

EMPLOYEE HANDBOOK

Welcome to the Team!



*Licking/Knox
Goodwill*

Licking/Knox Goodwill Industries, Inc. provides training, employment, and support services to individuals with disabilities and other barriers to employment.



Licking/Knox
Goodwill

Our Mission...

Licking/Knox Goodwill Industries, Inc.
provides training, employment, and support services
to individuals with disabilities and other barriers to employment.

Our Vision...

To be an organization focused on effectiveness,
quality, and professionalism in the services we provide.

Disclaimer

Statements and policies in this handbook do not create a
contract for employment or obligation of services.
All information is subject to change.

Table of Contents

GENERAL OVERVIEW

Welcome!	5
Purpose	5
History of Licking/Knox Goodwill Industries, Inc.	6
Department Overview and Contacts.....	7
Retail Locations.....	8

EMPLOYMENT

Nature of Employment.....	9
Equal Employment Opportunity Affirmative Action	9
Reasonable Accommodation for Employees with Disabilities	9
Employment Eligibility	9
Nepotism/Employment of Relatives	9
Introductory Period.....	10
Work Schedules.....	10
Rest and Meal Periods.....	10
Performance Evaluation.....	10
Resignation.....	11
Employment Termination.....	11
Return of Property.....	11
Voluntary Transfers	11
Right to Transfer an Employee.....	12

CLASSIFICATION/COMPENSATION

Temporary Work Assignment.....	12
Employment Categories.....	12
Pay Practices.....	13
Mandatory Electronic Funds Transfer	13
Pay Corrections.....	14
Stop Payment.....	14
Time Keeping	14
Overtime.....	14

EMPLOYEE BENEFITS

General Benefits.....	15
Workers' Compensation Insurance.....	15
Unemployment Compensation	16
Employee GED Bonus Plan Program.....	16
Tuition Assistance Program.....	16

ATTENDANCE

Attendance Policy	16
Tardiness	16
Introductory Period Attendance.....	17
Holidays	17
Vacation, Holidays, and Personal Time Off.....	17
Sick Leave Procedures	17
Bereavement Leave	18
Jury Duty.....	18
Military Leave.....	18
Personal Leave without Pay	18
Family and Medical Leave.....	19
Emergency Closings	20

CONDUCT

Confidentiality	21
Drug Free Workplace Program	21
Smoke-Free Workplace	21
Use of Equipment and Vehicles.....	21
Use of Phone and Mail Systems.....	21
Solicitation.....	21
Conflicts of Interest	21
Employee Arrest and Conviction in a Court of Law	22
Visitors in the Workplace.....	22
Code of Ethics	22
Harassment.....	22
Whistleblower Policy.....	23
Barring of Individuals from Facilities.....	23
Outside Employment.....	23
Theft.....	23
Violations and Disciplinary Procedures.....	24
Disciplinary Procedures.....	26
Grievance Policy & Procedure.....	26

HUMAN RESOURCES

Personal Information	27
HIPPA	27
Down Time.....	27
Layoff and Recall.....	27
Personal Medications at the Worksite	27
Subpoenas and Search Warrants.....	27
Pest Infestations	27

Table of Contents

SAFETY AND SECURITY

Workplace Safety Program.....	28
Violence in the Workplace.....	28
Medical Emergency Procedures.....	28
First Aid	28
Security Inspections	28
Incident Reports.....	29

TECHNOLOGY

Cellular and Other Communications Devices	30
Computer Passwords.....	30
Information Technology	
Acceptable Use and Security.....	31
Website/Social Media	31

General Overview

WELCOME!

On behalf of your colleagues, I welcome you to Licking/Knox Goodwill Industries and wish you every success with our innovative and progressive organization.

We believe each employee contributes directly to Goodwill Industries' growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to outline the policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible. The handbook will answer many questions about your employment with Goodwill Industries. If you have additional questions, please see your supervisor.

We hope your experience at Goodwill will be challenging, enjoyable and rewarding. Again, welcome!

Sincerely,
Timothy J. Young
CEO/President

PURPOSE

This employee handbook is for you to use as a guide to employment and is not intended to be a complete presentation of Goodwill's policies and procedures. The entire Goodwill Policy and Procedure manual is available for you at your worksite. Large print policies and employee handbooks are available upon request. You may also request that this handbook and sections of the Policy and Procedure manual that are applicable to your position be read to you.

Certain employment practices may vary for employees assigned to federal contracts. Those employees should consult with the Human Resource department for complete details.

Nothing in this handbook creates an employment agreement, express or implied, or any other agreement between any employee and the employer. The provisions of this handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time at Licking/Knox Goodwill Industries, Inc.'s sole discretion. As an employee, it is your responsibility to remain abreast of any changes to this handbook. Any changes to this handbook can be found on the payroll system website.

This handbook takes effect immediately and supersedes and replaces all other handbooks, memoranda, or any verbal representations which may have previously been made by any person(s) employed by Licking/Knox Goodwill Industries, Inc. The provisions contained herein apply equally to employees of GW Business Solutions, LLC and may not be amended or added to without the express written approval of the CEO/President of Licking/Knox Goodwill Industries, Inc.

General Overview

HISTORY OF LICKING/KNOX GOODWILL INDUSTRIES, INC.

In June of 1957, The Business and Professional Women's Club of Newark recognized the need for Goodwill services for the local community. Originally a satellite division of Columbus Goodwill, the official grand opening of Newark Goodwill Industries was held at 175 Everett Ave., Newark on March 4, 1958. Goodwill's retail and rehabilitative services expanded into Knox County with the opening of a Mount Vernon store in 1963.

In December 1977, Newark Goodwill ended their relationship with Columbus Goodwill and officially became Licking/Knox Goodwill Industries, Inc. (Goodwill.) After becoming an approved State Use agency in 1984, Goodwill was awarded janitorial contracts in Franklin, Licking and Knox counties. A recycling center was opened in 1988. Metal cans, paper, cardboard, and other recyclables were accepted. Unfortunately, profits gradually declined due to a downturn in the recycling market and the center was forced to close ten years later. Janitorial contracts continued to expand. Goodwill administrative offices moved to several locations throughout the downtown Newark area before settling in its current headquarters at 65 S. 5th Street in Newark in 1998. The newly constructed facility included a transportation building to accommodate Columbus-based workers.

Goodwill's retail division has experienced growth throughout the years. Starting with a small store at the Everett Ave. location, Goodwill expanded into Mount Vernon, Utica, Johnstown, Buckeye Lake, and Pataskala. Early stores doubled as sheltered workshops. Workers cut wiper clothes, reconditioned furniture, made minor clothing repairs, and sorted donations.

