
2. Deal with customers in a courteous and respectful manner.
3. Communicate pleasantly and respectfully with other employees at all times.
4. Follow up on instructions and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
5. Take pride in your work and enjoy doing your very best.

Above are the building blocks for your and Goodwill Industries' continued success. Thank you for adding your support.

EMPLOYEE KEY POLICY

Employees who receive keys are solely responsible for those keys and those keys are never to be loaned out to anyone. Failure to follow this policy may result in disciplinary action.

All employees issued company keys, upon employment termination, must return all keys to their immediate supervisor.

All lost company keys must be reported to the Human Resources Director immediately so appropriate action can be taken to prevent potential loss and or unlawful entry.

PARKING

Goodwill provides employees and clients with free parking at all its locations. Goodwill assumes no responsibility for the vehicle or its contents. Employees and business students at the Cherry Street store location will be issued parking permits if they drive to work.

If you are in a wheelchair or have considerable difficulty walking from your car to the main entrance, you may wish to park in the reserved for physically handicapped parking area. Please notify the Human Resource Department if you need additional assistance.

Employees based at the Cherry Street location are issued parking stickers. The stickers should be placed on the right-hand backside of the rearview mirror. Goodwill will warn and then tow unauthorized vehicles parking in our Cherry Street lot.

EXITING THE BUILDING

All employees, except designated staff, must exit the building using only the approved exits.

Any employee exiting the building through other than approved exits, unless on company business, or in the event of an emergency, is subject to disciplinary action.

DRESS, GROOMING AND PERSONAL HYGIENE GUIDELINES

Unlike some businesses which provide employees with strict do's and don'ts for dress, grooming and hygiene, Goodwill Industries of Northwest Ohio, Inc. recognizes individual taste, preference, custom, and comfort in clothing and appearance. However, it is expected by Goodwill management that all Goodwill employees will exercise good judgment and taste in selecting clothing which:

1. Is appropriate for the job that the employee or client is doing in comparison to generally accepted standards of other community employers, and;
2. Is **not** extreme, distracting, or attention-seeking to the extent that employee productivity is reduced and;
3. Is appropriate in relation to varying climatic conditions, and;
4. Positively enhances the image of Goodwill as a community agency providing professional rehabilitation and sheltered employment services, and;
5. Is consistent with safety and health regulations, and;
6. Is clean, neat, in good repair, and free of extraordinary odor, and;
7. Is acceptable in the context of the particular work area to which the person is assigned. Here, because of the variety of work activities conducted at Goodwill, it is reasonable that some dress, grooming and personal hygiene standards will vary somewhat from one department to another.

Common sense and prudence will help supervisors determine what is appropriate and what is not. Thus, it will ultimately be the prerogative of your supervisor to establish - given final approval from the President - acceptable standards for personnel under their supervision. Program Managers may determine what is appropriate for their clients within the basic guidelines.

DRESS, GROOMING AND PERSONAL HYGIENE GUIDELINES (CONTINUED)

Minimum clothing shall include appropriate combinations of shirts and slacks [pants], shirts and skirts [dresses], hose and/or socks, and undergarments. Generally, the following items of clothing are not acceptable: fishnet shirts, tank tops, undershirts worn as an outer-garment, T-shirts with profanity or suggestive slogans, crop shirts, halter tops, sweat-clothing or jogging suits, shorts or cutoffs, see-through or revealing garments, thongs, sandals, sunglasses (unless prescribed in writing by physician).

VISITORS

It is the expectation of Goodwill management that visitors or friends of employees will not interfere in normal work day activities. Visitors are not permitted in any non-public area unless on official tour. If a visitor wishes to contact an employee concerning an emergency, he or she should do so through the appropriate department's supervisors. Violation of this policy will result in severe disciplinary action up to and including immediate termination.

CHERRY STREET LOCATION

With advance approval from your appropriate supervisor, employees may have visitors during the lunch hour provided that the visitor remains in the cafeteria area.

Visitors must sign in and wear a pass for identification provided for them in the lobby area.

TELEPHONE USE

Telephones at Goodwill are for conducting Goodwill business and are not to be used for personal business. Employees are expected to pay for any personal long distance calls made on our business phones. See your supervisor for details.

Personal cell phone usage during work is not permitted. Employees may be subject to disciplinary action if found in violation of this policy.

LOCKERS

Lockers are available, on a first come-first serve basis, to employees. All lockers are subject to inspection and search by management in order to determine ownership of property and the presence of illegal contraband.

Goodwill assumes no responsibility for items left in lockers.

Items abandoned in lockers will be removed after 60 days and donated to our Donated Goods Program.

RIGHT TO INSPECT

Goodwill management reserves the right to ensure that all employees are doing their job and acting in the best interest of the facility. In addition, management reserves the right to protect itself against any illegal activities conducted by Goodwill employees.

The personal packages, containers, etc. of any employee on the premises of Goodwill Industries may be inspected for purposes of determining ownership. In such cases where Goodwill materials, products, etc., are found in the possession of any person on the premises without specific written supervisory approval, disciplinary and/or legal action may be taken including the recovery of the materials, information, products, etc.

Goodwill management also reserves the right to conduct investigations, and observe employees, as needed, to ensure that illegal activities are not conducted on Goodwill premises. From time to time, employees may be observed and/or videotaped in production and other public areas.

LOST AND FOUND

Any item you find is to be turned in at the reception desk or to your supervisor. Lost items may be picked up there if an employee can make proper identification. Although Goodwill management makes great effort to reduce theft and provide a secure working environment, Goodwill Industries cannot be responsible for items lost or stolen.

