Employee Handbook

Goodwill Industries of Northwest Ohio, Inc.

A comprehensive workforce development agency.

Goodwill Industries of Northwest Ohio, Inc.(GWINWOH) is non-profit organization. Our **Mission** is to build dignity and enhance quality of life for individuals and families throughout Northwest Ohio through the *Power of Work* by eliminating barriers and providing opportunities.

Our **Vision** is to demonstrate local, regional, and global leadership in providing life-enhancing services to people with barriers to employment.

Goodwill: In the business of changing lives.

Accredited by:
The Commission on Accreditation
Of Rehabilitation Facilities (CARF)

EMPLOYEE HANDBOOK - TABLE OF CONTENTS

REVISED 2026

SECTION 1

WELCOME TO GWINWOH

PAGE

President's Message..... 1
GWINWOH and You..... 2-3
GWINWOH Values……..4
Your Responsibility To GWINWOH 4
Purpose of this Handbook..... 5

SECTION 2

STATEMENTS OF COMPANY POLICY

PAGE

Equal Employment Opportunity 1
Wellness and Belonging Statement……..2
Harassment and Abuse Policy..... 3-4
Substance Abuse Workplace Policy 5-6
Nepotism, Outside Employment-Conflict of Interest 7
Americans with Disabilities Act……7-8
Legal Actions Policy..... 9
Code of Ethics 10-14
Whistle Blower Policy..... 15-16
Weapons Policy 17
Critical Incident Policy..... 18-19
Personal Equipment Liability..... 19
Right to Search 20
Personal Use of Recording Devices Policy……20-21
Social Media Policy..... 21-25
Media Policy……..25
Company Fuel and Credit Card Usage……26
Record Retention and Destruction Policy and Procedure……26-28
Open Door Policy……..28

SECTION 3

NEW HIRES

PAGE

Executive, Professional-Technical Employees 1-2
Service, Support, Casual Employees 2
Full-Time and Part Time Employment, ... 3
Employment Eligibility Verification Policy……3-4
Medical Examinations, Physical Limitations Form 5
Disability State Survey, Voluntary Confidential Medical Information……..5
Orientation, Anniversary Date, At Will Employment..... 6

SECTION 4

PAYROLL

PAGE

Working Hours, Breaks, Lunch Periods, Pay Periods, Pay Day 1
Time Keeping and Overtime 2
Non-Exempt and Exempt Employees, Clients In Training and Casual Employees 3
Direct Deposit, Driving Record 4

SECTION 5

GENERAL PROCEDURES

PAGE

Human Resource Administration, Your Personnel File....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, Lost and Found....6
Employee Engagement and Career Advancement....7
Travel Expense Reimbursement....8-10
Catastrophic Business Interruption....11
Performance Reviews....12-13
Credential Verifications....14
Pre-Employment Backgrounds and Fitness for Duty....14-15
Office of Inspector General's Exclusion List....16

SECTION 6

ABSENCES

PAGE

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

SECTION 7

CORRECTIVE DISCIPLINARY PROCEDURES

PAGE

Standards of Conduct, Unacceptable Activities (Serious)....1-3
Causes for Progressive Disciplinary Action....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, Paid Time Off, Medical Insurance Plan,
Paramount Health Care, Prescription Drug Card, Dental Insurance……...1
Basicare Plus, AFLAC Insurance, Term Life Insurance
Cobra, Life Insurance, Retirement Plan, EAP 2
Credit for Store Purchases 3
Shopping Procedures.....4
Regular Part-Time Employment Benefits 5

SECTION 11
EMPLOYEE BENEFITS SECTION

PAGE

Paid Time Off (PTO)..... 1-2
PTO Buyout……..2

SECTION 12
SAFETY

PAGE

Safety Policies and Procedures.....1

SECTION 13
RECEIPT AND ACKNOWLEDGMENT

PAGE

Receipt and Acknowledgment..... 1-3

WELCOME TO GOODWILL INDUSTRIES!

A MESSAGE FROM THE PRESIDENT/CEO

"*Our business works, so people can!*" is more than just a motto at GWINWOH; it is at the core of our purpose as an organization. Our mission is to help those we serve overcome their barriers to employment. For over 85 years, Goodwill has helped thousands of people throughout Northwest Ohio. We are very proud of our mission, heritage and Team Members.

This Employee Handbook outlines Code of Ethics, personnel policies, operational procedures and other key elements of our organization. The contents herein are a very important part of each work day and I encourage you to review in its entirety. If there is something that you do not understand, please ask your supervisor or any Human Resource Team Member for clarification.

Thank you for choosing GWINWO as your place of employment. It is our hope that your experience is positive, motivating and most of all *fun*. I look forward to working with you and transforming lives through the *Power of Work*!

Best wishes for success,

Amy Wachob
President/CEO
Goodwill Industries of Northwest Ohio, Inc.

"GWINWOH AND YOU"

The mission of GWINWOH is to help disabled and disadvantaged men and women become employable and find jobs in the community. People know GWINWOH as a place to buy used clothing and furniture, but selling items is not our main purpose:

OUR BUSINESS WORKS SO OTHERS CAN!

GWINWOH stores along with industrial subcontracted work, aftermarket sales, rehabilitation service fees, grants, and private donations, are all important financial sources of support for GWINWOH programs.

Thus, our primary focus is providing workforce development services. Some of these services provided by GWI0NWOH include work evaluation, total adjustment, janitorial training, clerical training, retail sales training, community work experience, job seeking skills training, and job development and placement.

Since 1933, GWINWOH has proudly served the Norwest Ohio region. 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/CEO, Chief Financial Officer/CFO, Chief Mission Officer/CMO, Director of Mission Services, Director of Facilities and Safety, Director of Employee Engagement, Vice President of Donated Goods, Vice President of Contracts. A team of professional and technical employees assist the President and the executive team.

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

WHAT, THEN IS GWINWOH?

ALWAYS REMEMBER YOU, IN PART, ARE GWINWOH!

At GWINWOH**,** 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 GWINWOH 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 GWINWOH employees, but because of constant updates by GWINWOH 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 immediately this year of 2024. All prior policies, benefits, procedures, etc. are hereby superseded.

This handbook applies to all GWINWOH employees.

The failure of GWINWOH 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.

GWINWOH VALUES

Integrity
We commit to demonstrating honest, transparent and strong moral principles when serving our team members, clients, partners and supporters.

Passion
We live and breathe our mission and embrace it in all that we do. We are committed to helping our community succeed through the Power of Work.

Fun
While our mission requires an intense focus, we believe it is important to not take ourselves too seriously. We are devoted to creating a light hearted, enjoyable environment.

Serving Others
There is no greater calling than to be in service of your fellow beings. We will empower individuals to achieve their goals and dreams by removing barriers and creating opportunities.

Respect
We embrace a culture of respect and value for all current and future Team Members, clients, partners and supporters.

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 clients that we serve.
- Know, and follow, all GWINWOH 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 GWINWOH and support our mission efforts by making positive statements about GWINWOH 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 GWINWOH'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.

GWINWOH'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. GWINWOH, 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 GWINWOH 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 GWINWOH as of January 1st of 2025.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

GWINWOH is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, age, religion, creed, physical or mental disability, veteran or military status, genetic information, pregnancy, parental status or any other factor protected by law. This policy relates to all phases of employment including, but not limited to , recruiting, employment, placements, promotions, transfers, demotions, reduction of workforce and terminations, rate of pay or other forms of compensation, selection for training, the use of all facilities and participation in all company sponsored employee activities. Any employees, including supervisors, involved in unlawful discriminatory practices will be subject to termination.

GWINWOH will make a good faith effort to recruit and consider all applicants for job positions including qualified minority, disabled, veteran, and female applicants. Appropriate employment advertisements, as needs arise, will be placed in media outlets designed to reach a wide variety of candidates, including those that seek to access underserved populations. Such advertisements will state that GWINWOH is an Equal Employment Opportunity Employer. On-the-job training programs, as well as other training and educational programs to which GWINWOH gives support or sponsorship will be regularly reviewed to assure that minority, disabled, and female employees and applicants are given equal opportunity to participate. GWINWOH is committed to providing qualified employees with equal access to all training programs.

Equal Employment Opportunities are reflected in all GWINWOH 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 GWINWOH 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 Director of Employee Engagement immediately. The Director of Employee Engagement may be contacted at 419-255-0070.

WELLNESS AND BELONGING STATEMENT

Goodwill Industries of Northwest Ohio "Goodwill" is committed to building dignity and enhancing quality of life for individuals and families throughout Northwest Ohio through the Power of Work by eliminating barriers and providing opportunities. Goodwill achieves this mission by interacting with the respective communities to which it serves. Each community, and our community as a whole, is comprised of people from a variety of backgrounds.

In order to remain people-centric, Goodwill finds it important to pay attention and recognize individuals within the community by respecting and acknowledging what makes us all different. Goodwill Industries of Northwest Ohio has a plan, which embraces the wellness and belonging of the persons who have a stake in Goodwill.

The *Wellness and Belonging Plan* is designed to demonstrate the understanding and care Goodwill places on all individuals regardless of where they are in life.

Goodwill respects and embraces the variety of lived experiences of which it is privileged to be a part of. Our vision of transforming lives through the Power of Work, one person at a time, is realized through Goodwill exacting its Wellness and Belonging Plan.

Goodwill seeks to improve the quality of life for all staff, persons served, families, and organizations that encounter our agency. We expect to achieve our goal by educating and training our staff members on the dynamics of our growing and diverse community. Through this commitment, we will enhance our awareness, compassion, and ability to interact with others who are different from ourselves with dignity, respect, patience, and understanding.