Licking/Knox Goodwill crossed a milestone in 1995 when its stores were remodeled to resemble department stores. Goodwill partnered in 2000 with Orange County, California Goodwill in an innovative, online auction site, ShopGoodwill.com. New goods such as furniture, kitchen items, food, and returned merchandise from major retailers were added in 2011, adding to the shopping experience and boosting sales. Nine retail and donation centers are currently located throughout Licking and Knox counties.

In 1996, the Vocational Rehabilitation Department, now known as "Career Services", began receiving consumers referred by the Ohio Rehabilitation Services Commission for job training and skills development. The Ohio Department of Jobs and Family Services started sending consumers to Goodwill in 1999 for job training services. In 2001, Goodwill teamed with the Department of Jobs and Family Services and began providing services to at-risk youth under the federal Workforce Investment Act (WIA). Currently, Career Services provides a comprehensive range of job training services.

Goodwill, and its subsidiary, GW Business Solutions, LLC, continue to grow in employment and rehabilitation services. New programs and businesses, such as market farming, educational grants through its foundation, recreational and income producing opportunities at a new facility know as "The Grove", and low income housing work to augment the mission of providing training, employment and support services to individuals with disabilities and other barriers to employment.

General Overview

DEPARTMENT OVERVIEW AND CONTACTS

Corporate Compliance - Responsible for developing and maintaining a corporate compliance program, including a system of internal audit, to assure compliance with applicable laws, accreditation and organizational policy. For more information, please contact the Compliance Department at 740-345-9861.

Contracts - Oversees the operation of janitorial contract sites. If you have job concerns or other work-related questions, please see your immediate supervisor, District Manager or contact our Vice President of Contracts at 740-345-9861, ext. 109.

Finance - Maintains all financial information for the organization. For information, please call 740-345-9861.

Human Resources - Offers a variety of services such as employment applications, employee benefit assistance, help with employee relation issues, policy and procedure clarification, answers regarding compensation, employee training, and referrals to outside employee services. To reach a Human Resource representative, please call 740-345-9861.

Payroll - Responsible for Goodwill payroll and all associated records. If you have a payroll question, please call 740-345-9861, ext. 111.

Maintenance/Facilities - Maintains all Goodwill leased and owned buildings, retail stores, janitorial equipment, lawn care and snow removal equipment. For more information, please call 740-345-6043.

Communication/IT - Oversees all agency promotional materials and coordinates special functions. Serves as the point of contact for media and public relations activities. This department is also responsible for all information technology including internal computer network, Internet, email, website, software and hardware. Contact 740-345-9861, ext. 124 for more information.

Retail - Our stores carry a wonderful selection of gently used clothing, house wares and furniture. All of our stores additionally carry new goods and certain food items. You can also shop 24 hours a day at www.ShopGoodwill.com. Employee discounts are available. Please call 740-345-9861 for more information.



Warehouse - Transfers products to and from retail locations and processes goods for bulk sale. Please call 740-522-1212, ext. 3 for more information.

Safety & Security - The safety and security of Goodwill employees is a constant priority. All employees are encouraged to be active participants in the overall safety and security of our organization. Please call 740-345-9861, ext. 126 for more information.

Support Services - Supports the agency with all clerical requests. Call 740-345-9861, ext. 129.

Transportation - Provides limited transportation services to employees and preventative maintenance for the Goodwill fleet. Transportation mechanics may also provide repair services to employees as time allows. Night and Day Auto Detailing is provided to the community. Employee discount is available. Call 740-345-6043 for more information.



General Overview

Used Car Lot Accepts donated vehicles and sells vehicles to the public. Employee discounts are available. Please call 740-345-4749 for more information.

Career Services - Offers a variety of programs to assist in an individual's transition into the community workforce. Services include: Community Based Assessment, Job Development, Career Exploration, Work Adjustment and many others. Contact 740-345-9861, ext. 201 for more information.

Action Security - Provides unarmed security services to the Licking/Knox area. Contact 345-9861, ext. 126 for more information.

Action

Security Group™

www.actionsecuritygroup.org

The Grove by the River - Banquet Hall and camping facility located on 32 acres along the Licking River in north Newark. For facility rental information, call 740-366-0699 (banquet hall), 740-364-0224 (campground), 740-345-9861 for more information. Employee discount available.



www.thegrovebytheriver.com

Licking/Knox Goodwill Industries, Inc. Foundation - Provides funds for training, employment, and support services to employees, Career Services clients, and high school seniors who have a disability or other barrier to employment. Contact 345-9861 for more information.

RETAIL LOCATIONS

Newark

1199 Mt. Vernon Road
740-364-0804

101 Union Street
740-345-8191

Johnstown

715 Coshocton Street
740-967-2926

Utica

41 Columbus Street
740-892-9123

Mount Vernon

855 Coshocton Avenue
740-392-9991

60 B Parrott Street
740-393-0081

Pataskala

78 Oak Meadow Drive
740-927-2500

Goodwill2Go

740-345-7734

www.ShopGoodwill.com

Buckeye Lake

10933 Hebron Road
740-928-0199

Heath

Unlimited Store
550 Hopewell Drive
740-522-1212

Fredericktown

Goodwill Plus
16482 Village Parkway
740-848-8016

Employment

NATURE OF EMPLOYMENT

Employment with Licking/Knox Goodwill Industries, Inc. is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Vice President of Human Resources. This means that employment may be terminated by the employee or the employer at any time, for any reason or for no reason, and with or without prior notice.

EQUAL EMPLOYMENT OPPORTUNITY AFFIRMATIVE ACTION

Employment decisions at Licking/Knox Goodwill Industries, Inc. will be based upon merit, qualifications and abilities. Goodwill Industries does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, age, ancestry, national origin, veteran status, mental or physical disability, sexual orientation, gender identity, or any other characteristic protected by law. Any employee with questions or concerns regarding any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor or the Human Resource Department without fear of reprisal. Licking/Knox Goodwill Industries, Inc. has established an affirmative action program to promote opportunities for individuals in protected classes throughout the organization. The written Licking/Knox Goodwill Industries, Inc. Affirmative Action Plan may be viewed at the Administrative Office at 65 South Fifth Street, Newark, Ohio between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

REASONABLE ACCOMMODATION FOR EMPLOYEES WITH DISABILITIES

Licking/Knox Goodwill Industries, Inc. provides reasonable accommodations for the known physical or mental disabilities of otherwise qualified applicants for employment and employees, unless the accommodation would cause undue hardship to the organization.