EMPLOYEE MEETINGS

On occasions during the year, there are group meetings to keep employees informed about changes within Goodwill, discuss matters of interest, and provide employees with an opportunity to ask questions and make suggestions. Your cooperation, participation, and interest will help you receive full benefits from your relationship with Goodwill. Attendance at meetings is mandatory and paid for, including mileage, if necessary.

WE NEED YOUR IDEAS

Employees who have worked at Goodwill for a long time can tell you of the many changes and improvements that have come about since they first joined us. We believe the person doing a job is in the best position to think of ways of improving the job. If you think of a better way to do your job or the job of a fellow employee, discuss it with your supervisor.

BULLETIN BOARDS (Items must be approved by an Executive Staff Member before they are posted.)

Bulletin boards are our means of keeping everyone informed about new policies, changes, in procedures and special events. Information of general interest is posted on the bulletin boards. Please check the bulletin boards regularly.

Only authorized personnel are permitted to post, remove or alter any notice on the bulletin boards. If you want to have notices posted on company bulletin boards, see your supervisor, or the Human Resource Director.

The Cherry Street location has several bulletin boards:

- Cafeteria (Main Bulletin Board - one of a kind employee interest items)
- Time Clock
- Human Resources Office
- Contract Department
- Main Copier

In the retail stores please ask your supervisor where these notices may be found.

TRAVEL AND LODGING REIMBURSEMENT

All travel, meals, and lodging required in fulfilling job duties must be authorized and approved by the appropriate departmental supervisor or the President. A voucher for reporting such information will be made available by the department supervisor and are to be turned into the immediate supervisor and the end of the month. Reimbursement policies are as follows:

Local travel mileage, with use of **personal** automobile will be reimbursed at the current rate determined by the President. (Travel reimbursement does not apply to regular scheduled job-sites.)

Travel with **personal** automobile to distant conferences will be reimbursed at such current rate providing the total amount does not exceed air coach fare for the same distance. The lower cost shall always prevail for reimbursement purposes.

Authorized meals and overnight lodging will be reimbursed providing they are within a reasonable amount. Receipts must be provided for all expenses over \$5.00.

DOWNTIME

In the event of lack of work on an assigned job, employees will be reassigned if work is available. If work is not available, employees will be dismissed by the supervisor from the work area for the remainder of the day. Downtime is not compensated.

ABSENCE REPORTING

When an employee will not be in for any reason, the employee must call 419-255-0070 at which time a Goodwill Representative will take down the call-in message. If you are calling on a weekend or after hours, the requested call-in questions listed below may be left on the general voice mail box.

Employees must call both the manager on duty and answering service as indicated above **before** their scheduled shift if they will not be in for any reason. If an employee needs to leave early for any reason or is arriving late, the employee must call the answering service.

If an employee does not call both the manager and the above number, this will be considered an ***“improper call-in”***. If an employee fails to call **before the start** of their scheduled shift if they all calling in sick for the day, this will be considered a ***“no call no show”***.

If proper call-in procedures are not followed, disciplinary action may follow. Please refer to section 7. Both ***“three day no call no show”*** terminations and failure to report absences or late arrivals are discussed.

THE CALL-IN QUESTIONS ARE AS FOLLOWS:

Your Name
Location worked
Supervisor's Name
Date and Time scheduled
Are you going to be late or calling off all day?
Reason
Date Returning
Phone # to be reached at

Be sure to give complete answers to all questions.

You must call in each day you will be off work. If you start to feel better, you are encouraged to report to work.

Failure to follow the above procedures may prevent the use of sick pay for time lost.

DOCTOR'S RELEASE

Under most circumstances absences less than two (2) working days in a row are considered casual absences and no documentation is required unless Family Medical & Leave Act leave is requested.

Absences lasting more than two working days in a row, require a doctor's release to return to work.

If Goodwill management has reason to believe that the absence is not legitimate, it reserves the right to require a doctor's release before the employee can return to work.

ATTENDANCE AND PUNCTUALITY STANDARDS

It is unacceptable to have four (4) or more occurrences of any combination of absence, tardiness, or leaving early in any three (3) month period. The supervisor for any employee who exceeds the acceptable number of occurrences in any three (3) month period will take appropriate corrective action up to and including termination. Each sequential occurrence may result in further disciplinary action if the last occurrence can be grouped with other previous occurrences in a three month span totaling 4 or more occurrences

Any absence, tardiness or leaving early amounting to less than half a scheduled shift counts as one-half ($\frac{1}{2}$) occurrence. Tardiness is defined as punching in after the scheduled start time.

Any absence, tardiness or leaving early amounting to more than half a scheduled shift counts as one (1) occurrence.

Each day missed is counted as one occurrence. With proper documentation from a physician, there will be no occurrences issued for time missed involving personal illness or the care taking of immediate family members. Proper documentation needs to cite that either the employee is not capable, excused or unable to work for that period of time as a result of injury/illness or it is medically necessary for the employee to be a caretaker of the immediate family member for the duration of the absence. Upon first day of return, employees must present proper documentation. Any excuses turned in after this day may not be honored and occurrences may be issued. If a Doctor's appointment slip is used to excuse time missed do to an appointment, occurrences will be issued for excessive time taken off over reasonable visit and travel time to and from appointment.

It is important not to confuse Doctor excuses with a Doctor's release, which simply states an employee is capable of returning to work. As always, pre-scheduled and approved vacation, holiday, floating holiday, funeral leave, jury duty, federal reserve duty, medical leave and personal leave do not count as an absence for the purposes described above.

JURY DUTY

Regular employees are encouraged to report for jury duty when summoned. The difference between jury duty pay hours and the employee's regular hourly computed pay will be paid by Goodwill Industries. Such employees are expected to be at work on days or partial days when not on active jury duty. Payment for jury duty time shall not exceed thirty (30) working days or partial days. Documentation of all jury duty hours will be required. Employees must notify their supervisor in writing and provide copy of jury duty notice at least 14 days prior to possible service.