Embracing belonging in the workplace makes for better creativity, acceptance, tolerance, and innovation. It also broadens the range of knowledge, skills, and abilities of our staff members. Better program decisions can be made based on diverse, lived experience perspectives. As an agency, our focus throughout this plan will enable us to improve our ability to provide sensitive services to the individuals we serve.

Goodwill's vision for lived experience and linguistic competent services is:

- Services that give understanding of and respect for individuals' beliefs and values.
- Staff that respect values, interpersonal styles, attitudes, and behaviors of individuals, families, and communities they serve.
- Administrative, management, and mission services that include routine assessments and implementation of processes; which will result in a workforce that is competent in a system that provides the highest quality of services to all communities.

HARASSMENT AND ABUSE POLICY

GWINWOH 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 clients, all employees are prohibited from dating or having any personal relationship with any 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. Sexual harassment and abuse may include unwelcome 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 GWINWOH 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 Director of Employee Engagement immediately.

In the event that GWINWOH 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 Director of Employee Engagement 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 Director of Employee Engagement. 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.

Goodwill will not tolerate any employee making false or malicious accusations of harassment or abuse, and such action may lead to disciplinary action, up to and including termination

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 GWINWOH.

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

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

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 GWINWOH.

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) Employee must notify the employer within (5) calendar days if he or she is convicted of a criminal drug violation. 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 GWINWOH disciplinary or termination policy and procedures up to and including termination;

   B Termination due to deliberate and willful violation of GWINWOH 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) GWINWOH has (10) days to report to a federal contracting agency a drug conviction of a covered employee.

3) Positive test results or the employee's refusal to submit to any chemical test may affect the employee's eligibility for compensation and benefits and will result in immediate termination of employment. 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. GWINWOH 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] AND DATING IN THE WORKPLACE

While GWINWOH management does not absolutely forbid the hiring of employees' family members, relatives or romantic interests, the practice is generally discouraged when:

1] The hiring of the employee described above 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.

At orientation, employees are required to disclose any familial or romantic relationships with other GWINWOH employees.

Under no circumstances shall an employee be supervised by a family member, relative or by an employee with whom they are dating.

OUTSIDE EMPLOYMENT - CONFLICT OF INTEREST

What you do on your free time is your own business. However, if you are employed by GWINWOH in a full-time or part-time position, GWINWOH 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 GWINWOH.

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 GWINWOH, 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 Director of Employee Engagement

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 GWINWOH to cooperate with government investigations, searches and other external audits. If an employee receives a visit or an inquiry from a government agency regarding GWINWOH, or receives a subpoena or other legal document, the employee should notify the Director of Employee Engagement 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 GWINWOH should direct the

a. Individual making the inquiry to the Director of Employee Engagement. The employee should refrain from discussing GWINWOH business with the individual unless and until direction is received from the Director of Employee Engagement
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 GWINWOH shall notify and submit a copy of the subpoena to the Director of Employee Engagement soon as possible.
c. The Director of Employee Engagement 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:

GWINWOH employees, board members, and volunteers recognize the importance of fulfilling their responsibilities to the individuals and communities they have been entrusted to serve.

As a recipient of charitable contributions, GWINWOH 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 corporation's assets.

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

Policy: Ethics

Procedure: Code of Ethics for Board Members and Staff Members

1. Agents representing GWINWOH (staff and board members) will conduct themselves and operate GWINWOH 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 GWINWOH's ability to accomplish its mission.
3. Agents of GWINWOH 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 GWINWOH's resources.
5. Agents will take no actions that could benefit them personally at the unwarranted expense of GWINWOH, avoiding even the appearance of conflict of interest. Further, agents will exercise prudence in expenses charged to GWINWOH.
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 GNWIOH 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 GWINWOH.

Procedure: Contractual Relationships

1. We are committed to managing all contractual relationships with integrity, accountability, good faith, professionalism, confidentiality, compliance with the laws, trust and respect.
2. We will ensure all contractual relationships are free from conflicts of interests during the selection process and throughout the contractual agreement.

Procedure: Business/Financial Practices

1. All financial practices of GWINWOH 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 GWINWOH 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 GWINWOH.
4. Marketing activities will uphold the integrity of GWINWOH, 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.

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.
   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. We will maintain confidentiality of information regarding persons served. We will not discuss confidential Company, employee or persons served information.
5. 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.
6. Goodwill Industries of Northwest Ohio will maintain at all times, an environment that promotes optimal personal development and learning.
7. Goodwill Industries will remain mindful of attitudinal, architectural and a communication barrier that exists within the agency, which may affect the availability or quality of services, and that where appropriate, requires a corrective action plan.
8. We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services, as needed.
9. We will not accept gifts, money or gratuities in the performance of our duties.
10. We will refrain from all personal fundraising activities on Company owned property, to include selling items or services, or asking for donations.
11. We will respect the personal properties of employees, clients and stakeholders.
12. We will refrain from personal relationships that are detrimental to the effective operation of the Company and set proper, healthy boundaries at work.
13. We will seek guidance from our legal representative prior to service witness to legal documents, such as power of attorney, guardianship and advanced directives.

Procedure: Professional Responsibility to our Community

1. Community members support GWINWOH through their donations of items for sale in stores including the on-line retail operation, shopgoodwill.com.
2. Agents of GWINWOH 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. GWINWOH 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 GWINWOH.
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 a designated member of the Executive staff.

Procedure: Organizational Fundraising

Goodwill Industries of Northwest Ohio, Inc. has a number of fundraising platforms. At this time, these efforts are to raise financial contributions in order to provide assistance in supporting the organization. The following are the established fundraising events:

- Round-up at store locations;
- Annual Golf Outing;
- Annual Appeal;
- Corporate Fund Development.

Oversight:
Oversight of fundraising is primarily the Special Events Coordinator and Chief Financial Officer. However, the President/CEO is involved during various fundraising events.

Donor solicitation, communication, recognition, and confidentiality:

- Round-up; every store location is instructed to ask a paying customer if they would like to roundup to the nearest dollar to help support our organization. The total for the roundup collected is isolated on the daily paperwork and is tracked and reported per store location. Each store location receives a monthly summary of the roundup collected. The finance department records roundup collected on the organization's Statement of Activities.

- Annual Golf Outing; each summer the organization hosts an Annual Golf Outing with proceeds benefiting the organization. All sponsors are recognized both at the outing and with receipt. The finance department tracks all revenue and expenses accordingly on the Statement of Activities.

- Annual Appeal; each year the organization distributes an Annual Appeal Letter requesting funds to help support our organization. Donors are recognized with a personal letter and noted within the Annual Report. The finance department records financial giving on the Statement of Activities.

- Corporate Fund Development: The President/CEO speaks to various corporations in order to gain financial support for various mission programs. These efforts are outside the scope of grants and/or foundation giving. The Chief Mission Officer as well as the Program Manager will accompany the President/CEO at the "ask". Depending on the donor's request, follow up reports will be sent to the donor's organization to ensure compliance with their intent.

- From time to time, the organization receives a financial gift without direct solicitation. The donor will receive a letter of thanks from the President/CEO and the gift is recorded by the finance department and is shown on the Statement of Activities.

Valuing of Donations:
There is no valuing of a financial donation.

Use of donations in accordance with donor intent:
If a donor has earmarked their donation for a restricted purpose, the donation will be used in the spirit of that instruction with the CFO ensuring compliance.

Documenting and Recordkeeping:

- The Special Events Coordinator is responsible for the documentation and recordkeeping of the above referenced fundraising efforts;
- The Finance Department also ensures proper documentation with special regard to donor intent and bookkeeping practices.
- The President/CEO, Chief Financial Officer and Chief Mission Officer ensure proper documentation is provided for corporate, financial giving.

Use of Volunteers:
At this time, volunteers are not used in fundraising efforts.

Confidentiality Statement
If a donor wishes to remain anonymous, Goodwill Industries of Northwest Ohio, Inc. will respect their request and not list their information on any published and/or public documents.

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/clients at orientation.

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 anonymously report suspected violations of the law, company policy, including issues of harassment, waste, abuse, fraud, other actions of wrong doing 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(CCO) at 419-255-0070 ext. 6102.

Investigations will be initiated within a 48 hour period of the report and will be completed with remedial actions taken within a reasonable time frame not to exceed 2 weeks.

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 GWINWOH, should report such a complaint or concern to the CFO or the CCO if the complaint involves the CFO.
2. To file a complaint or concern with the CFO an individual should provide details in writing by sending information to : Goodwill Industries of Northwest Ohio, 1120 Madison Ave., Toledo, Ohio 43604. Attention: CFO. To file a complaint with the CCO and individual may call 419-255-0070 ext. 6102.
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 CFO or CCO. The CFO or CCO has the authority and responsibility for undertaking the investigation. The CFO or CCO handles the complaints relating to accounting practices.
5. An investigation by the CFO or CCO 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 GWINWOH.
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 Employee Engagement. If the issue involves a member of the executive staff, the complaint or concern should be directed to the Director of Employee Engagement. If the complaint involves the Director of Employee Engagement, 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 GWINWOH 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 GWINWOH 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:

GWINWOH 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 GWINWOH's property at any time.

GWINWOH 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.

GWINWOH 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 to police authorities.
5. Criminal prosecution.

While GWINWOH takes a "zero tolerance" position on any violation of this policy, GWINWOH 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 GWINWOH employees and clients.

