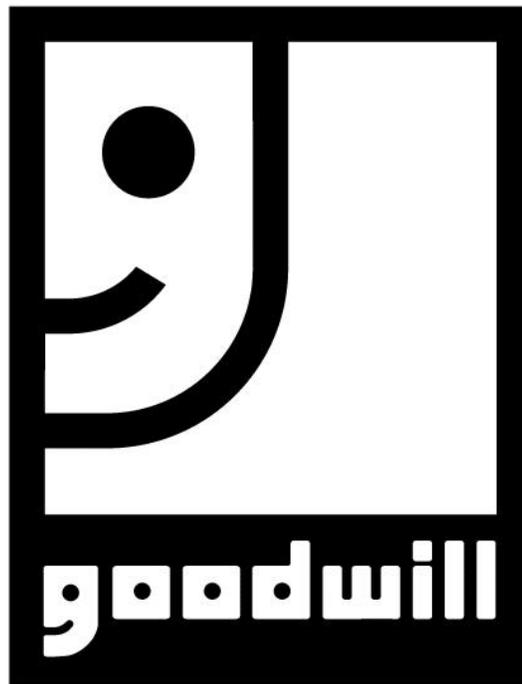


Employee Handbook

Version 15



Goodwill Industries Serving Southeast Nebraska, Inc.

2100 Judson St. - Lincoln, NE 68521 Phone (402) 438-2022 Fax (402) 438-2167

www.lincolngoodwill.org



WELCOME FROM THE CEO

Welcome to the Goodwill Family!

On behalf of your colleagues, I welcome you to Goodwill and wish you every success.

We believe that everyone contributes directly to Goodwill's growth and success. We hope that you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations Goodwill has of you and to outline some of the policies, programs, and benefits available to eligible individuals. All Goodwill personnel should familiarize themselves with the contents of the handbook as soon as possible, for it will answer many questions about employment and/or services with Goodwill.

We hope that your experience here will be challenging, enjoyable and rewarding. Again, welcome!

Sincerely,

Joanne Pickrel
Chief Executive Officer

MISSION STATEMENT

The Mission of Goodwill Industries Serving Southeast Nebraska, Inc. is willing workers employed and community resources maximized.

HISTORY OF GOODWILL

Goodwill Industries International, Inc., (“Goodwill International”) has a rich history dating back to 1902. At that time Edgar J. Helms, a Methodist minister, conceived the idea of collecting unwanted household goods and employing men and women who were poor to repair and refurbish the items for resale. Income from the resold goods paid workers’ wages. The system worked, and the Goodwill International method of self-help was born.

With Helms as the driving force, the Goodwill concept spread across the United States. Today Goodwill has approximately 185 member organizations in the United States and Canada, and 53 associate member organizations in 37 nations all over the world.

While the basic goals and revenue-generating activities of Goodwill have not changed greatly over the years, the types of people served have. Goodwill serves people who face a variety of barriers to employment, including physical or mental disabilities, illiteracy, homelessness, inadequate education, criminal backgrounds, veteran status, and welfare dependency. The ultimate goal is to place individuals in productive employment.

Goodwill in Lincoln was founded in 1932 by Miss Eleanor T. Miller. She traveled to Boston, Massachusetts, to study the Morgan Memorial Goodwill, founded by Edgar J. Helms and presented the idea of creating Goodwill as part of Lincoln’s social services programs in July of 1932 to the Community Chest (later to become United Way). A group of representatives from area churches supported the mission and completed the organization on August 23, 1932. Lincoln-Lancaster County Goodwill was formally incorporated on September 15, 1932.

As a Goodwill Industries International member, Goodwill in Lincoln provides a variety of training and employment opportunities to match willing workers with jobs so they can achieve their goals in the community.

Revenue for Goodwill comes from a variety of sources. The sale of donated goods remains the greatest source of funding for programs Goodwill provides. Other major sources for funding include service contracts, rehabilitation fees, government grants, public support, and salvage sales. Cash gifts and bequests are also accepted.

Since 1976, Lincoln Goodwill has contracted with the Federal Government to provide full custodial services to Lincoln’s Federal Building and parking garage. This service is currently managed by Goodwill Omaha Custodial Services.

The name of the agency was updated in 1993 to Goodwill Industries Serving Southeast Nebraska, Inc., to reflect clearly what territories the agency operates in. Goodwill now has several retail stores in operation, with locations in Lincoln and York.

Goodwill in Lincoln is accredited through CARF (Commission on Accreditation for Rehabilitation Facilities) and maintains an effective Retail Organizational Employment program which offers job employment and training programs to people with disabilities or other special needs including: Situational Assessment, Work Adjustment, Work Services and Community Employment Services. Goodwill was one of the first voluntary partners in the Workforce Development One-Stop and through programming called Job Connection, assists job seekers with resume writing, computer skills, and on-line job applications.

Today Goodwill is unique; of all the agencies in Lincoln, it is the only one that serves the broad spectrum of persons with disabilities or other special needs. Goodwill's business works, so people can!

1. CULTURE

1.1 CONDUCT

Goodwill Industries is committed to providing an employment environment that is safe and provides appropriate motivation to ensure a creative and productive work place.