An individual with a disability is any person who has a physical or mental impairment which substantially limits one or more of the person's major life activities or, a person who has a history or record of such

impairment or, a person who is regarded as having such impairment.

The Pregnancy Discrimination Act (PDA), section of the Title VII of the Civil Rights Act of 1964, prohibits discrimination on the basis of pregnancy, childbirth, or related medical conditions

Pregnant employees who are temporarily unable to perform their jobs due to medical conditions related to pregnancy or childbirth must be treated the same for all employment – related purposes as other persons not so affected but similar in their ability or inability to work. Refer to complete Policy & Procedure 3.04.

EMPLOYMENT ELIGIBILITY

Licking/Knox Goodwill Industries, Inc. must comply with all federal and state employment and training program laws and regulations by determining the employment eligibility of all applicants. A minimum of 75% of all Licking/Knox Goodwill Industries, Inc. direct labor employees must have a verifiable significant disability. A maximum of 25% of all Licking/Knox Goodwill Industries, Inc. direct labor employees may be non-disabled.

NEPOTISM

EMPLOYMENT OF RELATIVES

No employee or participant is permitted to work or train for Licking/Knox Goodwill Industries, Inc. under the direct or indirect supervisory authority of a member of said employee's immediate family. Immediate family is defined, for the purpose of this policy, as spouse, domestic partner, significant other, parents, children, siblings, grandparents, grandchildren, in-laws, aunts, uncles, cousins, nieces and nephews. This policy covers biological relationships, marriage relationships, and step relationships.

If approved for hire, under no circumstances will a relative be placed within the same Goodwill work site where another immediate family member is employed. The assignment of an employee within the same Goodwill work site where another immediate family member is employed is prohibited. Employed relatives may be eligible and considered for future

Employment

transfer to another Goodwill work site but are prohibited from transferring to the same work site in which another immediate family member is employed. If two employees become related while working for Goodwill they both will be allowed to remain with the organization. However, if one of them supervises the other, only one of the two employees will be allowed to keep his or her current position and the other employee will be given the choice of transferring to another position or leaving the organization.

INTRODUCTORY PERIOD

All new or re-hired employees work on an introductory basis for the first 90 days. Employees who are promoted or transferred within Goodwill must complete a new 90 day introductory period. The introductory period is intended to provide employees the opportunity to demonstrate their abilities and determine whether the new position meets their expectations. If Goodwill determines that the introductory period is not sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period. Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

Promoted or transferred employees within Goodwill who are determined by management not to be successful in their new position may be removed from that position at any time during their new introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions.

Performance evaluations will be completed at 30 days and 90 days during each introductory period, using the "Introductory Period Evaluation" form. Administrative employees shall not receive a 30 day evaluation.

WORK SCHEDULES

Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled. When appropriate, tentative work schedules will be posted by noon on Friday for the following week.

REST AND MEAL PERIODS

Each workday, full-time employees are provided with two rest periods of 15 minutes in length; employees scheduled for at least five hours of work are eligible for one 15 minute break. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, hourly employees must not leave their work site during their rest period. .

All employees who are scheduled to work at least five hours during a work day are provided with one meal period no less than ½ hour and no more than 1 hour each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled per the schedule listed below, coinciding with the anniversary of the employee's original date of hire and depending on job classification.

Non-Federal, hourly/non-exempt contract and retail shall receive evaluations at 30 days and 90 days, using the "Employee 30-90 Day Performance Evaluation," and again at 12 months with annual performance

Employment

evaluations every 12 months thereafter.

Federal Contracts – In compliance with Federal regulations, all direct labor employees at federal contracts are required to be reviewed at 30 days and 90 days using the “Employee 30-90 Day Performance Evaluation and again at six months. These employees shall be reviewed every six months thereafter.

Administrative Staff - Six (6) months and again at 12 months with an annual performance evaluation every 12 months thereafter.

RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with Licking/Knox Goodwill Industries, Inc. Although advance notice is not required, Licking/Knox Goodwill Industries, Inc. requests at least two weeks written notice of resignation. Prior to an employee’s departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. If an employee does not provide advance notice as requested, the employee may be considered ineligible for re-hire.

EMPLOYMENT TERMINATION

Below are examples of circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee
- Discharge – involuntary employment termination initiated by the organization
- Layoff – involuntary employment termination initiated by the organization for non-disciplinary reasons
- Retirement – voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization

Licking/Knox Goodwill Industries, Inc. will attempt to schedule exit interviews. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment

of outstanding debts to the organization, and the return of organization property. Suggestions, complaints and questions may also be voiced.

Termination will affect employee benefits as stated in applicable policies found in Section 5, Employee Benefits of the Policy & Procedure manual. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and the terms, conditions, and limitations of such continuance.

RETURN OF PROPERTY

All materials and equipment will be acknowledged and signed for by the employee and appropriate supervisor at the time of issuance. Employees must immediately return Licking/Knox Goodwill Industries, Inc. property upon request from the proper authority. Upon resignation or termination, all materials and equipment must immediately be returned to Licking/Knox Goodwill Industries, Inc.

As permitted by applicable law, Licking/Knox Goodwill Industries, Inc. may withhold from the employee’s pay the cost of any items that are not returned when requested or required. Licking/Knox Goodwill Industries, Inc. may also take any action deemed necessary and appropriate to recover or protect its property.

VOLUNTARY TRANSFERS

All employees are eligible to request a transfer by following the procedures below:

- Employees must satisfactorily complete their introductory period at the work site for which they were originally hired. The Divisional Vice President must approve any exceptions.
- The employee must make a request for transfer in writing to their supervisor and the Human Resources Department.
- The request for transfer will be considered by a team of personnel including, but not limited to, the supervisors, a representative from the Human Resources Department and the District Manager,

Classification / Compensation

Contracts/Retail Vice President or Retail District Manager affected by the transfer.

- Before granting a transfer, consideration must be given to issues such as, but not limited to: replacement of position being vacated by the employee, effect on the benefits available according to the contract site and availability of the position being requested.
- Once a transfer is granted, the employee will be instructed as to any changes in benefits.
- Individuals who have received a disciplinary action within the past six months or whose last performance evaluation was substandard will not be considered for a voluntary transfer.

RIGHT TO TRANSFER AN EMPLOYEE

No employee will be transferred without the notification of the employee, the employee's immediate supervisor and the employee's new supervisor. Employees may be transferred on a temporary basis following the above guidelines. Reasons for an organization initiated transfer may include, but are not limited to: a change in a specific contract staffing level, a customer request, loss of a contract or, reorganization of a contract or job site.