Policy: It is the policy of GWINWOH to require all incidents involving injury,(including those from machinery, equipment of vehicles) vehicle accidents, alleged cases of abuse or neglect, violent, aggressive or other unsafe behaviors, use and possession of unauthorized weapons, communicable diseases/infection control, biohazardous accidents, unauthorized use or possession of legal or illegal substances, seclusion, medication errors, medical emergencies, restraint of persons served, elopement of persons served, wandering, near misses, overdose, suicide or attempted suicide, sexual assault or other sentinel events to be reported.

Responsibility: Director of Facilities and Safety

Forms: Critical Incident Report

Procedures: All incidences involving a client must be reported to the Director of Mission Services. All incidences involving employees are to be reported immediately to the supervisor and Director of Facilities and Safety. If the supervisor or Director of Mission Services 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 Director of Mission Services and/or Human Resources. 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

GWINWOH 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 a designated trainer to facilitate with staff. Topics will include but are not limited to the following:

- Blood borne pathogens,
- first aid/CPR
- slips and falls;
- vehicle safety
- violence
- fire and emergency evacuations
- accident reporting
- SDS

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, GWINWOH 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

GWINWOH 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 GWINWOH business related purposes.

RIGHT TO SEARCH POLICY

GWINWOH 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.**

Personal Use of Recording Devices Policy

Purpose
GWINWOH is committed to maintaining a professional, respectful, and privacy-conscious work environment. This policy establishes guidelines regarding the use of recording devices in the workplace.

Policy Statement
Employees are prohibited from creating audio, video, photographic, or other recordings in the workplace for personal use without prior authorization. This prohibition applies to all recording devices, including but not limited to smartphones, tablets, wearable technology, cameras, digital recorders, and similar devices.
Recording coworkers, customers, clients, vendors, business operations, meetings, conversations, work areas, or GWINWOH property for personal purposes is not permitted unless expressly authorized by GWINWOH and all required permissions have been obtained.

Recording for Note-Taking Purposes
If an employee believes recording is necessary for note-taking, training, accessibility, or other legitimate business-related purposes, the employee must obtain permission in advance from their supervisor or other designated GWINWOH representative. When applicable, the consent of all meeting participants must also be obtained before recording begins.

Virtual Meetings Exception
This policy does not apply to recordings of virtual workplace meetings conducted through approved GWINWOH platforms, such as **Microsoft Teams**, **Zoom**, or similar collaboration tools, when the recording is authorized and conducted in accordance with GWINWOH procedures and meeting-host permissions.

Confidentiality and Compliance
Unauthorized recordings may compromise confidential, proprietary, or personal information and may violate GWINWOH policies, contractual obligations, or applicable laws. Employees are expected to comply with all GWINWOH confidentiality, privacy, and information security requirements when using any recording technology.

Violations
Failure to comply with this policy may result in disciplinary action, up to and including termination of employment, consistent with GWINWOH policies and applicable law.

SOCIAL MEDIA POLICY

Purpose: To inform employees of GWINWOH's policy and procedures in regard to social media usage.

GWINWOH understands that social media tools such as content-sharing websites, blogs, micro-blogs, online forums, and other digital channels established for online interaction and connection are rapidly becoming popular channels of communication. Examples include Facebook, Twitter, LinkedIn, Flickr, Pinterest, Live Journal, YouTube, and Wikipedia. This Policy establishes required procedures for GWINWOH employees who have a business-related need to use social media sites, including any GWINWOH hosted social media site. This policy also establishes guidelines for personal use of social media sites by GWINWOH employees.

GWINWOH employees, who choose to be responsibly involved in social media, should be mindful that GWINWOH's brand is best represented by its people; your actions may reflect on GWINWOH's brand. This includes various forms of web publishing and discussion, including blogs, wikis, file sharing, user-generated audio/video and social networks.

GWINWOH's participation in social media enables the agency to contribute to dialogue on a range of issues that impact the mission and business areas, and allows GWINWOH to learn from others and share the exciting things that we are learning and doing.

Agency Use

Content on any GWINWOH social media site should promote GWINWOH's mission, generate revenue, increase recruitment/involvement and foster interaction among employees, the public, and the individuals we serve. GWINWOH, in its sole discretion, retains the right to monitor, access, change, and/or terminate any GWINWOH hosted social media site.

All GWINWOH hosted social media sites will be managed by designated administrators from the Marketing, Workforce Development, and IT departments. In particular, GWINWOH's Facebook page will be maintained and updated by GWINWOH's designated staff under the supervision of the office of CFO/IT. That effort includes monitoring content and questions in addition to active recruitment of new subscribers or "fans."

Use of Social Media (of any type) on behalf of GWINWOH must be authorized by the CFO, CMO, IT Department or an authorized designee prior to participation or use of any kind.

GWINWOH, through site managers or administrators, will not publish and/or will remove material (once discovered) that is contrary to GWINWOH's mission or its policies and procedures, including without limitation, its policies against workplace harassment and discrimination.

If GWINWOH's social media sites are not functioning, then designated GWINWOH employees from the Marketing Division will be responsible for communicating to our subscribers and readers in some other capacity if feasible. If no other form of communication is available, then GWINWOH will reference the downtime when the social media site is not operating.

GWINWOH, through site managers or administrators, will not publish material that violates applicable state and federal laws. GWINWOH will abide by applicable copyright, trademark, trade secrets, patents, and fair use laws and shall not use or reproduce any copyrighted text, photos, graphics, video, or other material owned by others without the necessary documented authorizations from the rights holder(s). Any and all images, likenesses, video, or audio posted on a GWINWOH social media site will be: in the public domain, owned by GWINWOH or will have the necessary credit/approval, with proper media release documentation on file.

GWINWOH reserves the right to publish, without written approval, images of employees that are taken at GWINWOH events. Any employee who wishes otherwise must make a formal request, in writing with the Human Resources department, that GWINWOH not use that employee's image. GWINWOH will not claim authorship of someone else's work, image or product. Use of another person's or agency's content, must be attributed to that person or agency. Plagiarism is forbidden.

GWINWOH will protect the privacy and confidentiality of the individuals we serve. Federal and state laws prohibit the disclosure of information about the individuals we serve. GWINWOH will not use or disclose personally identifiable information (oral, written, or electronic) information about those individuals. That includes their identity, medical information, or a photograph. Photographic use will have signed consent form.

GWINWOH will adhere to and follow all Terms and Conditions related to each social media site in which GWINWOH has a virtual presence.

Personal Use

In general, GWINWOH views social networking sites, personal websites, and weblogs positively and respects the right of employees to use them as a medium of self-expression. Whether a GWINWOH employee opts to create or participate in social media sites for personal reasons is his/her own decision. “Personal” use of social media is defined as any participation that is not specifically authorized by GWINWOH.

Social media activities are personal and should be done on non-work time unless you have specifically been authorized to perform online activity related to your GWINWOH responsibilities as an employee during work time. Personal postings cannot include GWINWOH’s logos or trademark and must not link to any GWINWOH Web site. Your use of social media sites through GWINWOH equipment must be job-related for an approved social media application/project. Accessing personal social media site accounts from a GWINWOH computer during the work day is strictly forbidden.

You may be held responsible for any material you publish that would be contrary to GWINWOH’s mission, policies and/or procedures, including without limitation, its policies against workplace harassment and discrimination (i.e. cyber-bullying).

Be mindful that what you write will be public for an indefinite period of time – even if you attempt to modify or delete. Take time to make sure your posts are complete and accurate. Never knowingly communicate untrue or deceptive information. Be careful and considerate. Please understand you may be subject to liability if your material is found to violate any applicable local, state, or federal law. You also may be liable if your postings include copyrights, trademark, trade secrets, patents, or Confidential Information (e.g., text, videos, music, etc.) belonging to third parties and/or GWINWOH. Please fully understand the legal consequences of your actions.

Federal and state laws prohibit the disclosure of information about the individuals we serve. Do not use or disclose personally identifiable information about those individuals in any form. That includes their identity, medical information, or a photograph. Even if an individual is not identified by name within the information you wish to use or disclose, do not publish any information that may allow reasonable inferences to be drawn which could identify an individual we serve. Such use or disclosure could constitute a violation of federal and state law.

Every social media site in which you communicate online has its own rules – often called Terms and Conditions. You must respect those site's rules. They may be more restrictive than you might assume. Therefore, you must be knowledgeable about the scope of your online activities within the context of each site's rules.

Do not disclose GWINWOH's confidential business information and trade secrets ("Confidential Information") to persons outside of GWINWOH without prior written authorization from the President/CEO. Confidential Information also includes non-public information that donors and individuals that we serve (and their families) entrust to us. This also can include information about our suppliers, vendors, and business partners that has been disclosed to GWINWOH under obligations of confidentiality. Do not cite or obviously reference GWINWOH's suppliers, vendors, or business partners without their prior approval (confirmed with a signed authorization/release form) from them and the Marketing Department (or authorized designee). Confidential Information does not include information concerning the terms and conditions of your employment.

If you identify yourself as a GWINWOH employee on a social media site, and your post has not been approved by the Marketing, then you must make it clear that your posts (or views) are your own and do not represent the views of GWINWOH. You should do so by using the following disclaimer: "The postings on this site are my own and do not represent GWINWOH's positions or views." Only certain designated GWINWOH employees have authority to speak on GWINWOH's behalf.

Always refer to persons first before adding any label (e.g., disabilities). For example, if you refer to GWINWOH's mission, state "Goodwill Industries of Northwest Ohio assists people with barriers to employment to achieve independence." Do not state "GWINWOH serves disabled people." That phrase is not acceptable. If the news media or a blogger contacts you about your business-related posting, please refer that person to the Marketing Department so the inquiry can be directed to the appropriate and authorized GWINWOH representative.