Common sense should dictate that abusiveness is intolerable, whether physical or verbal. It is the policy of Goodwill Industries to provide an effective and acceptable means for individuals to bring problems and complaints concerning their welfare at work to the attention of management (see Grievance Policy). Physical or verbal abuse, psychological neglect, or exploitation will not be tolerated. Goodwill Industries prohibits all forms of physical and psychological abuse (including humiliating, frightening, or exploiting behavior, or corporal punishment). The fundamental principle is that everyone is here because they contribute meaningfully to our common task. Within the general guidelines of corporate and department policy, individual preference and eccentricities are an individual's own business. When one's conduct detracts from their contribution, or the contribution of another, or infringes on another's personal privacy or dignity, that conduct must be stopped.

Each of us is an individual deserving of dignity and respect. Those who do not accept that and govern their actions accordingly do not belong at Goodwill. If any form of misconduct is observed, it must be reported immediately to a supervisor, or Human Resources.

1.2 ETHICS

Goodwill is committed to the highest standards of ethical conduct in dealing with Goodwill customers, donors, employees, vendors and society in general.

It is expected that individuals make a personal commitment and effort to maintain the highest ethical standards. All employees are expected to conduct all Goodwill business in an ethical manner that is consistent with Goodwill standards of business conduct and ethics.

Employees of Goodwill are responsible for making all customers, donors, vendors and employees feel that the treatment they receive is friendly, courteous and a natural part of Goodwill's outstanding service. In our customer, donor, and the community's eyes, *employees are Goodwill*.

It is important that as an employee of Goodwill individuals conduct themselves professionally at all times when dealing with our customers, donors, vendors, and co-workers. Each person's actions reflect directly on Goodwill. Disciplinary action up to and including termination of employment may result if confidential matters are discussed inappropriately.

If a situation arises violating these ethics, report the employee to his/her supervisor or the Human Resource Department. Goodwill also has a confidential Corporate Compliance Hotline (402) 438-2022 ext. 126 for employees to report any situation considered a significant breach of ethics, such as a violation of a federal or state law or mishandling of Goodwill resources.

1.3 DIVERSITY STATEMENT

Goodwill Industries is committed to recognizing the dignity and worth of all individuals, regardless of economic status, and affirming the differences and similarities of race, color, national origin, culture, religion, gender, gender identity, age, sexual orientation, and mental and physical abilities.

1.4 EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Goodwill Industries will be based on merit, qualifications, and abilities. It is Goodwill's policy to hire the most qualified person for all positions. Goodwill Industries does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, gender identity, national origin, age, sexual orientation, disability, genetic information, or any other characteristic protected by law.

Goodwill Industries will comply with the Civil Rights Act of 1964 as amended, Presidential Executive Order #11246, the Federal Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Act of 1974, Americans with Disabilities Act of 1991, Americans with Disabilities Act Amendment, Department of Labor regulations, Genetic Information Nondiscrimination Act of 2008 (GINA), and all subsequent laws, orders, and regulations on the subject of Equal Employment Opportunity.

Goodwill Industries will make reasonable accommodations for qualified individuals with documented disabilities, and qualified veterans, unless doing so would result in an undue hardship. Requests should be submitted in writing to the Human Resources Department. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any individual with questions or concerns about any type of discrimination in the work place and how to proceed is encouraged to bring these issues to the attention of their immediate supervisor or Human Resources as soon as possible. Individuals may voice concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful retaliation or discrimination will be subject to disciplinary action, up to and including termination of employment.

In order to achieve the purpose of the policy the agency has designated a representative from the Human Resource Department as the Equal Employment Opportunity officer for Goodwill Industries. It will be their responsibility to be sure that both the requirements and the spirit of all laws and regulations on the subject of Equal Opportunity are carried out.

Each manager and/or supervisor, through his/her subordinates, shall be responsible to the Chief Executive Officer for the communication of this policy to all individuals under his/her jurisdiction and for the implementation of all programs under this policy in such a manner as to be sure that the employment and utilization of all individuals are in fact carried out without retaliation or discrimination of any type.

Human Resources has the responsibility for recommending modifications of programs or practices where needed, and will have the authority to accomplish necessary corrective action in the event those policies and practices are not fully implemented.

Retaliation or discrimination against any individual who may allege or formally complain about discrimination under this policy is prohibited.

1.5 EMPLOYEE RELATIONS

Goodwill employees ARE Goodwill. Goodwill culture prefers that employees and leadership communicate directly rather than through a third party. Goodwill personnel policies and programs are designed to meet the needs of employees, providing a positive environment where each employee enjoys maximum opportunity for open communication, conflict resolution, and job satisfaction.

Employees should feel free and are encouraged to express problems and suggestions directly to the leadership team, most effectively following the designated chain of command, so that all can understand each other better. The leadership team will listen and work to provide a healthy, safe, and productive workplace.

The National Labor Relations Act informs employees of their right to unionize. While this right is respected, management also believes in the right to choose not to unionize. Agency leaders do not believe a union is necessary at Goodwill nor do we believe it is in the employee's best interests, the best interests of the organization, or the best interests of Goodwill customers.