CIVIL OR CRIMINAL COURT

An employee will not be paid for time absent from work when he or she is personally involved in a civil or criminal court case (unless employee requests to take vacation or other earned time-off). Upon return, employees must present proper documentation which supports the absence.

MILITARY LEAVE

An employee who completes service in any one of the "uniformed services" is entitled to the rights and protection of USERRA (Uniformed Service Employment and Reemployment Rights Act.)

BEREAVEMENT/FUNERAL LEAVE

Bereavement/Funeral Leave is available when you need to take time off due to a death in your current immediate family. The time can be used to arrange or attend funeral or memorial services. The time may also be used to mourn your loss.

You may be granted up to three (3) working days of leave for immediate family. Immediate family is defined as parents, legal guardians, brothers, sisters, children, spouses, grandparents, grandchildren, father/mother-in-laws, step-parents, daughter/son-in-laws, and step-children.

Bereavement/funeral leave for other significant persons, currently living in the employee's household, may be granted upon request.

Leave requests for other significant persons, currently living in the employee's household, must be addressed to the director of the division with a copy to the director of human resources. The Human Resources Director will let you know in writing if the leave will be paid within five (5) days from the request date.

One day leave with pay may be granted to attend the funeral and/or memorial service of a sister/brother-in-law, grandparent-in-law, aunt or uncle.

Bereavement/funeral leave will be based on the number of hours you normally work. You will be paid at your regular rate for a maximum of three (3) regularly scheduled work days. When the leave occurs during a time when you are not working, you will not be paid for bereavement/funeral leave. For example, scheduled days off, sick days, holidays, vacation, workers' compensation, medical leave, FMLA or layoff.

To request a bereavement/funeral leave, fill out a request for leave form and submit it to your supervisor for approval. The leave cannot be paid until documentation of death is submitted.

Special consideration may be requested for additional time to make arrangements, settle an estate, or to travel out of town. You may use vacation days, floating holidays, or personal days. In extreme situations, unpaid personal time may also be approved.

WHAT IS WORKERS' COMPENSATION?

If you are a Goodwill employee unable to work because of a job injury, Goodwill Industries of Northwest Ohio, and the Bureau of Workers' Compensation work together to take care of your medical expenses and pay for your lost wages.

WHO IS COVERED?

As an employee on payroll, you are covered by workers' compensation insurance. In the event of an accident on your job, **you must notify your supervisor immediately. (Note: If an employee tests positive for drugs or alcohol, this may forfeit their right for worker's compensation benefits. See Section 2 P. 3-4)**

WHAT IS COVERED?

An injury or illness is covered if it is caused by your job.

WHEN AM I COVERED?

Coverage begins the first minute you are on the job and continues anytime you are working for Goodwill Industries of Northwest Ohio. You do not have to work a certain length of time, and there is no need to earn any minimum amount of wages before you are protected.

WHAT ARE THE BENEFITS?

- * Medical care to take care of the injury, including doctor bills, medicines, hospital costs, fees, lab tests, x-rays crutches and so forth.
- * Rehabilitation services necessary to return to work.
- * Payments for lost wages.

HOW DO I GET THE BENEFITS?

All injuries, no matter how slight, must be reported immediately to your supervisor to assure consideration under Workers' Compensation Insurance. Individuals who do not report their injury or illness immediately may be at risk of forfeiting their rights to workers' compensation benefits.

OTHER BENEFITS

Employees returning to work after being absent due to an injury must report to their supervisor prior to beginning work, and must bring a doctor's release form stating work restriction in order to return to duty.

Goodwill Industries of Northwest Ohio, will work with your doctor to tailor job duties for light duty work if possible.

If the injury is very serious - one where you won't be able to work for a year or more - you may be eligible for additional benefits from Social Security. Human Resources will gladly advise employees about benefit relationships.

FAMILY MEDICAL LEAVE ACT (FMLA)

Up to twelve weeks of unpaid leave is available to all regular employees who have worked for the employer for at least 12 months and have worked at least 1250 hours for the employer during the year preceding the leave. Paid sick time must be used when an employee is ill. Paid vacation, floating holidays and personal days must be used when taking FMLA leave to take care of a family member. All remaining FMLA time will be unpaid.

FMLA leave may be used for tending to a serious illness suffered by a member of your immediate family, in the event the illness requires your personal time and attention. For purposes of this section, immediate family includes spouse, child, parent or sibling living in your home. If another person can attend to the needs of an ill family member, you are expected to fulfill your duties as an employee of Goodwill Industries of Northwest Ohio.

FMLA leave also allows for employees to take 12 weeks of leave for pregnancy, childbirth and related medical conditions regardless of length of service, hours worked or if FMLA leave has been exhausted for other reasons.

Goodwill Industries of Northwest Ohio, may request proof-of-illness and may also use a company-appointed physician to examine the employee. All employees will be asked to have the patient's physician fill out the FMLA "Certification of Health Care Provider" form.

FMLA leaves are granted only for health or medical reasons and must be proven justifiable and approved by the supervisor in charge of the department. Written requests should be submitted with at least two (2) weeks notice and must be approved, including medical documentation (if possible), before the employee begins the leave of absence.

The length of time for a leave of absence will depend upon both personal and job circumstances. The amount of time taken should be established by agreement. Accruing vacation and sick time stops after one week of the job. If an employee wishes to be retained in the benefits program, he must continue to pay the employee portion of the premium. An employee taking a medical leave of absence shall be required to submit a doctor's statement indicating the need for such a leave and at the conclusion of such a leave provide a doctor's written opinion that the employee is ready and capable to resume normal duties or return on a modified or light-duty basis.