Be mindful of the content of your oral, written, and electronic communications with the individuals we serve, parents and providers of the individuals we serve, and referral sources. In particular, GWINWOH discourages "friending" (or the equivalent language) the above-referenced individuals on Facebook or any other type of social media. Without devoting the necessary thought and focus to them, online communications can be hurried, incomplete, unprofessional, and/or far too casual. As a result, those postings may lead to misperceptions, misunderstandings, violations of that individual's privacy and confidentiality rights, and potential conflicts of interest. If, for some reason, you choose to "friend" an individual we serve, understand that GWINWOH's various policies (including its "fraternization with individuals we serve" policy) will apply. Violations will be investigated and may result in disciplinary action, up to and including termination of employment.

While generally what you do on your own time is not GWINWOH's concern, anything you post will ultimately be your responsibility. Your personal online communications are individual interactions, not GWINWOH communications. If you choose to participate in a social media site, please exercise sound judgment and common sense.

You are encouraged to ask any questions you may have about this Social Media Policy and/or possible posting opportunities. Please contact GWINWOH's CFO,CMO or IT Manager.

Violations of Policy

GWINWOH will thoroughly investigate allegations and respond in accordance with agency policies. Violations of the social media policy may result in disciplinary action, up to and including termination of employment.

This policy is not intended to interfere with an employee's legally protected rights or to prohibit communications protected by law. Actual, perceived, or potential violations to this policy should be reported to the Human Resources department immediately.

This policy is not intended, or should not be interpreted, to discourage or interfere with employees' rights under NLRA.

MEDIA POLICY

To ensure the best appropriate promotion and protection of the agency's media interests, Goodwill employees must follow these guidelines:

- Any employees approached by media representatives must decline to comment.
- All media inquiries must be directed to the Chief Mission Officer. If the Chief Mission Officer is not available, all calls should be directed to the President. Following that, if the president is not available, calls should be directed to the Chief Financial Officer.
- No matter their level of involvement with any Goodwill function, employees must not comment on any situation, internal or external.
- Employees must remember that anything said to a media representative may potentially be published.
- Anonymous comments by employees are also restricted.
- In some instances, employees may be asked by the Chief Mission Officer or the President to participate in a news story. This is the ONLY instance in which it is acceptable to speak to the media.
- In the event that employees do communicate with the media, progressive disciplinary action up to and including termination will be taken according to Goodwill's disciplinary policy

COMPANY CREDIT CARD AND FUEL CARD USAGE

You have been granted the privilege of using a Goodwill Industries Northwest Ohio, Inc. fuel card. The fuel card is to be used for fuel for Goodwill equipment, Goodwill vehicles, or vehicles that are being used for Goodwill business travel only. **By signing this agreement, you acknowledge that you understand and will comply with all of the company guidelines, as listed below.**

- Fuel cards are to be used only for authorized company fuel purchases, not personal fuel purchases. Charging personal transactions to the card is not acceptable under any circumstance.
- Fuel Cards are only to be used to purchase regular or diesel fuel and not super or plus.
- R**eceipts must be turned in once a week to the supervisor, every Monday.** In all cases of misuse, Goodwill Industries Northwest Ohio, Inc. reserves the right to recover any monies from the cardholder.
- Fuel cards are only for fuel and may have restrictions on times, amounts, and how many fill ups per day.
- Employees are fully responsibility for the safekeeping of the card assigned to the vehicle or themselves
- Failure to follow any of the above listed terms and conditions or if found to have misused the card in any manner may result in:
  - Disciplinary action
  - Termination of employment, and/or criminal charges being filed with the appropriate authority
- Fuel and credit cards must be surrendered upon request or upon termination of employment for any reason.

RECORD RETENTION AND DESTRUCTION

Policy: It is the policy of GWINWO to retain records as required by law, funding sources, or by prudent business practices and to destroy them when appropriate. It is against policy for any employee or volunteer to knowingly alter, destroy, mutilate, conceal, cover up, falsify, or make a false entry in any record or document with the intent to impede, obstruct, or influence the investigation or proper administration of any matter within the jurisdiction of any law-enforcement agency of federal, state, or local government.

Procedure: If it comes to the attention of management that it is likely that a legal investigation will be performed, this policy requires any level of management to notify the Corporate Compliance Officer (CCO) immediately. The CCO will notify the President that destruction of any documents, in any media, will be immediately suspended and reviewed. Special care will be taken to ensure that documents in any media will not be destroyed if they will be useful for an investigation.

Documents existing in electronic form require special treatment. If there is a hard (paper) copy printed out and retained under the paper guidelines listed below, it is not necessary to retain the electronic copy. If there are only electronic records, the need to suspend destruction of them will be invoked if, and when, it comes to the attention of management that the records may become helpful to an important investigation. If this occurs, the I/T department will make every reasonable effort to obtain, retain, and protect any records that may become part of the investigation.

Voicemail is considered to be property of the organization and falls under similar rules for suspension of destruction. While it is up to the individual user to manage his or her voicemail by deleting unnecessary voicemail, if it becomes likely that voicemail has become necessary to an important investigation, the I/T department will be notified and directed to obtain and protect such voicemail.

All records of the Workforce Development Department, pertaining to participants, shall be held in archive for 7 years after the closure of the case. After this time, the information contained in the file shall be destroyed by means of shredding. In addition, any information containing a participant's name or information that could potentially identify a participant, that will not be filed, should be disposed of in a like manner.

Confidential Records: In the intake process, basic information will be recorded. This information is for professional use only and will be maintained at the Corporate Office. All consumer and employee records are considered confidential files and are maintained in secured areas.

Employees may have access to their own employee records for review. Before and employee can see their records they must submit a written request to the Director of Employee Engagement. If the request is approved, the employee with review their records; however, the request to access records may be denied if;

- Releasing information would cause harm to the employee, or
- If the information relates to another individual.

All medical records, if any, will be kept in a separate confidential file. GWINWO maintains this information in the strictest confidence and will use or disclose medical information about an employee without the employee first having singed a legally complain authorization form permitting such use or disclosure.

The following documents will be included in your Employee File:

- Application for Employment
- Release of Information
- Payroll Action Form
- Professional Development trainings, or general acknowledgments
- State and Federal Taxes

- Performance Appraisals
- Disciplinary Actions
- Job Development material
- Direct Deposit information
- Signed Job Description
- New Team Member Checklist
- Emergency Contact Sheet
- Race/Ethnicity Self-Identification
- Voluntary Self-Identification of Disability

You should notify your program facilitator if there is a change in:

- Your address or phone
- Your name or marital status
- Your number of dependents
- Emergency contacts
- Name of family doctor

OPEN DOOR POLICY

Purpose: The purpose of GWINWOH's Open Door is to create a culture where Team Members feel comfortable to openly communicate ideas and concerns to any level of management within the organization without repercussion. This policy is designed to enhance existing procedures relating to employee engagement, harassment/abuse and ethical violations reporting.

Scope: This policy applies to all staff at every classification level including Casual, Support, Service, Pro-Tech and Executive.

Policy: An Open Door Policy means that the doors to offices are open and employees should feel comfortable speaking with their supervisor about any question, concern or idea. In most cases, informally reporting a concern to immediate supervisors is the most direct and efficient way to resolve an issue. GWINWOH will support an employee who feels it is necessary to elevate their concerns to a higher level of management in this informal manner. However, if a satisfactory resolution is not reached at this level, an employee may bring forward their concern or complaint by means of following the GWINWOH's *Appeal/Grievance Procedure*. (Please refer to Section 9). Any employee who brings in good-faith, a concern or complaint to a supervisor is protected from any form of retaliation per GWINHOH's *No Reprisal Policy* and may also report any complaint or concern to the *Whistleblower Hotline* 419-255-0070 ext. 6102 as an alternative means of reporting.

EXECUTIVE EMPLOYEES

Executive employees are responsible for major management functions. The basic responsibility is to develop, coordinate, and implement the GWINWOH 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
Chief Financial Officer/CFO
Chief Mission Officer/CMO
Director of Mission Services
Director of Facilities and Safety
Director of Employee Engagement
Vice President of Donated Goods
Vice President of Contracts

PROFESSIONAL - TECHNICAL EMPLOYEES

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

- WORKFORCE DEVELOPMENT
  Job Coach Supervisor, Community Employment Specialist, Program Managers, Navigators

- FINANCIAL
  Finance Manager, Accountants, Finance Clerk(s)

- HUMAN RESOURCES/SAFETY
  Human Resources Manager, Safety Coordinator, Staff Development Coordinator/Human Resources Clerk

- CONTRACTS
  Account Managers, Department Managers
  Commercial Services Recruiter

- RETAIL
  District Managers, Transportation Manager, Store Managers
  Truck Drivers

- ADMINISTRATIVE
  Receptionist
  Executive Assistant

- TECHNOLOGY
  IT Specialist

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
IT Assistant

SUPPORT EMPLOYEES

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

Dock Workers, Donation Center Attendants,
Janitorial Workers, Cashiers, Processors, Utility Clerks, Donation Station Attendants, Runners, Contra-Tech Employees, Lawn Care Workers, Photographers, Listers, Shippers

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 (30) 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 (30) 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 30 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 30 hour per week for 6 weeks.

EMPLOYMENT ELIGIBILITY VERIFICATION POLICY

GWINWOH complies with all federal and state immigration laws and regulations and is committed to providing a workplace free from discrimination, including any discrimination based on national origin or citizenship status. This policy addresses GWINWOH's obligations to verify employment eligibility of all new hires and reverify such eligibility as required by law.