1.6 HARASSMENT POLICY & CONFLICT RESOLUTION

Goodwill Industries is committed to providing a safe and productive work environment that promotes dignity and respect for all individuals. This policy applies to any individual conducting business on Goodwill premises or on behalf of Goodwill, including employees, volunteers, customers, and visitors.

Discriminatory harassment includes verbal or physical behavior towards others which is offensive or abusive and is based upon another person's race, color, religion, gender, gender identity, disability, sexual orientation, national origin, age, marital status, or veteran status.

Sexual harassment has many different definitions and it is not the intent of this policy to limit the definition of sexual harassment but to provide as much guidance as possible concerning what activities constitute sexual harassment.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other similar verbal or physical contact of a sexual nature where:

- Submission to such conduct is either an explicit or implicit condition of employment;
- Submission or rejection is used as a basis for making an employment-related decision;
- The condition unreasonably interferes with an individual's work performance; or
- The conduct creates a hostile, intimidating or offensive work environment.
- Sexual harassment may be male to female, female to male, female to female or male to male.

Employees are encouraged to first discuss conflicts openly in a respectful and courteous manner. This allows for clarification of miscommunication and/or gives the other party an opportunity for self awareness and correction. All individuals are expected to promptly report incidents of harassment or conflict to their direct supervisor. If the supervisor is unavailable or the individual believes it would be inappropriate to contact the supervisor (such as in situations where the supervisor is responsible for the harassment), the individual should immediately follow the chain of command (i.e. Supervisor, Coordinator, Director, etc). Alternatively, the Human Resource Department and Corporate Compliance Hotline (402) 438-2022 ext. 126 are available to report harassment. Any supervisor or manager who becomes aware of possible harassment should promptly advise the Human Resource Department. Reports of harassment will be addressed in a timely and professional manner. It is against Goodwill's policy for anyone to retaliate against an employee who has reported discriminatory or sexual harassment.

When Goodwill receives a report of harassment, confidentiality will be maintained to the extent feasible, and information regarding alleged harassment will only be shared with those who need to know about it. Goodwill, however, cannot guarantee complete confidentiality, since it may not be able to conduct an effective investigation without revealing certain information to an alleged harasser or potential witnesses.

If after a reasonable investigation Goodwill concludes a supervisor or employee has engaged in impermissible harassment, the supervisor or employee shall be subject to appropriate disciplinary action, up to and including termination of employment.

Goodwill recognizes false accusations of sexual harassment can have serious consequences for innocent men and women, and we urge everyone covered by this policy to be mindful of these adverse consequences and to refrain from making irresponsible or groundless charges against fellow colleagues.

1.7 PERFORMANCE

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, encourage and recognize strengths, identify and correct weaknesses, and discuss positive, purposeful approaches for meeting goals. Meeting minimum expectations for attendance and production are a requirement for continued employment. Prompt and open discussion will help resolve difficulties, promoting a successful working relationship.

If complaints or disagreements concerning job duties, working conditions, or other problems associated with Goodwill Industries arise, an attempt should be made to resolve the issues with the supervisor. If the issues cannot be resolved with the supervisor, contact the Human Resource Department.

Discussions about work performance are between the employee and the supervisor and are no one else's business. While it is appropriate to seek task assistance from co-workers from time to time, it is unkind to burden co-workers with personal or performance issues that do not concern them. If an individual does not have anyone unrelated to the Agency to share with, they should consider going to Goodwill's employee assistance counselors (see item 3.1). If a co-worker tries to share their personal or performance related issues, employees should suggest such outside counseling to them.

1.8 DRUG-FREE WORK PLACE POLICY

It is Goodwill Industries' desire to provide a drug free, healthy, and safe work place. To promote this goal, everyone is required to report to work without being under the influence of illegal drugs or alcohol in order to perform their job in a satisfactory manner. The illegal aspect of certain substances as well as the long range affect on the body (more than 24-48 hours) brings into question the integrity of the individual and their ability to perform their job duties in a safe and responsible manner.

While on Goodwill Industries' premises and while conducting business activities related to Goodwill Industries, individuals may not use, possess, distribute, sell, or be under the influence of alcohol. Employees of Goodwill may not use, possess, distribute, sell, or be under the influence of illegal drugs or other intoxicants.

The intentional misuse or abuse of prescription and over-the-counter drugs is also prohibited. Prescription drugs are not prohibited, when taken according to a physician's prescription. Likewise, over-the-counter drugs are not prohibited if taken in standard dosage or according to physician's instructions. Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the employee, fellow employees or the public, it is the employee's responsibility to notify Goodwill so that reasonable safety precautions can be taken.

To help ensure a safe and healthy working environment, individuals will be required to provide bodily substance samples (such as urine and/or blood) to determine the use of illegal drugs or other intoxicants and/or alcohol. Samples will be collected for: (1) pre-employment testing (drug test), (2) Goodwill's random testing program (drug test), (3) testing when Goodwill has reasonable cause to believe an employee is under the influence of illegal drugs or alcohol (drug and alcohol), and (4) following a workplace injury that requires the medical treatment of a physician (drug and alcohol).

