



## Goodwill Industries of Northwest Ohio, Inc.

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*In the Business of Changing Lives since 1933.*

# 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 organization's mission while safeguarding the corporate 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 its conduct and business practices.

## Policy: Ethics

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 Code of Regulations shall be handled in accordance with the Code of Regulations.
5. All contracted personnel utilized by the organization shall be evaluated on an annual basis to include: accessing the performance of the contract, ensuring all applicable policies and procedures of the

organization are followed and evaluating the effect the contract has on the financial operations of Goodwill Industries.

### **Procedures: Agency Marketing Activities**

1. Marketing activities are part of Goodwill Industries of Northwest Ohio's accountability to the community.
2. Marketing activities and efforts will first and foremost, respect the dignity and privacy rights of the individuals the organizations 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 resource 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 the Human Resources department.
3. The Human Resources department will compile a list of all employees that have left employment with Goodwill Industries of Northwest Ohio. This list will be shared with the President/CEO, executive staff team, and the Human Resources Committee of the board. The list will detail reasons for departure and the 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 a way as to improve the individual's 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 their 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. Individual's 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 with the agency, which may affect the availability or quality of services, and that where appropriate, requires a corrective action plan.
7. We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services, as needed.
8. We prohibit the exchange of gifts, money and gratuities between employees and persons served and discourage the same among persons served.
9. We will discourage personal fundraising in the workplace other than campaigns to support the needs of employees or persons served who have been adversely impacted by disasters. Any personal fundraising activity must be authorized by their department director or the President/CEO.

10. We discourage bringing personal property to the workplace, especially items of religious or political nature, which may be offensive to others not sharing similar views.
11. We strongly support the setting of professional boundaries between employees and persons served; while honoring a friendly and respectful employer/employee/consumer relationship.
12. We limit and vest authority of witnessing documents pursuant to persons served to those designated by the President/CEO of the organization.

**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 complainant's 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 the 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 information received regarding relevant codes of behavior.
3. The ethical codes of conduct will be explained to all new employee/consumers at orientation.
4. All new employees will be asked to sign information received regarding relevant codes of behavior.

Revised 2/08

Revised 4/11

Revised 2/17



**GOODWILL INDUSTRIES OF NORTHWEST OHIO**

**CODE OF ETHICS AND ACCOUNTABILITY**

**Certification**

I, \_\_\_\_\_, certify that I have read and understand the Code of Ethics and Accountability of Goodwill Industries of Northwest Ohio and agree to comply with it. I affirm that, except as listed below, I have no financial interest or affiliation with any organization that may have interests that conflict with, or appear to conflict with, the best interests of Goodwill Industries of Northwest Ohio. Should such conflicts or apparent conflicts of interest arise in connection with the affiliations listed below, I agree to refrain from participating in any deliberations, decisions or voting related to the matter.

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Signature

Date