Requests for transfer of an employee will be considered by a team of personnel including, but not limited to, the supervisors, a representative from the Human Resource Department and a District Manager or Divisional Vice President.

Before finalizing a transfer, consideration must be given to issues including, but not limited to, replacement of the position being vacated as well as the effects on benefits available at the new position. Effects on benefits must be communicated to an employee before a transfer is finalized. Start dates are the responsibility of the supervisors affected by the transfer.

TEMPORARY WORK ASSIGNMENT

A status routing form must be completed and signed by all authorized personnel (i.e.: vice presidents, district managers). The employee in the temporary position must initial the status routing form. A temporary position acknowledgment form must be completed and signed by authorized personnel and the employee filling the temporary assignment. Temporary assignments may be approved for a maximum of 30 days. Upon completion of a temporary assignment, a new status routing form must be completed and signed by authorized personnel and initialed by the employee filling the temporary position. The new status routing form will indicate whether the assignment has become regular or the employee has returned to their former position. Any temporary work assignment may be extended up to an additional 30 days by following the above steps.

EMPLOYMENT CATEGORIES

Each employee is designated as either Nonexempt or Exempt for federal and state wage and hour laws. This status is determined by your job classification and the nature of the work that you perform. Nonexempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wages and hour laws. An employee's Exempt or Nonexempt classification may be changed only upon written notification by the Licking/Knox Goodwill Industries, Inc. Human Resources Department.

In addition to the above categories, each employee will belong to one other employment category:

Regular Full-Time employees are those who are not in a temporary or introductory status and who are regularly scheduled to work a full-time schedule of 35+ hours per week.

Part-Time employees are those who are not in a temporary or introductory status and who are regularly scheduled to work less than 35 hours per week.

Introductory employees are those whose performance

Classification / Compensation

is being evaluated to determine whether further employment in a specific position or with Goodwill Industries is appropriate.

Temporary employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. Temporary employees receive all legally mandated benefits (such as Social Security and Workers' Compensation). They are not eligible for any other Goodwill Industries benefit programs.

Casual/Seasonal employees are those who have established an employment relationship with Goodwill Industries but who are assigned to work on a seasonal/intermittent and/or unpredictable basis. Casual/Seasonal employees receive all legally mandated benefits (such as Social Security and Workers' Compensation insurance). They are not eligible for any other Goodwill Industries benefit programs.

These classifications do not guarantee employment for any specified period of time. Employment with Licking/Knox Goodwill Industries, Inc. is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Vice President of Human Resources. This means that employment may be terminated by the employee or the employer at any time, for any reason or for no reason, and with or without prior notice.

PAY PRACTICES

Employees are paid biweekly, on every other Friday, by electronic funds transfer. On or before each payday, employees will receive a statement showing gross pay, deductions and net pay. City, state, federal and Social Security (FICA) taxes are deducted as required by law. Pay setoffs and deductions taken by Licking/Knox Goodwill Industries, Inc. are done so either at the direction of the courts or to pay off a debt or obligation to Licking/Knox Goodwill Industries, Inc. Voluntary deductions will also be made as authorized

by the employee. Questions regarding pay deductions should be directed to the appropriate supervisor.

In the event that the regularly scheduled payday falls on a holiday, employees will receive pay on the nearest business day to the weekend or holiday. Terminated employees will receive their final pay through their normal pay method on the next, regularly scheduled payday.

MANDATORY ELECTRONIC FUNDS TRANSFER

All employees are required to sign up for EFT and to follow these steps:

- An employee having an existing deposit account will complete an electronic funds transfer form
- An employee not having an existing deposit account may choose one of the following options:
 - a. The employee may open a deposit account at any financial institution of his/her choice and return the completed electronic funds transfer form within 3 working days.
 - b. The employee may contact the Office Manager and request the issuance of a payroll debit card. Training will be provided upon issuance of the card.
- If an employee chooses to change their deposit account, they must notify the Office Manager prior to closing their current account.

If payroll funds are rejected due to either the employee closing the account before properly notifying the Office Manager or, due to the employee providing incorrect EFT information, a payroll check will be issued and a \$25.00 processing fee will be charged. A replacement check will not be issued until the rejected funds have been returned to Goodwill's account.

Employees needing training or assistance with banking procedures are encouraged to contact the Office Manager.

Licking/Knox Goodwill Industries, Inc. does NOT provide pay advances.

Classification / Compensation

PAY CORRECTIONS

In the event there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Supervisor or the Payroll Department.

STOP PAYMENT

An employee should notify their supervisor or the Office Manager on Monday following a payday if he/she did not receive pay. Funds must be returned to Licking/Knox Goodwill Industries, Inc. before a replacement check is issued. Unless the error is the fault of the Payroll Department, a \$25 processing fee will be charged to the employee.

TIME KEEPING

Time worked is defined as the time actually spent on the job performing assigned duties. Non-exempt employees must accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons.

All non-exempt employees having access to a time keeping device such as a time clock will use it to record their time accurately. Non-exempt employees not having access to a time keeping device will sign in and out on either a time card or sign-in sheet. The supervisor will prepare an accurate time card according to sign-in sheets.

Non-exempt employees are to report to work no more than 15 minutes before their scheduled starting time nor stay more than 15 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

Altering, falsifying, or tampering with time records or, recording time on another employee's time record, may result in disciplinary action, up to and including, termination of employment.

OVERTIME

All overtime work must receive prior management authorization documented using the notes section of the time and attendance automated system. Overtime assignments will be distributed equitably when possible to all employees qualified to perform the required work. Employees who work overtime without receiving prior authorization from their supervisor and/or administrative management staff may be subject to disciplinary action, up to and including, termination of employment.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour regulations. Overtime pay will be paid to non-exempt employees at the rate of one and one-half times the regularly paid hourly rate for all hours worked over 40 hours in any pay week. Overtime pay is based on actual hours worked. Time off for sick leave, vacation leave, paid time off, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employee Benefits

GENERAL BENEFITS

A number of programs (such as Social Security, Workers' Compensation, state disability, Family Medical Leave, and unemployment insurance) cover all employees in the manner prescribed by law. Your supervisor can identify the programs for which you are eligible.