A "rolling" 12-month period measured backward from the date an employee uses any FMLA leave is used to determine when an employee is eligible for additional FMLA leave. For example, if an employee used 4 weeks beginning February 1, 2000, four weeks beginning June 1, 2000, and four weeks beginning December 1, 2000, the employee would not have been entitled to any additional leave until February 1, 2001. However, beginning on February 1, 2001, the employee would have been entitled to four weeks of leave, on June 1 the employee would have been entitled to an additional four weeks, etc.

* To determine FMLA eligibility, please contact the Human Resources Department

PERSONAL LEAVE OF ABSENCE

A personal leave of absence may be requested when the employee is not eligible for the Family Medical Leave (see Family Medical Leave on the previous page) or when there are extra-ordinary personal circumstances requiring the employee's absence from work. 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 for limited periods may be granted, in our discretion.

Employees requesting a personal leave of absence must submit a completed request for leave form to their supervisor. This form is then sent to the director of the department. The director signs the form and sends it to the Human Resources Director. To permit advance planning, any request for 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 the 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 included on the initial written request without further written request and approval.

Being granted a leave of absence does not assure you the right to return to work for Goodwill or to return to the job you held before you left. It simply means we will make an effort, but are not obligated, to place you in a job upon your return. You will not accrue any length of service (seniority) or vacation while you are on leave. If you fail to accept an offer of reinstatement to a position offered at the end of such leave of absence, you will be deemed to have voluntarily resigned.

If an employee wishes to retain health benefits during the first twelve (12) weeks of personal leave, he/she must pay the employee's portion of the premium. If an employee wishes to retain health benefits after 12 weeks of personal leave, COBRA benefits must be used. (See COBRA benefits, Section 10, page 3 of 6.)

NOTE: In the case of the Family & Medical Leave or the Unpaid Leave of Absence, if the employee is unable to return to work at the end of the time allotted, their employment with Goodwill may be terminated. Factors considered in reaching a decision may include length of service, performance and the employee's position. The employee will be encouraged to reapply at Goodwill when released to work.

STANDARDS OF CONDUCT

When people work to achieve goals, some rules of conduct are needed to help everyone work together. At Goodwill Industries, we hold ourselves to a high standard of quality where the rules assure that quality is maintained.

By accepting employment with us, you have a responsibility to Goodwill Industries and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules are to help you understand what conduct is expected and necessary.

UNACCEPTABLE ACTIVITIES - SERIOUS

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Goodwill Industries. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your supervisor for an explanation.

The following inappropriate activities, depending on the severity, could lead to disciplinary action up to and including immediate termination depending on severity of the infraction. This list is not all inclusive, and notwithstanding this list all employees remain "at will".

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to Goodwill Industries efforts to operate successfully.
- Willful violation of security or safety rules or failure to observe safety rules or Goodwill Industries safety practices; failure to wear required safety equipment; tampering with Goodwill Industries equipment or safety equipment.
- Any act of harassment, sexual, racial or other ; telling sexist or racial-type jokes; making sexual, racial or ethnic slurs.
- Sleeping on the job.
- Obscene or abusive language or actions toward any supervisor, employee or customer or client; indifference or rudeness towards a customer or fellow employee; any disorderly or antagonistic conduct on company premises.
- Allowing visitors in restricted business areas.

Unacceptable Activities - Serious (Continued)

- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which do not impair work performance.
- Refusing to take a drug or alcohol test when requested by management, when reasonable cause is established and/or detection of masking agents upon results of test.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing Goodwill Industries; fighting, or dangerous horseplay or provoking a fight on company property.
- Insubordination or refusing to obey instructions issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises - at any time, for any purpose which stems from or is a confrontation arising from work-related concern.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records such as, job tickets, production records, and time cards; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Goodwill Industries; alteration of company documents.

Unacceptable Activities - Serious (Continued)

- Giving confidential or proprietary Goodwill Industries information to competitors or other organizations or to unauthorized Goodwill Industries employees; working for a competing business while a Goodwill Industries employee; breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Failure to use your time card; alteration of your own time card or records or attendance documents; punching or altering another employee's time card or records, or causing someone to alter your time card or records.
- Failure to report accidents or on-the-job injuries within 24 hours.
- Failure to report for work for three (not necessarily consecutive) days without notifying your supervisor or the answering service.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified. This may also be considered job abandonment.
- Smoking in unauthorized areas including those visible by public or at non-designated times, as specified by department rules.
- Posting, removing or altering notices on any bulletin board on company property without permission of an Executive Staff member of Goodwill Industries.

CAUSES FOR PROGRESSIVE DISCIPLINARY ACTION

Occurrences of any of the following activities, as well as violations of any Goodwill Industries rules or policies, may be subject to disciplinary action, including possible immediate dismissal depending on the severity of infraction. This list is not all-inclusive and, notwithstanding this list, all employees remain employed "at will."

- Poor work performance (Poor work performance may include any infraction related to quality and productivity standards or unacceptable activity effecting the expected quality and productivity standards of work. Poor work performance includes, but may not be limited to the examples below in *italics*.)

Failure to meet set production and/or quality standards.

CAUSES FOR PROGRESSIVE DISCIPLINARY ACTION (Continued)

*Mistakes due to carelessness or failure to get necessary instruction.
Carelessness, causing injury to a person or damage to property.
Speeding or careless driving of a forklift or other company vehicle.
Creating or contributing to unsanitary or unsafe conditions.
Failure to immediately report damage to, or an accident involving company equipment.
Any other infractions specific to a departments expectations.*

- Unacceptable personal conduct. (Unacceptable personal conduct includes, but may not be limited to the examples listed below in ***italics***.)