FORM I-9: SECTION ONE

All new employees must complete and sign Section One of federal Form I-9 at the time of hire. GWINWOH provides Form I-9 and reviews applicable form requirements with all new employee. If employees need assistance to complete Section One, they can have someone assist them. GWINWOH reviews Form I-9 Section One assistance requirements with all employees upon hire.
Employees who are under age 18 and don't have any documents to establish identity can have a parent or legal guardian complete Section One and write "Individual under age 18" in the space for employees' signature. Parents or legal guardians also must complete the preparer/translator certification portion of the form.

FORM I-9: SECTION TWO

Employees must provide documentation of identity and employment eligibility to GWINWOH to complete Form I-9 within three business days after their employment starts; employees who are hired to work for fewer than three business days must present

such documentation at the time of hire. GWINWOH only accepts identity and employment eligibility documents as listed on Form I-9 that appear to be genuine and relate to employees (see Form I-9 “Lists Of Acceptable Documents”).
While application receipts for identity and employment eligibility documents can be acceptable in certain circumstances, GWINWOH doesn't accept receipts from employees who are hired to work for fewer than three business days.
If employees fail to produce required documents or receipt for documents within three business days of the date employment begins, they are subject to termination.

FORM I-9: SECTION THREE

In Section Three of Form I-9 GWINWOH, reverifies work authorization of certain rehired employees and of employees whose authorization to work in the United States has expiration dates.
GWINWOH tracks expiration dates of employees' authorization to work in the United States, and employees are notified in advance of work authorization expiration dates that they must reverify their work authorization with GWINWOH before their current work authorization expires. To complete reverification, employees must give GWINWOH a document that shows continuing employment eligibility or one that is a new work authorization before their current work authorization expires; employees can present any document from List A or List C that is on Form I-9 “Lists of Acceptable Documents.” If employees can't provide GWINWOH proof of current employment authorization, they are subject to termination.

REHIRES

Employees who quit or are terminated from employment, including seasonal employment, must complete a new Form I-9 if they are rehired by GWINWOH more than three years after separation from employment.
GWINWOH reverifies employees' work authorization if employees are rehired within three years of their initial hire date and remain eligible to work in the United States through their original work authorization or a different work authorization. Rehired employees must complete a current version of Form I-9 if they originally completed an older version of the form.

NONDISCRIMINATION

GWINWOH makes every effort to ensure that it doesn't discriminate against employees, including any discrimination based on national origin or citizenship status. For more information, see the GWINWOH's EEO policy.
Employees should immediately contact Human Resources or the CEO about any violations of the GWINWOH’s policies or applicable laws relating to discrimination prohibitions. GWINWOH responds to and handles all discrimination complaints according to its EEO policy.

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 GWINWOH's consulting medical service, or a physician approved by GWINWOH 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 GWINWOH.

The purpose of this survey is to allow Workers Compensation to transfer a portion of rehabilitation costs if a condition existed before employment with GWINWOH. GWINWOH 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 GWINWOH.

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 GWINWOH. 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 GWINWOH. Please read the employee handbook thoroughly.

The orientation may include but is not limited to:

* Mission of GWINWOH, 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 excluding competitive wage adjustments.

AT WILL EMPLOYMENT

All employment and compensation with GWINWOH is "at will". Employment can be terminated with or without cause, and with or without notice, at any time, at the option of either GWINWOH 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 GWINWOH 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 GWINWOH, payment will be made on the last working day before the holiday.

TIME KEEPING AND TIMECARDS

All employees are paid at an hourly rate or a salary established at the time of hire.

Employees will be assigned a badge number for which they will use to punch in an out to start and end their work day and for lunches using the payroll system's time keeping application. Depending on position and location worked within the organization, employees will either have the option to punch in and out using a computer, tablet or a cell phone.

If an employee leaves the premises for any reason [other than GWINWOH business] before their scheduled quitting time, they are required to punch out and punch back in upon returning to work. Employees are responsible for verifying their timecards are correct and notifying their supervisors of any discrepancies such as missed punches. If needed, these corrections will be made to an employee's electronic timecard by their Supervisor or Executive Staff member in charge of the department. For payroll purposes, hours punched are rounded to four decimal places.

Electronic time cards need be approved by a supervisor before they can be processed for payroll.

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

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.

"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, GWINWOH may dock the employees pay for any absences of one or more full days due to illness or injury.

It is GWINWOH's policy to comply with salary basis requirements of the FLSA. Therefore, GWINWOH prohibits all company managers from making any improper deductions from salaries of exempt employees. GWINWOH wants employees to be aware of this policy and that GWINWOH 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 deductions 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 GWINWOH. 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

All employees are required to have their pay direct deposited into a saving or checking account of their choosing. Employees will be set up with an account and provided a paycard by GWINWOH if they do not have access to a bank account or in the event they elect to do so.

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 GWINWOH.

Questions regarding insurance and benefits may be directed to the Director of Facilities and Safety. 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.

All medical records, if any, will be kept in a separate confidential file. GWINWOH maintains this information in the strictest confidence and will not use or disclose medical information about an employee without the employee first having signed a legally complaint authorization form permitting such use or disclosure.

CUSTOMER RELATIONS

The success of GWINWOH depends upon the quality of the relationships between GWINWOH, our employees, our customers, our clients, our suppliers and the general public. Our customers' impression of GWINWOH 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 GWINWOH's ambassador. The more “goodwill” you promote, the more our customers will respect and appreciate you, GWINWOH and our products and services.

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

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 GWINWOH’s 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 Director of Facilities and Safety immediately so appropriate action can be taken to prevent potential loss and or unlawful entry.

PARKING

GWINWOH provides employees and clients with free parking at all its locations. GWINWOH assumes no responsibility for the vehicle or its contents.

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.

EXITING THE BUILDING

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

Any employee exiting any of the Goodwill buildings 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, GWINWOH recognizes individual taste, preference, custom, and comfort in clothing and appearance. However, it is expected by GWINWOH's management that all GWINWOH 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 appropriate fitting, **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 GWINWOH as a community agency providing professional employment services, and;

5. Is consistent with safety and health regulations, and;

6. Is clean, free from stains, rips, tears, holes and is neat 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 GWINWOH, 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: fishnets, 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, flip flops, sunglasses (unless prescribed in writing by physician).

VISITORS

It is the expectation of GWINWOH management that visitors or friends of employees will not interfere in normal workday 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.

TELEPHONE USE

Telephones at GWINWOH are for conducting GWINWOH 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. This includes texting. 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.

Employees are responsible for providing their own locks.

GWINWOH 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

GWINWOH 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 GWINWOH employees.

The personal packages, containers, etc. of any employee on the premises of GWINWOH may be inspected for purposes of determining ownership. In such cases where GWINWOH 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.

GWINWOH management also reserves the right to conduct investigations, and observe employees, as needed, to ensure that illegal activities are not conducted on GWINWOH 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 to your supervisor. Lost items may be picked up there if an employee can make proper identification. Although GWINWOH management makes great effort to reduce theft and provide a secure working environment, GWINWOH cannot be responsible for items lost or stolen.

EMPLOYEE ENGAGEMENT

GWINWOH promotes employee feedback and engagement through the efforts and use of numerous mechanisms. Some of these mechanisms include but are not limited to:

Town Hall Meetings - These meetings will be held routinely at each Goodwill location and will involve leadership staff. Topics will vary depending on employee feedback and interest with open discussion encouraged.

Employee Newsletters - Newsletters and Informational Flyers will be regularly distributed to staff. These will include information pertaining to organizational direction, mission successes and upcoming events.

Employee Surveys - Occasionally employees will be asked to participate in organizational surveys to provide feedback.

Open Door Policy - Employee engagement and communication will be encourage through the practice of an open door policy.

Bulletin Boards and Website - Updating and posting on bulletin boards is a means of keeping everyone informed about new policies, changes, in procedures and special events.

CAREER ADVANCEMENT

Goodwill promotes internal job placement through the use of **Internal Job Tickets** and the updating of a **Current Job Opportunities Board.**

Internal Job Tickets are distributed each week whereby Mangers can list all open positions in their respective locations. The openings listed on the Internal Job Ticket are then used to update a Current Job Opportunities Board which is then distributed to all personnel on a weekly basis. Current Job Opportunities Boards include the type of open position, Part time or Full time status, location and contact information to apply.

All vacant Executive and Pro-tech positions will also be communicated to staff by means of an internal job posting at each location.

TRAVEL EXPENSE REIMBURSEMENT

POLICY:

The purpose of this policy is to establish procedures for authorizing travel and reimbursement of expenses for Goodwill Industries Northwest Ohio, Inc. ("Goodwill") employees attending conferences, training, meetings, and other official business.

Employees are eligible for reimbursement of reasonable expenses incurred while on Goodwill business. The President/CEO or department supervisor can authorize travel and reimbursement of all normal and necessary expenses incurred by employees.

While attending approved functions, the burden of responsibility for sound judgment in expending Goodwill funds rests on the attending employee. Excessive spending will not be covered by Goodwill.

Travel should always be arranged to serve the best interest of Goodwill. Associates should use the most direct route and the most economical transportation, taking into consideration travel time, absence from regular work schedule and other reasonable expenses incurred while on travel status. Travel reimbursement expenses must be submitted to and authorized by the appropriate Director with dated receipts attached, and must be completed following appropriate accounting procedures.