Violations of this policy may lead to discipline, including termination of employment, and may also have legal consequences. Any positive drug screen or the refusal to submit to a drug or alcohol test will result in the termination of employment. The employee shall also be referred to an Employee Assistance Program (EAP). The terminated employee may continue to use EAP services for 30 days. The terminated employee will be eligible to reapply 6 months following the termination date. Proof of enrollment and progress in a related treatment program is required to reapply. To be eligible for rehire, the employee must submit to and pay for a drug screen completed by an accredited collection/testing facility. A positive result will disqualify the employee from further consideration. A negative result does not guarantee rehire.

It is encouraged that questions or concerns about substance dependency or abuse, be directed to the Employee Assistance Program (see item 3.1). Individuals may also wish to discuss these matters with a supervisor or a representative of the Employment Services department to receive assistance or referrals to appropriate resources in the community.

Individuals with drug or alcohol problems that have not resulted in or are not the immediate subject of disciplinary action may request approval to take time off to participate in a rehabilitation or treatment program. Leave may be granted if the individual agrees to abstain from use of the problem substance; abide by all Goodwill Industries' policies, rules, and prohibitions relating to conduct in the work place; and if granting the leave will not cause Goodwill Industries any undue hardship. All leave policies must be followed.

Questions about this policy or questions regarding drug or alcohol use in the work place should be discussed with Human Resources or designee without fear of reprisal.

2. GENERAL INFORMATION

2.1 ORIENTATION

All newly hired personnel will go through an orientation and training program to become familiar with Goodwill Industries.

2.2 WORK HOURS

For those needing to contact the office, normal office hours are from 8 a.m. to 12:00 p.m. and 12:30 p.m. to 4:30 p.m., Monday through Friday excluding holidays. The telephone number is 438-2022.

The immediate supervisor or department director will determine hours of work including the scheduling of breaks and lunch periods, if applicable. Goodwill Industries reserves the right to adjust working hours to best meet the needs of the Agency. If this occurs, as much advance notice as possible will be given.

2.3 PAY DAYS

All individuals are paid biweekly on Friday. Pay information will be provided and include earnings for all work performed during the previous payroll period. In the event that a regularly scheduled payday falls on an agency holiday, pay will be received on the last day of work before the regularly scheduled payday.

Pay information will only be released to anyone other than the employee with written authorization. Remember also that the law requires deductions to be made from paychecks for federal and state withholding taxes, social security taxes, and for court ordered deductions. Additional deductions from pay may be voluntarily authorized in writing for contributions to benefit plans and other items for which eligibility is met. It is the employees' responsibility to review and be certain that all such deductions are correct.

Wages are deposited directly into bank accounts. An itemized statement of wages will be available when Goodwill Industries makes direct deposits into accounts. Goodwill Industries requires a two week written notice for changes in bank account information. Individuals will be charged the current stop payment fee for replacing lost paychecks where applicable. Contact the Human Resource Department for further information.

Earnings received from Goodwill Industries can affect benefit eligibility from other sources. Employees or personal representatives are responsible for monitoring earnings. Goodwill is not responsible for monitoring such earnings.

Final earnings will be direct deposited and information made available to the individual unless the terminating individual specifically requests other arrangements or has unreturned property, at which time the pay information will be held at 2100 Judson until such property is returned or deducted with authorization. Employees are encouraged to leave forwarding address information in order to receive their annual tax statement the following year.

2.4 PAY ADVANCES & DEDUCTIONS

Goodwill Industries does not provide pay advances.

Exempt and non-exempt employees are to be paid for all time worked for the business. Goodwill prohibits improper pay deductions from exempt employee's pay in accordance with 29 CFR Part 541.602 (a) and 541.603.d. Deductions may occur from exempt employee's pay for the following: absences in full day increments where PTO is not available; workplace misconduct which violates safety or agency policies such as sexual harassment, violence, drug or alcohol violations, or violations of State or Federal Laws in accordance with progressive discipline policies up to and including termination. In the event that an inadvertent or isolated improper deduction occurs, the Agency will reimburse the employee for the improper deduction and will make a good faith effort to ensure that the incident does not occur again in the future.

Any employee that believes an improper pay deduction has occurred should:

- Report the discrepancy immediately to Accounting.
- If the explanation is not satisfactory the situation can then be discussed with the Human Resource Department or the Chief Executive Officer.
- If the deduction is found to be an improper deduction reimbursement will be made no later than the following payroll.
- Further concerns should be reported to the Corporate Compliance Hotline at 438-2022 extension 126. Please leave a voicemail with as much detail as possible including dates, times, names, and contact information and the concern will be investigated by the Corporate Compliance Officer in a timely manner.