*Conducting personal business on company time.
Horseplay.
Excessive use of company telephone.
Use of personal cell phone during work hours.
Conducting a lottery or gambling on company premises.
Eating or possessing food and beverage in undesignated areas.
Failure or refusal to observe supervisory chain of command
Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
Taking excessive breaks or lunch periods.
Leaving your work station during work hours without permission from a supervisor with the exception to use the restroom or approved breaks.
Failure to maintain a neat and clean appearance in terms of standards established by your supervisor; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
Loitering in or around the company's premises, including sitting in cars in the parking lot.
Any other unacceptable conduct specific to a departments expectations.*

- Starting work before scheduled start-time, or continuing work after scheduled shift-end without permission from supervisor, or failure to follow procedures punching in and out.
- Failure to report an absence to the supervisor and call in answering service **before** the start of a shift. Also considered a ***"No Call No Show"***.

CAUSES FOR PROGRESSIVE DISCIPLINARY ACTION (Continued)

- Improper call-in.(See section 6, Pg. 1)
- Excessive absences or lateness.
- Failure or refusal to follow other departmental procedures, policies or practices or company rules and regulation which may be established.

Specific corrective disciplinary procedures used to correct the above behaviors begin on the next page.

CORRECTIVE DISCIPLINARY PROCEDURES

It is Goodwill's policy to use, where appropriate, corrective action procedures to improve unacceptable performance or conduct. All corrective action will be handled by your immediate supervisor, Executive Staff Member, or the Human Resources Director as appropriate. Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner. Note that ***first offenses*** may not always result in a verbal warning, but may result in a written warning or suspension depending on the severity of the infraction.

STEP ONE - VERBAL WARNING

At this time the employee will be counseled. The unacceptable performance/conduct and the necessary corrective action will be explained. The verbal warning will be documented in the employee's personnel file.

STEP TWO - WRITTEN WARNING

Employee will be counseled regarding the unacceptable performance or conduct and the necessary corrective action. The information will be in writing. The employee will receive a copy of the warning. A copy of the warning will be placed in the employee's personnel file.

STEP THREE - DISCIPLINARY SUSPENSION

The unacceptable behavior or performance will be noted in writing. The employee will be counseled regarding the necessary corrective action. The employee will then be suspended for one - or more days without pay, depending on the severity of the infraction in the judgment of the supervisor and/or the appropriate Executive Staff Member. A written documentation of the incident will be placed in the employee's personnel file and a copy will be given to the employee.

STEP FOUR - TERMINATION

Termination may be preceded by a fact finding suspension which allows for possible investigation of alleged infractions. The suspension also allows for the employee to follow the appeal procedures.

In any event, management reserves the right and prerogative to utilize whatever disciplinary measures are appropriate for the situation.

Specific grievance procedures are in place to allow employees a means of resolving perceived unfair treatment.

SEE SECTION 9, PAGES 1 & 2 FOR APPEAL PROCEDURES

Employment and compensation with Goodwill Industries is "at will" in that employees can be terminated with or without cause, and with or without notice, at any time, at the option of either Goodwill Industries or yourself, except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by Goodwill Industries rules or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

SEPARATION FROM EMPLOYMENT

Separation from employment may occur for several reasons. It may be an employee's choice to leave temporarily or permanently or it may result from disciplinary action taken by Goodwill. An explanation of some common reasons for separation and what is expected of you follows:

VOLUNTARY RESIGNATION

Under normal circumstances, a two week advance notice should be given prior to a resignation. Supervisory staff are requested to give a written notice four [4] weeks in advance of a voluntary resignation. It will be considered a voluntary quit when an employee walks off the job, with no notice or reason being given to their supervisor or to personnel.

THREE-DAY QUIT

Any employee who fails to report to work and notify the Supervisor and answering service of his/her absence before the start of their shift, for three [3] [need not be consecutive] days is automatically taken off the payroll system. Failure to report for three days is considered a voluntary resignation.

LAYOFF AND RECALL

Goodwill Industries makes every effort to maintain sufficient work to avoid layoffs. However, due to conditions beyond our control, this is not always possible. If it is necessary for an employee to be laid off, every effort will be made to recall the employee when work becomes available. During a layoff, the employee is not paid wages nor given fringe benefits.

TERMINATION

Termination may become necessary when corrective action procedures have not resulted in desired improvements in behavior and/or performance or when the employee commits a serious violation of Goodwill policy.

RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all Goodwill property immediately upon request or upon termination of employment. Where permitted by applicable laws, Goodwill may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Goodwill may also take all action deemed appropriate to recover or protect its property.

CHECKS

Upon separation from employment, final checks are issued every other Friday for services performed for the (2) two week period ending the previous Friday at 12:00 midnight. Checks will be sent to last known address of the former employee.

FORMER EMPLOYEES

Goodwill Industries may consider a former employee for re-employment. All applicants are subject to Goodwill Industries' usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with Goodwill Industries and must have provided the minimum advance notice of their intention to terminate their employment with Goodwill Industries.

REINSTATEMENT OF BENEFITS (BRIDGING)

In the event you return to work for Goodwill Industries of Northwest Ohio, regardless of the length of your previous employment and length of time since you terminated your employment with Goodwill Industries of Northwest Ohio, your benefits shall accrue as if you were a new/first-time Goodwill Industries of Northwest Ohio employee.