REIMBURSABLE EXPENSES

1) If reimbursement is through a grant or contract, mileage will be reimbursed at that grant or contract rate. All others will be reimbursed at .50 per mile.
2) When purchasing fuel while using a company vehicle, you must turn in a receipt with details of your destination(s).
3) Actual and reasonable meals, including reasonable tips (15% – 20%).
4) Toll charges, parking fees, ferry fees, bridge, road and tunnel fees.
5) Baggage transfer and handling, including reasonable tips.
6) Lodging.
7) Registration fees, if the purpose of the travel is attendance at conferences or official meetings.
8) Business services including but not limited to: facsimile, photocopying, and internet upgrades.
9) Ground Transportation, including reasonable tips (15% - 20%).
10) Travel insurance.

NON-REIMBURSABLE EXPENSES

1) Alcoholic beverages (these may not be included on any receipts).
2) Commuting between an employee's residence and assigned work location.
4) Late check-out and hotel room guaranteed charges.
5) Laundry or dry cleaning if on travel status less than seven consecutive days.
6) Parking tickets or other traffic fines.
7) Spouse/family/guest travel expense unless specific approval is provided.
8) Tobacco products.
9) Towing personal automobile.
10) Personal gift items.
11) Traveler's checks.

TRAVEL REIMBURSEMENT LIMITATIONS

Air Travel

Unless special accommodations need to be made, coach class or discounted class airfare shall be used in the interest of economy. Special airfare costs for disabled persons are reimbursed for the actual cost of airfare that is the most accessible to their needs. In the event that an associate voluntarily terminates employment within 30 days of the planned travel event, and has purchased non-refundable/non-transferable tickets, the associate will be expected to reimburse the company for the cost of the airline tickets.

Lodging Allowances

Each employee is to request the lowest available rate when making reservations. Certain hotels offer reduced rates during training sessions and conferences; therefore, associates should request these rates when making a reservation. Special lodging costs for disabled persons are reimbursed for the actual cost of the lodging that is the most accessible to their needs.

Spouses/Family/Guests

Any travel with a spouse, family, or guest must be pre-authorized by the employee's direct Supervisor or CEO. On the occasion that an employee's spouse, family, or guest is pre-authorized to travel with an employee, the spouse's, dependents, and/or guest's expenses are considered non-reimbursable. In addition, when traveling with a spouse, dependent or guest and lodging is required, an employee must provide written price comparisons showing no increase in lodging cost due to the additional party's lodging, or pay the difference in cost if applicable.

Personal Convenience

When travelers interrupt travel or deviate from the direct route for personal convenience or personal leave, they may be reimbursed only at the rate for uninterrupted travel by the most direct route. When travelers must use premium transportation, such as first class,

For health or other medical reasons, those reasons must be affirmed in a doctor's certificate indicating how long the medical condition is expected to last. If permanent or indefinite the doctor's certification is renewed and revalidated each year.

Rental Cars
A vehicle may be rented when renting would be more advantageous to the company than means of commercial transportation, such as a taxi or rideshare. Advance reservations should be made whenever possible and a compact or economy model requested.

Insurance for travelers
An employee who is traveling as a condition of the employment is considered to be performing service in the course of his/her employment at all times when on such a trip except when engaged in a deviation for a purely private or personal purpose. Eating, sleeping, and reasonable recreation are not regarded as deviations as long as those acts are reasonably necessary for living or incidental to living. Any accident or disease arising out of a hazard of these trips is regarded as arising out of employment.

Use of Personal Vehicle for Travel
If you use your personal vehicle for business travel Goodwill will reimburse .50 for every mile. The mileage form must be filled out and turned in to the payroll administrator monthly on the first payroll of following month. Mileage forms are available on our website www.goodwillnwohio.com at the top click Employee Corner, then click on employee forms, and find the mileage form.

Travel to/from your normal work location is not reimbursed. All travel during work hours, between work sites is considered business travel. Use of personal vehicle is allowed only when a company vehicle is unavailable. Any group event or several traveling to the same place will require carpooling. If you prefer to drive separately the miles will not be reimbursed.

EXPENSE REIMBURSEMENT PROCEDURE
Employees must keep track of reimbursable expenses and safeguard all receipts needed to support their claims for reimbursement. Receipts are required to be filed for all expenses when available, such as registration, hotel, and travel. In the event a receipt is lost, a facsimile receipt must be made which lists details of the charged expense; the employee's immediate supervisor or CEO must approve it before it is submitted to the payroll administrator.

CATASTROPHIC BUSINESS INTERRUPTION POLICY

An unforeseen catastrophic event is an internal or external disaster that one cannot prepare for. In the event that GWINWOH is mandated by a Third Party to shut down any location due to unforeseen catastrophic circumstances, employees at that job site may use accrued Paid Time Off (PTO) to replace the scheduled working hours they have missed. If the employee chooses not to use PTO does not have adequate time accrued, the absence will be unpaid.

In the event that GWINWOH chooses to shut down or adjust working hours of an individual(s) due to lack of business, employees may not use accrued PTO. Any deviation of work schedules, whether mandated by a Third Party or by choice of GWINWOH, will not count as an occurrence against any affected employee.

If the location is open, all employees are to work their scheduled shift. Any deviation from the posted schedule will result in an occurrence (see attendance policy).

If an employee lives in another county that is under a level 3 (however, where they are employed is not); they will not receive an occurrence for missing work as long as that county remains under a level 3. However, if and when that level 3 is lifted, they are expected to report to work.

The decision to close a location due to bad weather is strictly limited to the CEO/President of GWINWOH.

Goodwill Industries of Northwest Ohio, Inc. is a workplace culture whereby in-person workdays is considered the norm. There are positions within the organization whereby remote workplace access is an option in extreme cases. These extreme cases may include Catastrophic Business Interruptions or extenuating personal emergencies/illnesses. In such cases, approval is necessary to access remote work privileges. Approval must be based on qualifying events. If remote access does not qualify, employees may have the option of using accrued PTO depending on the event.

PERFORMANCE APPRAISAL REVIEW PROCEDURES

Goodwill Industries of NW Ohio is committed to delivering formal job performance feedback to all of our employees in order to review the role and expectations, provide encouragement, and offer development opportunities. As such, performance reviews will be completed at least annually for all Goodwill employees. Informal job performance feedback will be provided by the employee's supervisor on an ongoing, ad hoc basis.

The formal performance reviews will be completed by the employee's supervisor on the anniversary date of the employee's pay rate change. Typically, this date will be the actual date of hire, but may also be the last date of a promotion, demotion, transfer, job change, or other position adjustment. Following are the procedures involved in implementing the Performance Appraisal process:

1. To ensure new employees understand the scope and role of their position, each employee will be provided with the position's Job Description and Performance Appraisal document upon hire. The employee is expected to review this document at that time and acknowledge receipt of this document by signing and dating the form.
2. The Job Description and Performance Appraisal documents will, at a minimum, include:
    - i) Job Description
        - (1) Summary of Goodwill's Mission
        - (2) Summary of Primary Purpose of the position
        - (3) Specification of the Essential, Regular and/or Occasional Duties and Responsibilities of the position
        - (4) Job Qualifications, Skills and/or Experience
    - ii) Performance Appraisal
        - (1) Listing of specific job duties and expectations to be rated on.
            - (a) Explanation of performance rating and scale
            - (b) Comment section for reviewer which is to include opportunities for development.
        - (2) General job performance measures

(3) Explanation of performance rating and scale
  (a) Comment section for reviewer which is to include opportunities for development.
(4) Performance Goals
  (a) Employee goals established by the supervisor
    (i) Will be specific, measureable, achievable, relevant and time-based
    (ii) minimum of 3 goals will be established in order of priority
  (b) Whether employee met prior year's goals
(5) Comment section for employee
(6) Overall performance score
(7) Signature and date lines for supervisor and employee

3. The Director of each department will review and revise all Job Description and Performance Review Appraisal forms for all positions under their direction annually. The HR department will distribute the forms to the Directors and other executives.
4. The HR department is responsible for determining which employees are due for a review each month.
5. Review notice forms will be prepared and distributed by the HR department to supervisors along with Job Description/Performance Review forms to be completed each month. A copy of an employee's prior year review, if available, will also be provided to the supervisor at this time. Review notices will indicate the date the employee review is due and whether or not a wage increase may be applicable.
6. The supervisor will then complete the Job Description/Performance Appraisal, meet with the employee and review the form with the employee. The employee is highly encouraged to discuss the review with their supervisor and to provide both verbal and written feedback to their supervisor. Opportunities for employee performance improvement and development will also be part of this discussion.
7. If the employee disagrees with their supervisor's review of their job performance, the employee will be encouraged to follow the Goodwill Appeal/Grievance Procedure as outlined in Section 9 of the Employee Handbook.
8. Once the Performance Review discussion is completed, the supervisor and employee must sign and date the form. The supervisor will send the completed and signed form to the HR department. The HR department will file the completed review in the employee's Personnel file.

CREDENTIAL VERIFICATION POLICY

Policy:

It the policy of Goodwill Industries of NW Ohio to verify the credentials of those individuals employed in positions requiring a bachelor's degree or higher. Conditions of employment will be contingent upon the verification of credentials.

Procedure:

Department directors are responsible for obtaining academic credentials from the primary source for applicable individuals and for verifying that such credentials meet the requirements for the position. Directors are also responsible for verification that credentials are issued by an accredited institution. Credential verification records shall be forwarded to the human resources department where they can be obtained in the employee's personal file.

If transcripts have not been provided, or verification of academic credentials have not occurred prior to effective date of employment, employees must provide verification or transcripts and supervisors must personally verify with primary source of credentials within 30 days of effective date of employment. Failure to provide, falsification or misrepresentation of credentials shall be grounds for immediate termination of employment.