All Employees:

- Social Security
- Workers Compensation Insurance
- Unemployment Insurance
- Family Medical Leave
- Dental Insurance *
- Employee Discounts
- Military Leave
- Bereavement Leave
- 403 B Retirement Plan *
- Employee GED Program
- Tuition Assistance
- Vision Insurance*

Varies per Classification and/or Contract Site

- Paid Time Off
- Holiday Benefits
- Sick Leave Benefits
- Vacation Benefits
- Unpaid Personal Leave
- Medical & Prescription Insurance *
- Life Insurance
- Short Term Disability
- Long Term Disability

*Employee contribution optional

All benefits vary according to work site and classification. Employees should consult their supervisor or appropriate Fact Sheet. Licking/Knox Goodwill Industries, Inc. reserves the right to amend or eliminate, with or without prior notice, any benefit, including but not limited to, any or all insurance programs.

WORKERS' COMPENSATION INSURANCE

Workers' Compensation is provided under the laws of the State of Ohio. Benefits are paid to employees who sustain injuries arising out of or in the course of employment, provided the injury was not purposely inflicted. "Arising out of, or in the course of employment" means that the injury must bear a direct relationship to the employment.

Should an employee be injured during the course of employment with Licking/Knox Goodwill Industries, Inc., the employee shall immediately notify his/her supervisor and shall complete an Incident Report form. The report shall be completed regardless of the apparent seriousness of the injury and regardless of whether medical attention is required. Such report shall be signed by the department supervisor following an investigation of the injury/accident and forwarded within twenty-four (24) business hours of the injury/accident to the Vice President of Facilities. Failure to report an injury/accident within the prescribed time frame could be cause for non-certification of the claim by the employer and could lead to disciplinary action. Should an employee's injury require medical attention, the injured employee shall notify the attending physician that the injury occurred during the course of employment.

When applicable, accommodations will be made for the employee to return to work following any restrictions set by the attending physician. Family Medical Leave and Workers Compensation time off shall run concurrently.

Participation in any company-sponsored recreation or fitness activity is conditioned upon the employee signing a waiver of benefits authorized by the Ohio Revised Code and, the employee will not be eligible for Workers' Compensation benefits for any injury or disability incurred while voluntarily participating in the company-sponsored recreation or fitness activity.

Attendance

UNEMPLOYMENT COMPENSATION

Licking/Knox Goodwill Industries, Inc. is liable under the State of Ohio Unemployment Compensation law for all individuals performing non-excluded or covered employment. Please contact the Human Resource Department to determine your eligibility for unemployment compensation.

EMPLOYEE GED BONUS PLAN PROGRAM

Eligible employees who elect to pursue their GED and obtain a GED certificate may apply for a bonus according to Licking/Knox Goodwill Industries, Inc. Policy & Procedure 5.05, Employee GED Bonus Plan Program. Contact the Human Resources Department for complete details.

TUITION ASSISTANCE PROGRAM

Eligible employees who elect to return to an institution of higher learning to continue their education may apply for tuition assistance according to Licking/Knox Goodwill Industries, Inc. Policy & Procedure 5.06, Tuition Assistance Program. Contact the Human Resources Department for complete details.

RETURN TO WORK

Licking/Knox Goodwill Industries, Inc. strives to assist employees to return to work at the earliest possible date following a work-related injury or illness. However, this policy is not intended to supersede or modify the procedures applicable to employees eligible for reasonable accommodation or covered under the Americans with Disabilities Act (ADA) or leave benefits under the Family and Medical Leave Act (FMLA). This policy applies to all eligible workers and will be followed whenever appropriate.

ATTENDANCE POLICY

All employees are expected to report to work by their scheduled time and to notify their supervisor in advance of any expected tardiness or absence. Employees should request time off using the employee automated time and attendance system. Except in emergency situations, time off must be pre-

approved by a supervisor through the system. The Vice President of Human Resources, supervisor, or CEO/President shall have the authority to approve or disapprove a leave request and maintains the right to investigate any absence from work. Contract site employees are expected to refer to their site's Fact Sheet for proper call-off procedures.

A 96% attendance standard is required of all employees. Attendance performance is calculated over a rolling, twelve (12) month period; introductory attendance performance will be carried forward. Managers/supervisors are responsible for tracking their employees' attendance and the Office Manager shall maintain an official record of attendance. Any employee who drops below the 96% attendance standard (FMLA absences excluded) will immediately receive disciplinary action. Suspension shall never be used as a disciplinary action. Termination due to violation of the attendance standard must be approved by the CEO/President or the Vice President of Human Resources. The employee's department vice president, the CEO/President, or the Vice President of Human Resources may dismiss or alter disciplinary procedures due to extenuating circumstances. Approved down-time and early dismissal due to severe weather, cancelled work, facility closure, etc. shall be considered as unscheduled time and will not affect the employee's attendance record.

TARDINESS

Disciplinary actions for tardiness are as follows:

- First occurrence-employee will be reminded of attendance standards
- Second occurrence within a calendar month-verbal warning
- Fourth tardiness within six months-written warning
- Sixth tardiness within six months-termination

Pay will be docked in fifteen (15) minute intervals for any employee tardy over seven (7) minutes. Tardiness includes reporting back to work late from lunch or break

Attendance

INTRODUCTORY PERIOD ATTENDANCE

In addition to the above, employees who are within their 90-day introductory period are further subject to the following:

During the 90-day introductory period, employees having three (3) of the following “occurrences” may be terminated:

- Arriving to work tardy, leaving work early or returning tardy after break or lunch
- Any absence
- Failure to adhere to call-off procedures found in the retail or contract work site’s Fact Sheet.

Any introductory-period employee who fails to appear for work without proper notification to his/her supervisor or proper administrative staff shall be immediately terminated.

(Failure to properly report off work due to an emergency situation may be excused at the supervisor’s discretion. Pre-hire agreements for planned absences will not be counted as an occurrence.)

HOLIDAYS

Licking/Knox Goodwill administrative offices are closed in observance of the following holidays:

- New Years Day (Jan. 1)
- Martin Luther King Jr. Day (third Monday in Jan.)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in Sept.)
- Thanksgiving Day (fourth Thursday in Nov.)
- Friday after Thanksgiving
- Christmas (Dec. 25)

Administrative employees must follow procedures found in Policy & Procedure 9.05, Administrative Paid Time Off. Retail employees must follow procedures found in Policy & Procedure 17.10, Store Holidays and 17.53, Retail Paid Time Off. All other employees should consult the appropriate fact sheet, supervisor, or the Human Resource department regarding their holiday work schedule and pay.

A recognized holiday which falls on a Saturday will be observed on the preceding Friday. A recognized holiday which falls on a Sunday will be observed on the following Monday except for retail employees.