APPEAL/GRIEVANCE PROCEDURE

If an employee feels he or she has been treated unfairly or has a grievance, in connection with their own work or any condition of employment, the following procedures must be followed in a sincere effort to bring about a satisfactory in-house solution:

STEP-ONE Have a frank discussion with your immediate supervisor, or if necessary, go to the Human Resources Director for preliminary counseling and advice. Every effort will be made to solve the problem at this level in an informal manner. If unresolved:

STEP-TWO Present the appeal, in written form, to your immediate supervisor within five days of the aggrieved incident. After five calendar days, the appeal will not be accepted for consideration. Your supervisor, once he or she receives the appeal, will give you a written response within seven calendar days of receiving your written grievance. If still unresolved:

STEP-THREE Present the appeal, in written form, to the department supervisor in charge of your department within five days of receiving the response from your supervisor. After five calendar days, the appeal will not be accepted for consideration. The department supervisor will give you a written response within seven calendar days of receiving your written appeal. If still unresolved:

STEP-FOUR Present the appeal, in written form to the President of Goodwill Industries within five days of receiving the response from the department super-visor. After five calendar days, the appeal will not be accepted for consideration. The President of Goodwill will provide you with a written response to your grievance within seven days of receiving your written appeal. This is the final internal step in the grievance process. The final decision by the President is binding.

Any employee who does not follow this procedure is subject to having his or her appeal claim dismissed without review or comment. The employee or the employer may request an extension in writing of up to 10 calendar days for the purposes of gathering further information. This request may or may not be granted in writing, within one day by the opposite party.

A written record will be made of any appeal or complaint, with the resolution noted in your personnel record.

APPEAL PROCEDURE (CONTINUED)

Any employee may elect to have a fellow employee or professional staff member with him or her if he or she has communication problems. In most cases, the use of family members, relatives, or outside agents for this purpose will not be allowed. This representative may help the employee prepare the written grievance.

Any employee who has been terminated or suspended pending termination may continue to use the appeal procedure. All appeals are treated confidentially with information shared only with those persons who have a need or right to know.

Goodwill Industries of Northwest Ohio, Inc. Employee Handbook	Section 10
Section Name: Employee Benefits - General Section	Page 1 of 6
	Revised 2/09

EMPLOYEE BENEFITS

60 DAY LAG PERIOD

There is a 60 day waiting period for all regular employees to be eligible for benefits offered by Goodwill Industries. This excludes vacation and sick time accruals which begin accruing 6 months after the employee's start of employment.

GENERAL

Employment benefits vary according to your classification and the amount of time you work on a weekly basis. Part-time employees should refer to part-time employment benefits under this section. Most benefit rights, depending on employee classification, do not begin until after successful completion of the Lag Period.

The following benefits apply to regular full-time employees:

VACATION

Goodwill offers paid vacation time. See Section 11 for details.

SICK TIME

Goodwill provides paid sick time to help employees who are forced to be absent because of legitimate personal illness or for the care taking of an immediate family member. See Section 11 for details.

FLOATING HOLIDAYS

After completion of the Lag Period, employees are eligible for floating holidays.

* After seven years of continuous employment the employee is entitled to two "Floating Holidays" per year.

The "Floating Holiday" may be used to celebrate any event of the employee's choosing. This day must be scheduled in advance and approved by the supervisor so as not to conflict with work or personnel schedules.

Floating Holiday's can carry over for two years.

MEDICAL INSURANCE PLAN The following insurance plans are available to all regular employees scheduled a minimum of 35 hours per week. Details can be obtained from the Human Resources Director. Open enrollment is held in August each year.

HEALTH CARE PLAN Single, two-party and family coverage medical insurance group plans are available.

PRESCRIPTION DRUG CARD (Must carry medical insurance to enroll)
Single, double and family prescription coverage is available.

VISION PLAN Goodwill offers a vision plan for all Goodwill employees. This is a voluntary plan through Guardian with \$20 co-pays for exams and materials. Lenses, frames and contacts are covered in full.

DENTAL A traditional 100% preventative, 80% basic and 50% major dental plan is offered to Goodwill employees working a minimum of 25 hours through The Guardian dental insurance company.

The plan pays for two cleanings and one x-ray set per year per participant. There is a \$50 per person per year deductible per year for basic and major dental services.

Pre-treatment reviews are required on treatments expected to cost \$200 or more.

Single, Double and Family coverage can be purchased for the incremental cost.

See the Human Resources Director for details.

Goodwill Industries of Northwest Ohio, Inc. Employee Handbook	Section 10
Section Name: Employee Benefits - General Section	Page 3 of 6
	Revised 2/09

SHORT TERM DISABILITY INSURANCE Short-Term Disability Insurance is available for regular full-time, or regular part-time employees working 20 or more hours/week & after 60 days of employment. Coverage options for benefits to begin after 0, 7, 14 or 30 days after disability. Ask the Human Resources Department for details.

TERM LIFE INSURANCE Goodwill Industries pays for term life insurance coverage for its regular full-time employees working 35 hours or more per week.. A \$5,000 benefit level is provided.

See the Human Resources Department for more information.

COBRA Provides the opportunity for employees to continue their health coverage through self-payment even if they are no longer employed by this facility. Of course, there are eligibility requirements and time limits set for coverage. Primarily, the person must meet the criteria for the coverage in the first place. This means they are either a participating regular employee working a minimum of twenty hours per week, or the spouse or dependent child of an eligible employee participating in our group health plan.

Duration of coverage offered is from eighteen months to thirty six months depending on status.

See Human Resources Department for details.

RETIREMENT PLAN: 403(B) TAX DEFERRED ANNUITY PLAN

A 403(b) Plan is a type of pension plan set up for non-profit organizations as defined in the Internal Revenue code. It allows employees to set aside funds for retirement before taxes are calculated.

All regular employees working at least 20 hours per work week will be eligible after one year of service. Semi-annual entry dates are the January 1st and July 1st following completion of the one year of service.