2.5 TIME KEEPING

Accurately recording time is the responsibility of each individual. An accurate record of time worked is required in order to calculate pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Individuals should record the beginning and ending work time, as well as the beginning and ending time of each meal period, departure from work for personal reasons, or any split shift. Altering, falsifying, or tampering of time records or recording time on another person's time record may result in disciplinary action, up to and including termination of employment. Personnel paid hourly should not be in their respective working areas prior to clocking in or after clocking out. Performing any work duties while not clocked in or waiting for a specific time to clock out is prohibited and subject to disciplinary action. The following procedures will be followed if a punch for an hourly employee is missed:

- A clock out for a break or lunch without clocking-in will result in one hour being recorded as the length of the break. (See also results for no end of shift clock out.)
- A clock in for a shift with no corresponding clock out at the end of the shift will result in the employee being paid for the 15 minutes following the clock in. Individuals will then be responsible for completing and submitting a Missed Punch Form; payment for these hours may not occur until the next payroll cycle.
- Individuals are solely responsible for recording and monitoring their own time, including checking for missed punches or other possible errors.
- A missed punch form must be completed and provided by the employee (in person) to the accounting department at 2100 Judson Street. Employees may mail in the form if they wish. However, there will be no guarantees regarding *if* and *when* the form will arrive.
- Providing documentation *is entirely each employee's responsibility and may not be done while on agency time.* Each missed punch must be documented separately. A final attendance warning may be implemented after the third missed punch.

When operating requirements or other needs cannot be met during regular working hours, individuals will be given the opportunity to indicate willingness for overtime work assignments. Overtime assignments will be distributed as equitably and as practical to everyone qualified to perform the required work. Overtime is paid at the rate of one and a half times the person's regular rate of pay. Overtime is based on actual hours worked. Time off for sick leave, vacation leave, or leave of absence will not be considered hours worked for the purpose of performing overtime calculations. All regular or overtime worked without receiving prior authorization from the supervisor may be subject to disciplinary action.

2.6 USE OF TELEPHONES

Because a large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times.

The placing of personal phone calls should be limited to absolutely necessary calls that cannot be made outside of working hours. Personal calls should be limited in duration and should be made away from the work area, if the work area is shared with others. Personal calls are best made during the time period in which individuals refresh themselves away from the work area. Telephone usage regulations also apply to personal cellular phones in the workplace.

Personal cell phone usage is to be limited to breaks and minimize disruption to job duties while at retail locations. Employees in the retail setting are to ensure personal cellular phones are powered off AND not on their person while on duty. Employees, while on break in designated employee break areas, may power on their phone to check messages or place phone calls. Violation of this policy is subject to disciplinary action. Additional regulations regarding use of telephones may be in effect at individual Goodwill work sites.

2.7 VISITORS IN THE WORK PLACE

To provide for the safety and security of everyone and the facilities at Goodwill Industries, visitors are allowed in authorized areas only if escorted by designated staff for specific reasons. Restricted areas include production areas, warehouse space, and personal offices. Restricting access to visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards everyone's welfare, and avoids potential distractions and disturbances. Employee's off the clock are considered visitors in the workplace and are not allowed in restricted areas unless they are on a designated unpaid lunch break or have supervisory authorization.

All visitors at the 2100 Judson location should register at the reception desk located in the front lobby. Authorized visitors will receive directions or be escorted to their destination. Everyone is responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on any Goodwill Industries' premises, immediately notify a supervisor, or if necessary, direct the individual to the Human Resource Department.

2.8 SMOKING

In keeping with the Lincoln City Ordinance as well as the Clean Air Act, it is Goodwill Industries' intent to provide a safe and healthy work environment. Restrictions include 10 feet from any doors, windows, and ventilation areas. Therefore, smoking (to include vapor cigarettes, smokeless tobacco, and similar products) is prohibited throughout the work place. Smoking on Goodwill property is also prohibited; smoking may only occur during clocked out, non-paid meal breaks off Goodwill property, such as on City right-of-ways, except where restrictions are posted by the City. Employees should refer to their supervisor at each work site for Goodwill Campus boundaries. This policy applies equally to all personnel, customers, and visitors. No smoking is permitted in Agency vehicles.

2.9 EMERGENCY CLOSING

Emergencies such as severe weather, fire, or power failure can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility or retail store. In the event that such an emergency occurs during nonworking hours, notification of the closing may be broadcast on TV channels KOLN/KGIN 10/11, KLKN 8, and KFOR (1240 AM) radio station. Supervisors will attempt to contact individuals by telephone to notify them of the closing.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. With supervisory approval, individuals may be assigned to another location or be allowed to use available paid leave time, such as unused vacation benefits. People who are in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, individuals who work will receive regular pay.

2.10 CONFIDENTIALITY

Any information concerning the business of Goodwill Industries, its program participants, suppliers, sub-contractors, dealers, employees or personnel associated with it is confidential. No one is to divulge internal information about Goodwill Industries to outsiders, including the media or government representatives, without approval from the Chief Executive Officer or designee. If approached by someone seeking confidential information, immediately consult a supervisor. If approached by media, Goodwill employees should respond with a referral to the Communications department to ensure we are providing accurate information versus stating "no comment." Failure to comply with this policy may result in disciplinary action, up to and including termination of employment. Select individuals may be asked to sign a "non-compete" document.

In addition, the inappropriate disclosure of disability, medical information, earnings, personal information, such as address or phone number, or other sensitive employee information is strictly forbidden.