VACATION, HOLIDAYS, AND PERSONAL TIME OFF

Vacation, holiday, and PTO benefits are dependent upon employee classification and department/site. Administrative employees should refer to Policy & Procedure 9.05, Administrative Paid Time Off. Retail employees should refer to Policy & Procedure 17.53, Retail Paid Time Off. Contract employees should consult the appropriate Fact Sheet. Contact your supervisor or the Human Resource Department for clarification. Whenever possible, employees should request time off using the employee automated time and attendance system.

SICK LEAVE PROCEDURES

Employees who are unable to report to work due to illness or injury must notify their direct supervisor. If unable to reach the supervisor, the employee may contact the Support Specialist before the scheduled start of their workday whenever possible. The direct supervisor must be contacted on each additional day of absence.

If an employee is absent for three or more consecutive days due to illness or injury, a physician’s statement must be provided verifying the onset of the illness and the expected return-to-work date. An employee returning to work after three (3) or more consecutive sick days must provide a physician’s work release.

Sick leave may be used for temporary illness or disability, pregnancy or childbirth, medical and dental appointments or attendance to temporary illnesses, temporary disabilities, medical appointments or dental appointments of the employee’s immediate family members where the employee’s assistance is required. For the purposes of this specific policy, immediate family is defined as a spouse, domestic partner, child, or parent. Other relationships may be approved on a case-by-case basis by the President/CEO without setting precedent.

Attendance

BEREAVEMENT LEAVE

Regular, full time employees (at least 35 hours per week) who have completed their 90 day introductory period will receive up to three (3) paid bereavement days. Employees still in their 90 day introductory period may request unpaid leave upon verification of need. Part time employees may receive prorated pay if attending an immediate family member's funeral on a regularly scheduled work day. Bereavement pay is calculated using the base pay rate at the time of absence and will not include any special forms of compensation. Employees may, with their supervisor's approval, use accrued vacation or paid time off for additional bereavement hours.

For the purposes of this policy, Licking/Knox Goodwill Industries, Inc. defines "immediate family" as the employee's spouse, domestic partner, parents, children or siblings, grandparents or grandchildren and in-laws, (Special consideration may be approved on a case-by-case basis by the President/CEO without setting precedent.)

JURY DUTY

The employee will receive his/her normal rate of pay based on actual hours that would have been worked. Any compensation or reimbursement received related to jury duty or for court attendance compelled by subpoena must be submitted to the Vice President of Finance's office when such duty was performed during normal working hours. In cases where the employee's absence will create a hardship on the organization or may jeopardize the safety of fellow employees or clients, the employee will be requested to appeal for an excuse from jury duty.

An employee who is appearing before a court or other authorized body in which he/she is a party to the action may use vacation time, accrued paid time off, or request leave without pay based on regularly scheduled hours.

MILITARY LEAVE

All military leave will be unpaid. However, employees may use accumulated vacation days or accrued paid time off for the absence.

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws. Employees will be restored to the same or comparable job and benefits they would have attained if they had not been absent due to military service.

PERSONAL LEAVE WITHOUT PAY

Employees who have completed their 90-day introductory period and have exhausted their accrued personal time off or vacation days are eligible to request personal leave on a limited basis as follows:

- Personal leave requests must be submitted to the employee's immediate supervisor as soon as possible.
- Personal leave may be granted for a period of up to 90 calendar days in each 12-month period.
- Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations.
- Upon the employee's return, every reasonable effort will be made to restore the employee to the same position, if it is available, or to a similar position for which the employee is qualified. However, Licking/Knox Goodwill Industries, Inc. cannot guarantee reinstatement in all cases.
- If an employee fails to report to work promptly at the expiration of the approved leave period, Licking/Knox Goodwill Industries, Inc. will assume the employee has resigned.

Attendance

FAMILY AND MEDICAL LEAVE

Licking/Knox Goodwill Industries, Inc. must comply with Public Law 103-3, Family and Medical Leave Act of 1993, and including any amendments thereto, in order to provide family and medical leave as specified in the legislation.

Qualifying Employee—A Licking/Knox Goodwill Industries, Inc. employee must meet the following criteria to be eligible for family and medical leave under Public Law 103-3:

- An employee must have been employed by Licking/Knox Goodwill Industries, Inc. for more than twelve (12) months of active service
- An employee must have worked more than 1,250 hours in the previous twelve (12) months

Coverage---Except in the case of leave to care for a covered service member with a serious injury or illness, eligible employees shall be provided up to twelve weeks of unpaid leave each year in connection with specific qualifying events.

In order for family and medical leave to be made available, one of the following “qualifying events” must occur:

1. The birth and first year care of an employee’s child
2. The placement of a child with the employee for adoption or foster care
3. A serious health condition of an employee’s spouse, significant other, child or parent
4. A serious health condition that makes the employee unable to perform the functions of his/her position
5. A qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on active duty (or has been notified of an impending call or order to active duty) in support of a contingency operation.

Entitlement for childcare ends after the child reaches age one (1) year or twelve (12) months after the date of adoption or foster placement. The childcare

entitlement applies to step-parents and persons acting “in loco parentis” as well as to biological and adoptive parents.

Leave taken under qualifying events three (3) and four (4) may be taken intermittently or on a reduced leave schedule when medically necessary. If an employee requests intermittent leave or leave on a reduced leave schedule under qualifying events three (3) and four (4), Licking/Knox Goodwill Industries, Inc. may require such an employee to transfer temporarily to an available alternative position for which the employee is qualified and that has equivalent pay and benefits and better accommodates recurring periods of leave than the regular employment position of the employee. Upon return to work from such leave, the employee shall be returned to his former position, or an equivalent position.

An eligible employee who is the spouse, son, daughter, parent or net of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled up to 26 weeks of leave in a single 12-month period to care for the service member.

Employees shall be provided employment in an equivalent position with equivalent conditions of employment upon the return from family or medical leave in compliance with requirements of the Department of Labor.

Benefits—Qualified employees who take family or medical leave under this provision are entitled to the continuation of insurance benefits during the period of family or medical leave, not to exceed twelve (12) weeks of unpaid leave per year. Licking/Knox Goodwill Industries, Inc. will continue to pay insurance premiums for up to twelve (12) weeks with the expectation that the employee will repay those premiums upon their return to work.