See the Human Resources Director for details.

DISCOUNTS AND CREDIT FOR STORE PURCHASES

Employees are eligible for discounts on Goodwill merchandise, as follows:

- 20% discount - All regular full-time and part-time employees of Goodwill Industries of NW Ohio, after successful completion of the benefit lag period. Discounts are only offer to Northwest Ohio regional employees.
- 20% Discount - All casual employees after sixty days of service.
- 10% Discount - All volunteers & clients in Vocational Services programs within the facility.
- No employee discount will be given on any item over \$25.00 until it has been on the sales floor, available for sale to the general public, for at least five [5] days.
- THERE ARE NO EMPLOYEE DISCOUNTS ON NEW or CORPORATE GOODS.

A regular full-time or part-time employee may be eligible for credit on purchases from the store over \$10.00 after meeting the above requirements, but approval from the business office is required on all credit purchases. The purchase price will be repaid in up to three [3] equal payments through payroll deduction. Immediate full payment is required in the event of resignation or termination before the final paycheck will be released. Advance approval may be obtained from the Business Office for anticipated weekend or evening purchases.

SHOPPING PROCEDURES

The following are policy and procedures for employee purchases:

A. No Employee Holds.

No employee shall hold merchandise in the back rooms, offices or any other place in the store. This means that there will be no “stashes” of merchandise anywhere in the store for employees to purchase later in the day.

B. All Production Goes Directly to the Sales Floor.

Employees will not be allowed to shop for merchandise in the back rooms. The only time an employee may shop, or make a purchase is when the employee does not work in their store that day. They can however shop at any other store at anytime, unless they have worked there that day. All shopping will take place on the sales floor.

C. No Employee Shall Receive Special Pricing.

Employee pricing is the same as customer pricing. Employees will receive a 20% discount on donated merchandise after they have completed their benefit lag period. The employee discount is not to be extended to friends, relatives, and/or any other non-Goodwill employee. There is no discount and/or corporate merchandise.

D. Store Managers will Process all Employee Sales.

The Assistant Manager will process sales only in the absence of the store manager. The head cashiers will process sales only in the absence of the store manager and the assistant store manager.

E. Items Over \$25.00.

No employee discount will be given on any item over \$25.00 until it has been on the sales floor, available for sale to the general public, for at least five (5) days.

F. Items Not for Sale.

Items not for sale include trash, bale, salvage, unprocessed merchandise and/or intended donations coming into the stores or donation centers.

Non-compliance with any of the policies and procedures outlined above will result in disciplinary action up to and including termination. Please direct any questions you may have to your supervisor.

REGULAR PART-TIME EMPLOYMENT BENEFITS

Employees working part-time receive their appropriate classification benefits, with the following differences.

VACATION AND SICK TIME

Vacation and sick leave are pro-rated according to the employee's work schedule. For example, an employee working 20 hours/week receives 50% benefits. An employee working 30 hours/week will receive 75% vacation and sick leave time.

FUNERAL LEAVE, JURY DUTY AND MILITARY PAY

Funeral leave, jury duty, or military pay time compensation difference will not be paid to regular part-time employees unless time away occurs during their scheduled work time and they are otherwise entitled to pay according to applicable laws and statutes.

VACATION

Vacation time will start accruing 6 months after employment begins at which time a portion of the annual vacation is accrued each payroll period thereafter. The amount of vacation time accrued will be discussed by supervisor.

Vacation can be carried over for two (2) years. After an employee has reached his or her vacation limit, vacation time will stop accruing until vacation time is used.

After six months of employment, vacation can only be taken after it is earned or accrued. Thereafter, with approval of the department supervisor, up to five days of vacation may be taken in advance of accrual, with the following understanding:

When an employee takes vacation time in advance of accrued time in the calendar year and in the same year resigns or is terminated from employment, his or her final payroll check(s) will have pay deducted for those days taken but not earned.

Unused vacation time pay is granted an employee on separation from employment. Vacation time and duration must be scheduled at least two (2) weeks in advance with appropriate department supervisor and approved in writing before taken. In the event of conflicts in scheduling, the department supervisor will decide when employee's vacation time will be granted. Vacation may be used with the department supervisor's consent. Vacation will be staggered to maintain adequate coverage for all departments.

The amount of vacation time and pay will be based on the full or part-time regular employee's average time worked.

SICK LEAVE

Paid sick time will start accruing after 6 months after employment begins at which time a portion of annual sick time will accrue each pay period thereafter. Paid sick leave is a privilege intended to help employees who are forced to be absent because of legitimate illness or to take care of an ill immediate family member. Immediate family is defined as parents, legal guardians, brothers, sisters, children, spouses, grandparents, grandchildren, father/mother-in-laws, step-parents, daughter/son-in-laws and step children. It should not be used as additional time off for personal reasons, vacation, court appearances or the like.

Upon the discretion of employee's immediate supervisors, employees may use sick time for the care taking of other significant persons, currently living in the employee's household.

Sick leave for regular, full-time employees is accumulated at the rate of five (5) days a year. A portion of the annual sick leave is accrued each payroll period. Unused sick days will be carried over to the next year. Upon using proven sick leave, you can accumulate additional sick leave only through succeeding months of employment. An employee whose illness extends beyond accumulated sick time may use (with department supervisor's approval) accrued vacation time or arrange a personal (unpaid) leave of absence.

In the case of an employee using sick time as a caretaker of an immediate family member, the employee may use no more than their average annual accrual rate in one calendar year. For example, a full time employee accruing sick time at a rate of 1.54 hours bi-weekly may use a total of 40 hours per year.