2.11 PERSONNEL RECORDS

Personnel files must be kept current. Individuals are responsible for personally notifying their supervisor, the Human Resources Department, or Payroll immediately whenever there is a change in their personal status. These changes include: name, address, telephone number, marital status, number of dependents, person to notify in case of emergency, change in direct deposit information, insurance beneficiary, military status, and newly acquired education or skills. The best way to update a name, telephone number or address change is through the Greenshades online paystub system.

An individual's personnel record may be reviewed provided that an appointment is made in advance with the Human Resource staff, as a Human Resource representative must be present at the time of the file review. Contents of the personnel file may not be removed. Charges may apply for copies which may only be made by a Human Resources staff or designee. Time spent reviewing the personnel files will not be paid time.

In the case of a name change, a copy of a Social Security card showing the new name must be presented before the records are updated.

2.12 DRESS CODE

Individuals are expected to dress in good taste, safely and appropriately for the assigned job function. Cleanliness and proper undergarments are required at all work sites. Closed toed and closed heeled shoes must be worn in all production areas. Uniforms are expected to be worn in their entirety in designated areas. Goodwill respects individuality; however, fashion extremes and any clothing or personal/body adornments that may cause safety concerns or others to question professionalism should be avoided and may be required to be removed or covered up during working shifts.

Additional dress code requirements are the prerogative of the Department Director of the area(s) in which the employee works.

2.13 CONFLICT OF INTEREST

Goodwill Industries depends on its employees to devote their full attention and effort to the duties to which they have been assigned. Outside employment will not be considered an excuse for poor performance, absenteeism, tardiness, or refusal to work overtime. Under no circumstances may an individual work for a competitor of Goodwill, this includes self-employment through similar e-commerce sites. Employees may participate briefly and conditionally in E-bay auction postings, garage sales and consignment sales provided such activity is reported to their direct supervisor as follows: garage sales dates and times; site, seller ID, auctions/ consignment items to be sold, and duration of auction/offer.

Employees should assure that any outside activities or personal relationships do not present a conflict of interest or negative carryover to Goodwill which detracts from primary goals and objectives, cause job performance to deteriorate, or reflect in a negative way on Goodwill. If a potential conflict of interest (for example, directly supervising a relative or roommate, or competing independently against Goodwill for opportunities) arises, it must be brought to the attention of management. Depending on business needs, individuals may be required to transfer locations, change positions or be removed from the process.

Goodwill has a no solicitation policy meaning no business will be conducted or monies collected other than for openly understood agency business as approved by management (examples of prohibited solicitations: raffles, fundraisers, collection of money for co-worker gifts, etc.)

Noncompliance with the above may be grounds for termination.

2.14 PERSONAL BELONGINGS/SECURITY CHECKS

Personal belongings are not to be taken into the work area without expressed permission of the supervisor. Goodwill shall not be responsible for the loss or theft of personal belongings.

Goodwill reserves the right, in our discretion, to question, inspect and search any employees' packages, purse, backpack, lunch box, coat, etc., being brought into or taken from Goodwill property or work site. All desks, lockers, closets, and other areas on Goodwill premises or work sites, including personal vehicles in the parking lot are subject to search at any time, as are all files, computers, and other documents, property, or records related to Goodwill's business.

These procedures are necessary for the safety, health, and security of everyone here and the protection of our property and facilities.

2.15 COMPUTER POLICY

Any electronic media created or viewed on Agency technology is the property of Goodwill, and should be considered Agency information. The Agency reserves the right to access and monitor all files as deemed necessary and appropriate. Personal devices should be used only with supervisory approval and meet Agency security requirements such as a lockout code. The Agency encourages the use of Agency equipment only and reserves the right to search individual property used for Agency business in a reasonable time frame. Goodwill is not responsible for damage, loss or theft of personal devices.

Violations of Goodwill Industries' e-mail or Internet policies may be subject to disciplinary action up to and including discharge from employment.

2.16 SOCIAL MEDIA POLICY

With the increase in social media and technology around the world, every staff member has the responsibility to maintain and enhance the Agency's public image, and to use the Internet and social media sites, such as Facebook, in a responsible, productive manner. Personal use of the Internet and social media sites typically are not the agency's concern as long as they do not mention the Agency, give reasonable cause to identify the Agency, or interfere with the Agency's business negatively in any way. This policy is intended to clarify the Agency's expectations with regards to respecting individual's rights while protecting the Agency. Employees accessing the Internet must be aware that they may be representing the Agency off duty as well as on the clock and are expected to be mindful of adhering to this policy at all times. For example, comments posted on the Internet or social media on personal time may have a negative impact on the Agency as those reading may know where the individual works, even if the Agency is not specifically named. Information created on the Internet and/or social media may affect employment with Goodwill.

Specifically, (1) concerns should be reported and addressed through internal procedures following the chain of command and not posted on the internet or social media; (2) only those designated to speak on Goodwill's behalf may represent the agency's views publicly; (3) confidentiality must be maintained; and (4) technology usage should comply with all agency standards of ethics and policies and are not to violate or infringe upon the rights of others.