Restrictions—Qualified employees do not accrue seniority or benefits, other than insurance benefits, during the time of family or medical leave unless they are on an approved paid leave of absence such as paid time off, sick leave, or vacation leave. If both parents are employed by Licking/Knox Goodwill Industries, Inc. and qualify during a period for family

Conduct

or medical leave, the combined amount of leave for both persons for birth, adoption or foster placement shall be limited to eighteen (18) weeks. Leave for personal illness or to care for a sick child, spouse or significant other shall not be limited to a combined amount of eighteen (18) weeks in the case of spouses or significant others being employed by Licking/Knox Goodwill Industries, Inc.

Notifications and Time Frames—The qualified employee shall give Licking/Knox Goodwill Industries, Inc. at least thirty (30) days notice of the date of the family or medical leave is to begin, when possible. In the case of adoption or an unexpected birth or placement, the employee shall provide as much notice as possible.

The qualified employee shall provide Licking/Knox Goodwill Industries, Inc. certified information from the health care provider (licensed doctor or medicine or osteopathy) about the staff member, staff member's spouse, significant other or family member when submitting a request for utilization of family or medical leave under qualifying events three (3) or four (4). Such certification shall include:

- The date the condition began
- The anticipated duration of the leave
- The necessity of the leave
- The inability of the employee to perform job functions

Upon returning to work following a serious health condition, the qualified employee shall provide Licking/Knox Goodwill Industries, Inc. certified information from the health care provider about the employee's ability to resume work. If state or local law requires that a public health official examine an employee as a condition for returning to work, the employee must fulfill this obligation.

Licking/Knox Goodwill Industries, Inc. may, at its expense, request a second or third opinion from a health care provider.

Coordination of Benefits—Employees must exhaust all accrued paid time off, paid sick leave, or accumulated vacation days prior to being eligible for unpaid family or medical leave. Paid time off, paid sick leave and/or accumulated vacation days, and

time off due to Workers' Compensation, must be used concurrently with FMLA leave.

EMERGENCY CLOSINGS

In the event an emergency occurs during non-working hours, closings and delays will be announced on local radio stations, local newspaper websites, email, text messaging, and social media (Facebook). If it occurs during regular working hours, the supervisor will notify their employees of the closure.

CONFIDENTIALITY

It is the policy of Licking/Knox Goodwill Industries, Inc. to safeguard the privacy of all clients, employees, trustees and customers. To that end, all employees are required to:

- Request and use only that information which is needed to effectively conduct business.
- Consider information collected and maintained to be of a confidential nature, recognizing our responsibility to provide adequate safeguards to maintain confidentiality.
- Refuse to make available, without the knowledge of the individual, information to outside agencies or organizations except to provide routine service or as required by law.
- Correct or delete any information found to be inaccurate
- Expect all employees and clients to conform to well established, ethical standards as to the confidentiality of information held by Licking/Knox Goodwill Industries, Inc.
- Release information regarding a present or past employee or client of Licking/Knox Goodwill Industries, Inc. only with the expressed, signed acknowledgment of the individual. An "Authorization to Release Information" form will be used for this purpose.

Conduct

DRUG FREE WORKPLACE PROGRAM

Licking/Knox Goodwill Industries, Inc. will not tolerate or condone behaviors on the part of its employees that relate to substance abuse including: use of illegal drugs; misuse of alcohol; sale, purchase, transfer, use or possession of any illegal drugs or prescription drugs or prescription drugs obtained illegally; and, reporting to work under the influence of any drug (legal or illegal) or alcohol. Failure to comply with this policy or any requirement under the Drug-Free Workplace Program will result in disciplinary action and/or termination.

SMOKE-FREE WORKPLACE

Smoking is prohibited in any enclosed area, or in the areas immediately adjacent to locations of ingress or egress, that is owned or leased by the organization. This policy applies equally to all employees, customers, and visitors. Designated smoking areas are provided at each owned or leased work site. All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers. Users are responsible for maintaining these designated areas. The use of tobacco products in any company vehicle is prohibited.

USE OF EQUIPMENT AND VEHICLES

All employees should follow all operating instructions, safety standards, and guidelines pertaining to equipment and vehicles. The employee's supervisor should be notified if any equipment, tools or vehicles appear to be damaged, defective or needing repair or maintenance. The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, will result in disciplinary action, up to and including, termination of employment.

Any employee who drives a Goodwill vehicle or a personal vehicle while conducting Goodwill business must sign a Transportation Authorization and abide by the requirements found in Section 15, Transportation, of Licking/Knox Goodwill Industries, Inc. Policies and Procedures.

USE OF PHONE AND MAIL SYSTEMS

Licking/Knox Goodwill Industries, Inc. telephone and mail systems are to be used for company purposes only. Personal use of telephones and/or mobile communications for long-distance and toll calls is not permitted. Employees should practice discretion in using company telephones for personal calls and may be required to reimburse Licking/Knox Goodwill Industries, Inc. for any charges resulting from personal use of the telephone. The use of Licking/Knox Goodwill Industries' paid postage for personal correspondence is not permitted.

Violations may result in disciplinary action up to and including termination.

SOLICITATION

Licking/Knox Goodwill Industries, Inc. recognizes that employees have interests in events and organizations outside of the workplace. However, employees may not solicit or distribute literature concerning those activities during working time without prior approval. In addition, the posting of written solicitations on company bulletin boards is prohibited.

Employees who have a message of interest to the workplace may submit it to the Vice President of Communications for approval. The Vice President of Communications or designee will post all approved messages.

CONFLICTS OF INTEREST

It is the policy of Licking/Knox Goodwill Industries, Inc. to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees can seek further clarification by contacting the Human Resource Department.

Conduct

EMPLOYEE ARREST AND CONVICTION IN A COURT OF LAW

The arrest or conviction of any Licking/Knox Goodwill Industries, Inc. employee for breaking a federal, state or local law may be grounds for suspension or termination, depending on the nature of the arrest or conviction as it relates to the position held by the employee.

VISITORS IN THE WORKPLACE

Licking/Knox Goodwill Industries, Inc. provides for the safety and security of employees, clients and the facilities by allowing only authorized visitors in the workplace and maintaining a Visitor Log at all sites. All individuals visiting any Licking/Knox Goodwill Industries, Inc. administrative facility, contract or retail site must sign the Visitor Log. Visitors to the Administration office must sign the Visitor Log, wear a Visitors Badge and be met and escorted by the host staff member. Employees should be alert to any unauthorized visitors and politely direct them to the Support Specialist.

CODE OF ETHICS

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.

(Employees should refer to Policy & Procedure 7.14, Code of Ethics, for a comprehensive explanation of Licking/Knox Goodwill Industries, Inc. ethics.)

HARASSMENT

All employees have rights to be free from harassment and protected under the law. This applies to every aspect of the employment relationship throughout the organization and to the dealings of its employee with vendors, participants and customers.