PRE-EMPLOYMENT BACKGROUND CHECK AND FITNESS FOR DUTY

Policy:

Applies to: All Executive, Pro-tech, Service/Support and Casual
All offers of employment to candidates are contingent based on the completion of a criminal background check and social security number search among other contingencies determining employment eligibility. A criminal background check will consist of a social security number search and a criminal conviction search per county. Goodwill assumes full cost of these activities.

Procedures:

1. The hiring supervisor forwards the application for employment and the completed background check release form to the Human Resources Department before any offer of employment has been made.
2. Human Resources will review the results of the background check and determine if an individual is hirable. These results will be communicated with the hiring supervisor**.(No offer off employment is to be made until complete results of a background check are received and assessed**.) If it is determined that a candidate has falsified the application, resume, background check release form or misrepresented themselves during the interviewing process Goodwill may terminate the employment of an individual immediately. Credit, driving, civil, education and other types of background checks may be performed if applicable for the position.
3. Criminal convictions will not necessarily disqualify an individual from employment with Goodwill. The decision to hire the applicant who has disclosed a criminal conviction is at the discretion of the hiring supervisor after approval from Human Resources. The hiring supervisor must notify the Human Resources Department of any action to be taken regarding the applicant. At this time, the President is to be made aware of any course of action pertaining to the employment of the prospective employee. The President reserves the right to override any decision related to hiring.
4. The criminal background check must be completed and reviewed before the prospective employee can begin working.
5. If appropriate, credential checks may be done in addition of criminal checks.
6. FBI background checks requiring fingerprinting will be ran for those applicable position covered under a federal contracts such as an ***AbilityOne*** position.
7. An FCRA will be sent by mail to an applicant who was not hired based on unfavorable results of a background check.
8. Class A CDL Drivers must have a current and certified Medical Card releasing the employee as being fit for duty to commence with their job duties as truck driver. Medical Cards must be recertified before expiration before a driver is allowed to return to normal job duties. Costs related for the recertification of CDL medical cars are the financial responsibility of the employee.
9. Goodwill Industries will run background checks every 5 years on our staff that work with vulnerable populations and may run a new background check on an existing employee if the organization has reasonable cause to do so. New background checks may also be required to run on existing employees as the result of new job responsibilities taken on by the employee, requirements of a new contract, and/or the request by a client for whom Goodwill workers are performing contracted services for.

OFFICE OF INSPECTOR GENERAL'S EXCLUSION LIST

Policy:

As Goodwill Industries receives federal funding for specifics programs , background verifications will be run for all employee who directly relate or support any federally funded programs to ensure they are permissible to continue with their job functions with the organization.

Procedures:

1. Human Resources will run a "Data Base Search" through the Office of Inspector General website at the time of hire and annually at the 1st of the year for any applicant or employee will directly work in federally funded program or perform support functions for any federally funded program.
2. If an applicant or employee is found to have adverse background information such a defaulted loans or fraudulent conviction and is found to be on the exclusion list, this information will be shared with senior leadership and the CCO and proper remedial actions will be taken accordingly including relieving the individual their job duties.

ABSENCE REPORTING

When an employee will not be present for their scheduled shift for any reason, the employee must notify the manager on duty **before** their scheduled shift if they are going to be late or calling off for the day. If leaving work early, the employee must notify the manager on duty as well before departing from work. Any deviances will be considered an ***"improper call-in***".

If an employee fails to notify the manager **before** the start of their shift if they all calling in late or off for the day, this will be considered a ***"no call no show***" as well as an ***"improper call-in***".

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.

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 for two (2) or less 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. Employees must also submit a request for a ”Personal Leave of Absence” or FMLA for any time off amounting to more than 2 days**.** Refer to Section 6 pages 7 and 8

If GWINWOH management has reason to believe that the absence due to illness or any other personal reason 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 six (6) month period. Occurrences are defined as any unexcused absences from working. The supervisor for any employee who exceeds the acceptable number of occurrences in any six (6) month period will take appropriate corrective action up to and including termination. Each additional occurrence may result in further disciplinary action if the last occurrence can be grouped with other previous occurrences in a six month span totaling 4 or more occurrences. Supervisors may issue disciplinary action by contacting the employee by phone and leaving a message if necessary. If a good faith effort has been taken to contact the employee via phone call or text messaging, progressive disciplinary action will stand even if the supervisor was not able to leave a message for an employee who does not answer their phone, does not have a voice mail set up to receive the message and or does not have texting capabilities on their phones.

Any absence, tardiness or leaving early amounting to less than half a scheduled shift counts as one-half (½) 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 will not be honored and occurrences will be issued. If a Doctor’s appointment slip is used to

excuse time missed due to an appointment, occurrences will be issued for excessive time taken off over reasonable visit and travel time to and from appointment.

Employees will be allotted on their date of hire a maximum of five (5) days to be excused with a Doctor's excuse with the five allotted days renewing on their anniversary date. **Approved** "Personal Requests of Leave" or absences covered by FMLA will not be counted as occurrences or count against the five (5) allotted excusable days. Unused allotted days will not carry over.

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 PTO, 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 jury duty pay will be deducted from the employee's regular hourly or salary computed pay paid by GWINWOH. Such employees are expected to be at work on days or partial days when not on active jury duty. Payment variance from GWINWOH for jury duty time shall not exceed five (5) 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 Employee Engagement. The Director of Employee Engagement 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, PTO, holidays, 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 for which PTO may used upon approval. In extreme situations, unpaid personal time may also be approved.

WHAT IS WORKERS' COMPENSATION?

If you are a GWINWOH employee unable to work because of a job injury, GWINWOH, 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 GWINWOH. 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 a work related 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.

GWINWOH, 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 Time Off (PTO) must be used for an employee's own serious medical condition or for the caretaking of a family member as defined by the leave act in accordance with the PTO policy in Section 11. PTO stops accruing after one week the leave begins. After PTO is exhausted, all remaining FMLA leave 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 GWINWOH.

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.

GWINWOH, 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. 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.

In the event an employee who carries any healthcare coverage is granted FMLA and does not have enough accrued PTO time to cover their employee’s portion of the premium through the duration of the leave, arrangements will be made, whereby, the employee will be required to pay their portion of monthly premium by means of cash payment or personal check at the first of each month. If the employee fails to do so and payment goes into the arrears one month’s payment, Goodwill will exercise their right to transfer the covered employee and any covered dependents onto COBRA coverage.

* 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 application and 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 Director of Employee Engagement. 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.

Accrued PTO must be used for an employee's own serious medical condition and for the caretaking of a family member as defined by the leave act in accordance with the Sick Leave policy in Section 11. PTO will stop accruing after one week the leave begins. After PTO is exhausted, all remaining Personal Leave will be unpaid.

Being granted a leave of absence does not assure you the right to return to work for GWINWOH 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 fall behind more than one month's premium, the health benefits will be cancelled and the employee will have the right to elect COBRA. 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 2 of 5.)

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 GWINWOH 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 GWINWOH when released to work.

In the event an employee who carries any healthcare coverage is granted Personal Leave Of Absence and does not have enough accrued PTO time to cover their employee's portion of the premium through the duration of the leave, arrangements will be made, whereby, the employee will be required to pay their portion of monthly premium by means of cash payment or personal check at the first of each month. If the employee fails to do so and goes into the arrears one month's payment, Goodwill will exercise their right to transfer the covered employee and any covered dependents onto COBRA coverage.

STANDARDS OF CONDUCT

When people work to achieve goals, some rules of conduct are needed to help everyone work together. At GWINWOH, 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 GWINWOH 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 GWINWOH. 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 not withstanding 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 GWINWOH efforts to operate successfully.

- Willful violation of security or safety rules or failure to observe safety rules or GWINWOH safety practices; failure to wear required safety equipment; tampering with GWINWOH 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.

- Negligence or any careless action which threatens the financial integrity of GWINWOH. Such actions may include, but are not limited to leaving the safe open, leaving money unattended and leaving premises unsecured.

- Being intoxicated or under the influence of controlled substance drugs while at work; failing a drug and alcohol screening test; 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 GWINWOH; 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.

- 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 and items intended to be discarded, from the premises without prior permission from management; unauthorized use of company or customer equipment or property for personal reasons; using company of customer equipment for profit.

Unacceptable Activities - Serious (Continued)

- 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 GWINWOH; alteration of company documents.

- Giving confidential or proprietary GWINWOH information to competitors or other organizations or to unauthorized GWINWOH employees; working for a competing business while a GWINWOH 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 or Vaping 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 GWINWOH.

- Interfering with any company investigation. This may include unplugging, destruction, altering or searching for surveillance equipment.

- “Stashing” company merchandise or other items considered to be trash, bale or salvage.

CAUSES FOR PROGRESSIVE DISCIPLINARY ACTION

Occurrences of any of the following activities, as well as violations of any GWINWOH 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, not withstanding 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.
  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.
  Cash handling mistakes
  Improper register procedures
  Any other infractions specific to a department's 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 form 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, offices, and sitting in cars in the parking lot.

CAUSES FOR PROGRESSIVE DISCIPLINARY ACTION (Continued)

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 or lateness to the supervisor and call in answering service ***before*** the start of a shift. Also considered a ***"No Call No Show"***.

- 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 GWINWOHs 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 Director of Employee Engagement as appropriate. Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner. Note that progressive disciplinary action for ***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. Also, ***second offenses*** may result in either suspension or immediate termination depending on severity as well.

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 and a copy will be given to the employee if requested.

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 if requested. 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 if requested.

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 GWINWOH 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 GWINWOH or yourself, except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by GWINWOH 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 GWINWOH. 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 NO CALL NO SHOWS

Any employee who fails to report to work and notify the Supervisor of his/her absence or lateness 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

GWINWOH 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 GWINWOH 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 direct deposited into an employee's bank account(s) or paycard account.

