

7.14 Code of Ethics

Policy

It is the policy of Licking/Knox Goodwill Industries, Inc. to adhere to a comprehensive code of professional ethics in all aspects of its operations, including, but not limited to: marketing, business dealings, service delivery, human resources and professional responsibilities.

Procedure:

All employees of Licking/Knox Goodwill Industries, Inc. are expected to honor the following statements and standards of personal responsibility and practice them as part of their employment:

- Conduct themselves in a manner that upholds the integrity of Licking/Knox Goodwill Industries and merits the trust and support of the public.
- Adhere to and abide by all applicable laws and regulations to protect and/or enhance Licking/Knox Goodwill's ability to accomplish its mission.
- Practice non-discrimination and advocate for the removal of any form of harassment or discrimination based on age, race, religion, socio-economic factors, color, disability, marital status, spiritual belief, sex, national origin, ancestry, military status, pregnancy, sexual orientation, or any other basis prohibited by law.
- Advocate for and ensure that the rights of persons served are protected.
- Be a responsible steward of Licking/Knox Goodwill Industries resources.
- Take no actions that could benefit themselves personally at the unwarranted expense of Licking/Knox Goodwill Industries; avoiding even the appearance of a conflict of interest.
- Respect the privacy of all individuals, hold in confidence information obtained in the course of professional service and abide by all Licking/Knox Goodwill Industries policies related to confidentiality.
- Respect the rights and views of colleagues and treat them with fairness and courtesy.
- Abide by Licking/Knox Goodwill policies related to public statements.
- Act in accordance with standards of professional integrity, only advising on issues within the bounds of one's competence.
- Approach any work related problem in a problem solving manner, rather than complaining about the presumed reasons for the problem.
- Constantly strive for personal and professional growth to improve effectiveness as a leader of Licking/Knox Goodwill Industries.

Licking/Knox Goodwill Industries, Inc. further adheres to a comprehensive code of ethics in the following aspects of its operations:

Business Dealings

Licking/Knox Goodwill Industries, Inc. will conduct its business honestly and ethically. The organization will constantly strive to improve the quality of its services, products and operations and will maintain its reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment. Illegal or unethical activity on the part of officers, directors, employees or affiliates will not be tolerated. The organization will never compromise its principals, mission statement or values for short-term gain or advantage.

Marketing

Licking/Knox Goodwill Industries, Inc. has an obligation and responsibility to provide accurate and comprehensive information to the public. All promotional activities and marketing practices must be consistent with high ethical standards and information should be designed to enable potential clients, referring sources and other stakeholders to ascertain the services provided. Marketing materials should reflect the value of individual differences and avoid stereotyping or negative references to demographic groups. Marketing activities and practices shall always be in good taste, conform to applicable laws and regulations and never be in conflict with the organization's mission or values.

Service Delivery

Licking/Knox Goodwill Industries, Inc. believes in maintaining an ethical culture of service delivery. Employees are at all times expected to serve client's needs over and above personal interests. Professional boundaries shall be maintained between employees and persons served while honoring a friendly and respectful provider/customer relationship. Equal services shall be provided to all persons, regardless of race, color, religion, spiritual belief, sex, national origin, socio-economic status, age, pregnancy, disability, military status or any other characteristic protected by law. The exchange of gifts, money, and gratuities between employees and persons served is prohibited and discouraged among persons served. Documents outside the scope of services are not witnessed by Licking/Knox Goodwill employees. Employees shall at all times strive to promote client self-esteem, dignity and self-worth. Input from the persons served shall always be encouraged and accepted in a respectful manner. Employees shall accurately record in a timely manner all pertinent data on completed programs and make truthful assessments regarding their effectiveness.

Human Resources

The Human Resource department of Licking/Knox Goodwill Industries, Inc. adheres to all state and federal laws and regulations in the treatment of prospective, active, retired, and terminated employees including, but not limited to: State of Ohio and Federal Minimum Wage, State of Ohio and Federal Equal Employment Opportunity, Affirmative Action, Health Insurance Portability and Accountability Act, Americans with Disabilities Act of 1990, Immigration Reform and Control Act of 1986, The National Labor Relations Act and other laws or regulations as administered by the U.S. Department of Labor and State of Ohio Department of Commerce. The Human Resource

Department maintains an “open-door” policy and encourages staff to bring concerns, comments, questions and complaints to its attention. Human Resource staff adheres to Licking/Knox Goodwill Industries, Inc. policies regarding confidentiality, public relations, conflicts of interest and corporate compliance.

Professional Responsibilities

Licking/Knox Goodwill Industries, Inc. employees are expected to display professional behavior while representing the organization within the community and in the work environment. Public perception should always be considered prior to personal and professional actions and employees should constantly strive to be an example to co-workers. Staff must maintain professional boundaries between themselves and clientele; management should be consulted whenever relationship issues are unclear. Licking/Knox Goodwill Industries, Inc. believes in personal and professional growth to improve effectiveness. Adherence to all pertinent state and federal laws is mandatory. Loyalty to the organization is expected at all times.

All employees of Licking/Knox Goodwill Industries, Inc. will receive annual training regarding the above code of ethics and will be asked to acknowledge compliance in writing.