In order to receive sick leave pay, you must notify the answering service and supervisor on each day of the absence [See Section VI - Absences]. A doctor's certificate of treatment (at the employee's expense) may be required in the cases of sick leave exceeding two (2) consecutive working days.

Upon return from any period of sick leave, it is the employee's responsibility to fill out a REQUEST FOR SICK LEAVE FORM in order to be paid. These forms need to be given to supervisors or managers in order for them to determine eligibility.

Upon resignation or termination from employment, there will be no pay for unused sick leave.

SAFETY POLICIES AND PROCEDURES

Goodwill Industries has a set of Employee Safety Manuals at each location which are accessible to every Goodwill employee.

The safety policies and procedures are to be reviewed by each employee and supervisor at the time of orientation.

**Receipt & Acknowledgment of
Goodwill Industries of Northwest Ohio, Inc.
Employee Handbook**

The Employee Handbook is an important document intended to help you become acquainted with Goodwill Industries of Northwest Ohio, Inc. The Handbook will serve as a guide; it is not the final authority in all cases. Individual circumstances may call for individual attention.

Because the general business and economic conditions are always changing, the contents of this handbook may be changed at any time at the discretion of Goodwill Industries of Northwest Ohio, Inc.

Please read the following statements and sign below to indicate receipt of your Goodwill Industries of Northwest Ohio, Inc. Employee Handbook.

- * I have received and read a copy of the Goodwill Industries of Northwest Ohio, Inc. Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Goodwill Industries at any time. I understand that this Handbook replaces all other previous Handbooks for Goodwill Industries as of February 1, 2009.
- * I further understand that my employment may be terminated "at will" either by myself or Goodwill Industries, regardless of the length of my employment or the granting of benefits of any kind, including but not limited to retirement benefits.
- * I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the President of Goodwill Industries of Northwest Ohio, Inc.
- * I am aware that during the course of my employment confidential information may be made available to me, i.e., customer lists, pricing policies and other related information. I understand that this information is critical to the success of Goodwill and must not be disseminated or used outside of Goodwill. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

EMPLOYEE HANDBOOK

- * The Employee Handbook includes Goodwill's Alcohol and Drug-free Workplace policy. I am aware that the policy forbids the use, consumption, possession, distribution, manufacture, or sale of alcohol or illegal drugs or controlled substances while on Goodwill premises or performing Goodwill business as defined in the Policy. I understand that violation of the Alcohol and Drug-free Workplace Policy is cause for disciplinary action up to and including termination.
- * The Employee Handbook includes Goodwill's Sexual Harassment Policy. I am aware that Goodwill strongly disapproves of and does not tolerate sexual harassment of any kind. All employees must avoid offensive or inappropriate sexual behavior at work and are responsible for assuring that the workplace is free from sexual harassment at all times. I understand that violation of the Sexual Harassment Policy is cause for disciplinary action up to and including termination.
- * The Employee Handbook includes Goodwill's Absence Reporting Policies. I am aware that my attendance is important. I understand that failure to adhere to the absence Reporting Policies is cause for disciplinary action up to and including termination.
- * The Employee Handbook includes Goodwill's Family Medical and Leave Policy. I am aware that upon requesting and properly submitting the supporting documentation that I have the right to up to twelve (12) weeks unpaid leave for covered conditions. During my FMLA leave, my health insurance contribution will continue (providing I pay my usual share of the premium cost) and my position (or a comparable one) is guaranteed, unless my wages fall within the top 10% of Goodwill employees.
- * The Employee Handbook includes Goodwill's Infection Control Policy. I am aware that I must notify my supervisor immediately if I contract an infectious disease. I am also aware that if I serve on the First-Aid team that I can obtain the Hepatitis B vaccination series at Goodwill's cost.

Goodwill Industries of Northwest Ohio, Inc. Employee Handbook	Section 13
Section Name: Receipt & Acknowledgment	Page 3 of 3 Revised 2/09

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

EMPLOYEE HANDBOOK

* I understand that my signature below indicates that I have read and understand the above statements contained in Section 13 of the Handbook, and that I have either received a copy of the Goodwill Industries of Northwest Ohio, Inc. Employee Handbook or that I can access a copy at my place of employment or by visiting the Goodwill Industries of NW Ohio website ***www.goodwillnwohio.com*** where I can view the Employee Handbook online. I also understand I can request a personal copy or a CD version of the Handbook.

Employee's Printed Name

Position

Employee's Signature

Date

Human Resource's Signature

Date

The signed original copy of this agreement will be filed in your personnel file.

Summary of Revisions to 2009 Goodwill Handbook

1.	Removal of Unusual Incident Reporting Policy-----	Section 2
2.	Personal Equipment Liability-----	Section 2
3.	Organizational Chart-----	Section 3
4.	Deletion of Banking Packages(Fifth Third, Focus, Glass City)-----	Section 4
5.	Supervisor and Employee Time Card Signatures Requirements-----	Section 4
6.	Exempt Employee Pay Deductions-----	Section 4
7.	Visitor Policy-----	Section 5
8.	Absence Reporting-----	Section 6
9.	Attendance and Punctuality Standards-----	Section 6
10.	FMLA Policy-----	Section 6
11.	Standards of Conduct (Severe and Progressive)-----	Section 7
12.	Corrective Disciplinary Procedures-----	Section 7
13.	Appeals/Grievance Procedure-----	Section 9
14.	Termination of paid holidays-----	Section 10
15.	Removal of Flex Benefits-----	Section 10
16.	403(b) Retirement Plan-----	Section 10
17.	Removal of Symmetry EAP-----	Section 10
18.	Removal of T.I.R.E.S.-----	Section 10
19.	Shopping Procedures-----	Section 10
20.	Vacation Time Accruals-----	Section 11
21.	Sick Time Accruals-----	Section 11