FORMER EMPLOYEES

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

REINSTATEMENT OF BENEFITS (BRIDGING)

In the event you return to work for GWINWOH, regardless of the length of your previous employment and length of time since you terminated your employment with GWINWOH, your benefits shall accrue as if you were a new/first-time GWINWOH 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 Director of Employee Engagement 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 GWINWOH within five days of receiving the response from the department supervisor. After five calendar days, the appeal will not be accepted for consideration. The President of GWINWOH 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.

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.

EMPLOYEE BENEFITS

90 DAY LAG PERIOD

There is a 90 day waiting period for all regular employees to be eligible for benefits offered by Goodwill Industries.

GENERAL

Employment benefits vary according to your classification and the amount of time you work on a weekly basis. 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:

PAID TIME OFF (PTO)

Goodwill offers PTO. See Section 11 for details.

MEDICAL INSURANCE PLAN The following insurance plans are available to all regular employees scheduled a minimum of 30 hours per week. Details can be obtained from the Director of Facilities and Safety. Open enrollment is held in October of each year.

HEALTH CARE PLAN Single, Spousal, child(ren) 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 GWINWO offers a voluntary vision plan for all regular full time and part time employees.

Single, spousal, child(ren) and family coverage can be purchased at incremental costs.

DENTAL A traditional 100% preventative, 80% basic and 50% major dental plan is offered to Goodwill employees.

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.

Single, Spousal, child(ren) and Family coverage can be purchased at incremental costs.

See the Director of Facilities and Safety for details.

BASICARE PLUS Telemedicine with $0 copays and discounted Rx.

VOLUNTARY SUPPLEMENTAL BENEFITS Short-Term, Disability, Cancer, Accident and additional Term Life insurance is available to employees. Ask the Human Resource Department for details.

TERM LIFE INSURANCE GWINWOH pays for term life insurance coverage for its regular full-time employees. Ask the Human Resources Department for details.

Ask 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.

Ask the 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 are eligible to participate in the plan at the time of hire. GWINWOH may make discretionary match for qualifying full time employees after one year of service.

See the Director of Facilities and Safety for details.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Promedica EAP offers employees and eligible household family members confidential and Professional short-term counseling and coaching for personal or work related concerns including stress, grief, alcohol problems, among many others.
These appointments can be held via telephone, in-person or video based on the employees preference.

DISCOUNTS AND CREDIT FOR STORE PURCHASES

- 25% discount - All regular full-time and part-time employees of Goodwill Industries of NW Ohio. Discounts are only offered to Northwest Ohio regional employees.
- 25% Discount - All job coaches after thirty days of service.
- 25% Discount - All volunteers & clients in Vocational Services programs within the facility.
- There are no employee discounts given on new goods.
- The Corporate Office must approve all store charges. Weekend purchases need to get pre-approval. The Corporate Office hours are Mon-Fri from 8:00am to 4:30pm. Colleen Olin (Finance Manager) ext. 3601, Amy Borton (Accountant) ext. 3602 or Nadine Eischen (Accounting Clerk) ext. 3603 must approve these charges. Please note on the charge slip who approved the charge. Voice mail messages left on the weekend do not qualify for approval.
- Employees must be here 60 days before they can charge.
- The final total of the charge must be at least $10 after sales tax is added.
- Employees are permitted to use their store charge only once in any two week pay period. The amount that is approved can only be used at the store for which it was approved. Employees may not charge at multiple stores in the same day.
- All charges will be divided for payment in the following ways with no exceptions.
  -Charges less than $20 will be deducted from one pay.
  -Charges between $20-$30 will be deducted from two pays.
  -Charges in excess of $30 will be deducted from three pays.
- The employee's name and amount of the charge is to be listed on the DSR. DSR and charge form are then to be emailed to the finance department.

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. Items that are "given" to employees or dropped off by others or that are being held for any reason are considered holds if they are in the building or on the GWINWOH premise which includes outside areas such as sidewalks, dumpsters or related areas. Any item that is on GWINWOH premises (both inside and outside) is considered GWINWOH property. Excluding "normal;" personal items – (i.e. coats, boots, etc.)

B. All production goes directly to the sales floor and/or the designated area for trash, bale or salvage.
Employees are permitted to shop in the stores where they are employed only on their days off. All shopping will take place on the sales floor. Items not for sale include trash, bale, salvage, unprocessed merchandise and/or intended donations coming into the stores or donation centers.

C. No special pricing.
Friends, relatives, and/or any other non-GWINWOH employee will not receive special pricing.

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. Due to the lack of access to incoming donations, production rooms and its activities, administrative staff (employees based out of headquarters on Madison Ave.) are able to shop as long as they are not specifically assigned to a particular store for that day. If you feel this policy is being abused, please call the corporate compliance line (419)255-0070 ext. 6102.

F. Who cannot purchase for you.

Any person that purchases any items for employees that are at work, or scheduled to work such as family, employees or friends is not permitted. The purchaser, and the purchasee will be dealt with in the same manner, and both will be terminated.

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.

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.

PAID TIME OFF (PTO)

PTO will start accruing incrementally each pay period after the completion of the 90 day benefits lag period. The amount of PTO accruals are defined in the Benefit Summaries and are based on Employee Classification, Tenure and Full-Time/Part-Time status. PTO policy will also be discussed in the new hire orientations

PTO can only be taken in 1 hour increments with a maximum of 10 consecutive business days allowed to be taken.

Employees must request PTO at least 2 weeks prior to the intended time off. It is strongly encouraged that employees seek approval for pending time off before making plans as PTO requests can be denied. PTO can be denied and/or blackout dates may apply due to conflicts of scheduling, department demands, projects, obligations, and staffing needs. Available PTO must be used and exhausted to replace time missed due to illnesses/injuries or for scheduled vacations.

Under special circumstances and upon approval, employees who have been employed for a minimum of 1 year may request and take un-accrued PTO putting them into a negative balance of no more than 40 hours in the 1st Quarter of the year for full time status employees and 20 hours for part time status employees. Upon termination of employment, the company will garnish wages to recoup any negative PTO deficits.

Upon separation of employment, up to 80 hours of unused PTO will be paid out providing the employee voluntarily terminates their employment and gives at least a 2 week written notice of resignation. No PTO will be paid out for involuntary terminations or to employees who fails to give a 2 week written notice.

Employees have the opportunity twice a year to buyout up to a total of either 20 or 40 hours of their accrued PTO in the calendar year depending on the employee's years of service. The PTO buyout will be added to a bi-weekly payroll check run. This supplemental income will be taxed accordingly and subject to all applicable tax requirements along with applicable Court Ordered Wage Garnishments and 403b percentage elected contributions. (This benefit may be discontinued at any time with or without notice)

Any unused PTO that is not cashed out at the end of the year will not carry over and will be forfeited.

PTO balances are indicated on pay stubs which can be view on the online portal.

PTO is also 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. .

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

In order to receive PTO in the case your own illness or for the caretaking of an immediate family member, you must notify your supervisor on each day of the absence [See Section VI - Absences]. A doctor's release (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 leave due to personal illness or the caretaking of a family member, it is the employee's responsibility to request PTO using payroll system's time keeping application in order to be paid.

PTO BUYOUT POLICY

Policy:

Employees have the opportunity twice a year to buy out up to a total of either 20 or 40 hours of their accrued PTO in the calendar year depending on the employee's years of service. The PTO buyout will be added to a bi-weekly payroll check run as defined in the "Procedure". This supplemental income will be taxed accordingly and subject to all applicable tax requirements along with applicable Court Ordered Wage Garnishments and 403b percentage elected contributions.

Procedure:

Employees must complete an Accrued PTO Buyout Form and turn into their immediate supervisor. The immediate supervisor will verify that the requested time is available by contacting the Human Resources Department. Requests must be made, verified and turned into Human Resources by the specified deadlines on the request forms for successful processing. Employees may request a buyout twice in the calendar year (1st payroll in June and 1st payroll in November) so as long as the total requested time is available and does not exceed 20 hours for those who have been employed up to 3 years and 40 hours for those who have been employed for a minimum of 4 years.

SAFETY POLICIES AND PROCEDURES

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

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

Employees can obtain their own personal copy of the Employee Safety Manual by contacting the Human Resources Department.

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 GWINWOH. 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 GWINWOH.

Please read the following statements and sign below to indicate receipt of your GWINWOH Employee Handbook.

* I have received and read a copy of the GWINWOH Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of GWINWOH at any time. I understand that this Handbook replaces all other previous Handbooks for GWINWOH as of January of 2025

* I further understand that my employment may be terminated “at will” either by myself or GWINWOH, 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 GWINWOH.

* 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 GWINWOH and must not be disseminated or used outside of GWINWOH. 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 GWINWOH's Substance Abuse 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 GWINWOH premises or performing GWINWOH business as defined in the Policy. I understand that violation of the Substance Abuse Workplace Policy is cause for disciplinary action up to and including termination.

* The Employee Handbook includes GWINWOH's Harassment and Abuse Policy. I am aware that GWINWOH strongly disapproves of and does not tolerate harassment or abuse of any kind. All employees must avoid offensive or inappropriate behavior at work and are responsible for assuring that the workplace is free from harassment or abuse at all times. I understand that violation of the Harassment and Abuse Policy is cause for disciplinary action up to and including termination.

* The Employee Handbook includes GWINWOH'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 GWINWOH'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.

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 GWINWOH Employee Handbook or that I can access a copy at my place of employment or by visiting the GWINWOH website ***www.goodwillnwohio.com*** where I can view the GWINWOH Employee Handbook online.

_____	_____
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.