In addition, performance reviews are only to be done following the agency's review process and are prohibited on social media. Supervisors are encouraged to promote appropriate boundaries and discouraged from "friending" or similar relationships with subordinates. Employees are under no obligation to maintain such relationships with co-workers and are free to make the decision that works best for them regarding social media without fear of retaliation or upsetting co-workers. Failure to follow these procedures may result in discipline up to and including termination of employment.

2.17 DRIVER AUTHORIZATION AND RULES FOR AGENCY VEHICLE USE

Any person operating a Goodwill vehicle or qualifying for mileage reimbursement is required to read, sign, and maintain compliance with the Agency Driver Authorization form. They must also submit to a review of their driving record, meet all insurance requirements, and provide current proof of insurance coverage.

3. SAFETY

3.1 SAFETY INFORMATION

To assist in providing a safe and healthy work environment for everyone, including employees, customers and visitors, Goodwill Industries has established a workplace safety committee. Safety is a top priority for Goodwill Industries. The Safety Director has responsibility for implementing, administering, monitoring, and evaluating the safety procedures. Safety depends on the alertness and personal commitment of all personnel.

Goodwill Industries provides written information about work place safety and health issues through regular internal communication channels such as department meetings, bulletin board posting, memos, or other written communications. A safety committee consisting of the Safety Director and someone from each department, including management and labor staff, has been established according to rules developed by the State Commissioner of Labor. The purpose of the committee is to assist in these activities and to facilitate effective communication between individuals and management about work place safety and health issues. Any individual interested in joining the safety committee should contact their supervisor or the Human Resource department.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the work place are encouraged to discuss them with their supervisor, or with another supervisor or manager, or bring them to the attention of a member of the safety committee. Reports and concerns about work place safety issues may be made anonymously if the individual wishes. All reports can be made without fear of retaliation.

Everyone is expected to obey safety rules and to exercise caution in all work activities. Any unsafe conditions must be immediately reported to the appropriate supervisor. Individuals who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or where appropriate remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

Individuals are responsible for reporting all accidents and injuries, regardless of how slight they may seem at the time, to a supervisor **IMMEDIATELY**. An Incident Report with a Doctor of Choice form must be completed before seeking medical attention or as soon as practical after the injury. The Safety Director will review the report and a "REPORT OF OCCUPATIONAL INJURY" will be communicated to insurance as applicable. Such reports are necessary to comply with laws.

Work-related incidents requiring medical attention are subject to mandatory drug or alcohol testing and may require a visit to the Employee Assistance Program (see item 3.1). For workplace injuries, Goodwill may be able to

accommodate restricted duties for a limited period of time on a case by case basis. If you have further questions about this policy, contact the Safety Director.

4. FRINGE BENEFITS

At the time of orientation, eligible new hires shall receive a handout describing applicable benefits and eligibility requirements. Near the 90th day of successful employment Human Resources will offer to meet with individuals to discuss benefits for which enrollment is required. Enrollment or waiver forms may be required to be completed as necessary. Other benefits may be available after completing the necessary waiting periods specified on the benefits handout. Distribution of this handout should in no way be construed as a contract of employment and does not affect the "at will" condition of employment for the employee or Goodwill Industries. Benefits may be modified at any time by Goodwill Industries with or without notice.

4.1 ASSISTANCE PROGRAM

Goodwill Industries offers an Employee Assistance Program (EAP) to all individuals. The program is administered through Continuum EAP, 1135 M St. Suite 400, Lincoln, NE. The phone number is 402-476-0186 or 800-755-7636. The EAP can help find solutions to personal, legal and work-related problems as well as support individual wellness goals such as weight loss, smoking cessation, or living a healthier lifestyle. Counseling is available free of charge to all individuals and family members residing in the same household as the individual and is strictly confidential. Eligibility for this benefit occurs upon hire.

4.2 DISCOUNT AND SHOPPING

After being employed for thirty (30) days, employees are eligible for a 20% discount on purchases of regularly priced merchandise. The discount applies to employees only. Purchasing items from Goodwill Industries retail stores and shopgoodwill.com within the guidelines is encouraged. Retailing is done at retail locations only with limited retailing such as shopgoodwill.com, commercial rag sales, donation fees, and uniform purchases occurring at 2100 Judson.

Purchases are not to be made from the retail store in which individuals working retail production log hours for the day. Items may be purchased from the stores after the item has been in the store and available to the general public for a minimum of three hours. Shopping is not permitted during paid or unpaid breaks in order to insure that individuals are able to refresh themselves away from the work area. Back room shopping, setting aside items, under pricing items, and other similar practices violating Goodwill's ethical standards are considered theft and are strictly prohibited. If an item is not priced, a supervisor or pricer must price it. At no time may individuals price or check out their own purchases or purchases of family members. Purchasing of items for resale is prohibited. The store logbook must be signed for each employee purchase transaction whether or not the employee discount is used. Employees are responsible for telling the cashier they are an employee before the transaction begins.

Employees may bid on shopgoodwill items posted on the auction. Items must be posted a second time and employees must wait three (3) hours before utilizing the "Buy Now" option. An item may be purchased if it does not sell on the auction by meeting its reserve price. Accepted forms of payment are credit card through the website or cash or check at 2100 Judson. Sales tax will apply but shipping and handling of the item will be waived for employees if the item is picked up at 2100 Judson. Employee discounts will not apply towards shopgoodwill.com items.

5. PROMOTIONS AND TRANSFERS

5.1 PROMOTIONS AND TRANSFERS

Goodwill Industries believes in upward mobility and promoting from within the agency whenever possible. Our goal is to fill job vacancies and new positions with the most qualified individual. We encourage the promotion of individuals currently employed by Goodwill whenever possible. Management is consistently reviewing the workforce for succession planning and promotion of talent. Promotion to a higher level of responsibility is possible through diligent work and attainment of specific production and efficiency goals. By knowing the mission and targeting their efforts toward established work standards, individuals can progress on a rewarding and stimulating career path with Goodwill. The immediate supervisor is the best place to start these conversations.

6. LEAVE

6.1 ABSENCE FROM WORK

Regardless of the reason for absence or tardiness, employees must notify Goodwill Industries in advance for each day of absence or tardiness. If the individual is unable to call in, they are responsible for having someone call in for them, passing on information for where the employee may be reached for additional questions. Employees must always call in before the time they are scheduled to be at work. The specific reason for absence or tardiness is to be reported to the immediate supervisor. If the immediate supervisor is unavailable, then the proper chain of command is to be followed (supervisor, coordinator, director, HR.) The supervisor must be informed of the expected return to work. Leaving a message or excessive absenteeism and/or tardiness could result in disciplinary action, up to and including termination. Goodwill reserves the right to request a physician's written statement and/or release to return to work. Transportation to and from work is the responsibility of each individual.

Failure to report may be considered voluntary resignation. For terminations other than providing appropriate notice and/or involving theft or other situations classified as serious by at least three members of the executive team, Goodwill will pay the lesser of the current wage or minimum wage for any hours worked but not yet paid, including any vacation balance, if applicable. Eligible individuals must use paid time before unpaid time.

Ending employment under a "No Call, No Show" action or under activities other than appropriate notice to the supervisor is considered a Voluntary Resignation and individuals will be paid the lesser of minimum wage or the regular wage for all hours worked and to be paid at the next regular pay period. Upon submitting resignation notice, employees are expected to work out a final schedule with their supervisor and are considered under a Final Warning for attendance. Goodwill reserves the right to accept resignations immediately.

Individuals may face a situation where they are unable to return to work for a period of time due to personal reasons. Goodwill will accommodate restrictions and absences on a case by case basis as determined by executive staff and being consistent with Goodwill practices. Individuals in retail settings must be able to lift a minimum of 25 pounds. Other departments may have individual requirements. Individuals not covered by the Family Medical Leave Act must have been employed longer than the time they are requesting off and have a return to work date within approximately six (6) weeks. Situations passing the six (6) week mark will be evaluated on a case by case basis. Anyone unable to return to work due to these circumstances will be encouraged to reapply for employment when they are ready and able to return to work. Individuals in academy MUST complete the training in its entirety in order to maintain employment.

6.2 JURY DUTY

If an individual is called for jury duty, they will be paid the difference between jury duty pay and regular pay upon request. A copy of the subpoena, jury certificate, or court order must be provided before leave is granted, and again upon return to work. Receipts or other records provided by the court showing the amount received as juror's fees, travel expense, or any other compensation provided by the court must also be furnished.

6.3 BEREAVEMENT LEAVE

A maximum of three days of paid bereavement leave due to the death of an immediate family member will be provided to individuals who regularly work at least thirty (30) hours a week. These three days are to be taken consecutively within a reasonable time of the day of the death or day of the funeral and may not be split or postponed. If additional time is needed due to travel outside the local area, the employee may request an extension of this leave using available leave banks or without additional pay. The supervisor should be notified immediately. Bereavement pay calculation is based on the normal base pay rate at the time of absence and will not include any special forms of compensation. Proof of death and relationship to the deceased may be required.

Approval of bereavement leave will occur in the absence of usual operating requirements. With supervisor's approval, available paid leave for additional time off may be used as necessary. For the purpose of bereavement leave, Goodwill Industries defines "immediate family" as spouse, parent, child, sibling, grandparent, or grandchildren; spouse's parent, child, sibling, grandparent or grandchildren; or child's spouse. Special consideration may also be given to any other person whose association was known to be similar to any of the above relationships.

6.4 MEDICAL/FAMILY LEAVE

Goodwill Industries in accordance with federal legislation will comply with the Family Medical Leave Act of 1993 and all amendments. The act provides for leave on absences regarding covered health issues as well as covered military service member situations. See the final page for specific information.

To be eligible, the individual must meet requirements as explained below and have submitted all required information within applicable deadlines. Contact the Human Resource Department for further details. If an individual fails to return to work or to contact Goodwill no later than the next business day following the expiration of any FMLA leave of absence their employment will be considered voluntary resignation. All applicable paid time must be used before unpaid time.

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

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

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

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

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

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



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