Licking/Knox Goodwill Industries, Inc. expressly prohibits unlawful discrimination and harassment in the workplace. Licking/Knox Goodwill Industries, Inc. complies with all state and federal employment laws including Title VII of the Civil Rights Act of 1964 as amended. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct

Conduct

of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

For purposes of this policy, examples of sexual harassment include, but are not limited to: unwanted sexual advances; use of unwanted sex-related jokes, slurs and innuendoes; explicit or implied threats aimed at getting an employee to agree to sexual activity. Each employee is accountable for his/her own actions. Any employee who believes they are being harassed or witnessing conduct qualifying as harassment, can and should indicate their disapproval of the conduct by telling those engaging in such behavior to "stop" and that their actions may violate the Licking/Knox Goodwill Industries, Inc. policy on harassment in the workplace. Employees share the responsibility of understanding and preventing harassment. Licking/Knox Goodwill Industries, Inc. therefore requires immediate reporting of all perceived incidents of harassment.

Employees found to have violated this policy will be disciplined up to and including termination of employment with Licking/Knox Goodwill Industries, Inc.

WHISTLEBLOWER POLICY

It is the policy of Licking/Knox Goodwill Industries, Inc. to provide whistleblower protection to individuals who report complaints pertaining to questionable financial reporting, violations of the law, and issues regarding questionable business or other practices by this agency or any of its employees.

The whistle blowing procedure is intended to be used for serious and sensitive issues. Serious concerns should be reported in any of the following ways:

Directly to one of the following:

- Russell Wilson, Corporate Compliance Officer, (740) 345-9861 ext. 116
whistleblower@goodwillnewark.com or designated alternate.
- Through US Mail

Licking/Knox Goodwill Industries, Inc.
Russell Wilson
Corporate Compliance Officer
PO Box 828
Newark, OH 43058-0828

BARRING OF INDIVIDUALS FROM FACILITIES

It is the policy of Licking/Knox Goodwill Industries, Inc. to reserve the right to bar individuals from its facilities whose actions have violated Licking/Knox Goodwill Industries, Inc. policy and procedures or whose actions are deemed detrimental to Goodwill's business function and the fulfillment of its mission.

OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they continue to meet the performance standards of their job with Licking/Knox Goodwill Industries, Inc. All employees will be subject to Goodwill Industries' scheduling demands, regardless of any existing outside work requirements. Outside employment that constitutes a conflict of interest is prohibited.

THEFT

Actions that are considered by Licking/Knox Goodwill Industries, Inc. to be theft include, but are not limited to, the following:

- Purchasing items from the production/processing area
- Purchasing items that have not yet been placed for sale on the sales floor
- Knowingly purchasing items that are incorrectly or improperly priced, including items that are priced below Goodwill standards or items with a damaged price tag
- Purchasing items without an attached price tag
- Giving items found in production/processing to others
- Purposely "over-ringing" or "under-ringing" a customer purchase
- Purposely over-charging a credit/debit card purchase

Conduct

- Knowingly shortchanging a customer
- Possession of any un-purchased merchandise from the store or production/processing area
- Purposely concealing un-purchased merchandise, regardless of intent
- Possession of discarded merchandise
- Removal of any Goodwill asset, including, but not limited to, equipment, supplies, merchandise, or any other property from the premises without prior authorization
- Removal of employee or company records without prior authorization
- Tampering with or removal of other employees' personal items
- Incorrect reporting of hours worked and/or tampering with attendance records
- Spending working time on personal pursuits
- Excessive personal cellular telephone use (voice, text, Internet or other applications) during assigned work shift. Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities.
- Possession of cash or other items found in/on donated items or improper reporting thereof
- Retention of customer cash donations or improper reporting thereof
- Personal use of a company vehicle without prior authorization
- Use of a company credit, debit, or gas card for personal purposes
- Tampering, destruction, or removal of customer property

Employees determined to have committed theft are subject to disciplinary action, up to and including termination.

VIOLATIONS AND DISCIPLINARY PROCEDURES

An employee who violates Licking/Knox Goodwill Industries, Inc. rules, regulations, procedures or policies or, who demonstrates marginal performance or general misconduct is subject to disciplinary action ranging from verbal reprimand to immediate discharge, depending upon the seriousness of the offense. An employee who has three disciplinary actions within a 90-day period may be terminated.

Marginal Performance – Examples of Marginal Performance include, but are not limited to:

- Inefficiency or lack of application to assigned tasks
- Continual need for instruction
- Inaccurate or careless work
- Non-productive use of time
- Avoidance of responsibility

General Misconduct – Examples of misconduct include, but are not limited to:

- Failure to report for work as assigned; failure to properly report absences
- Failure to be at work station, ready to begin work at starting time
- Failure to use employee automated time and attendance system, or other employee time keeping device or, improper/inaccurate time reporting
- Clocking or signing in for another employee or knowingly permitting another to clock or sign in for you
- Stopping work before specified schedule
- Leaving assigned work area during paid working hours without supervisor permission
- Sleeping, loitering or loafing on the job
- Entering or exiting the building by doors off limits to employees without proper authorization
- Eating in unauthorized areas
- Failure or refusal to perform assigned duties satisfactorily; concerted or deliberate restriction

Conduct

- of output
- Reading on company time, unless job related
- Failure to report to Human Resources when summoned
- Refusing or failing to cooperate with or participate in a Licking/Knox Goodwill Industries, Inc. investigation
- Failure to follow verbal or written instructions
- Deliberate disregard of a customer
- Gambling or participating in any game of chance on company premises or on company time
- Vulgar, obscene, threatening, intimidating, harassing and/or unlawfully discriminating behavior towards persons in authority
- Posting or removal of notices or signs on company property without permission of the Vice President of Communications
- Selling, soliciting or distributing non-company oriented literature unless authorized by the Vice President of Communications
- Unauthorized or secret video/audio recording or photography while on the job site
- The making or publishing of false, vicious or malicious statements concerning any employee, supervisor, the company, or its products and services
- Use of abusive language, profanity, improper language or, participation in any inappropriate behavior
- Sexual Harassment or any other unlawful or unwelcome harassment
- Threatening, intimidating, coercing or interfering with management, supervisors, other employees or program participants
- Physical assault
- Possession of firearms, weapons or other, unauthorized dangerous materials, such as explosives at the work site, on company premises or in company vehicles (See Policy 14.30, Firearms and Other Dangerous Weapons.)
- Any act of carelessness or neglect that results in personal injury or property damage
- Horseplay, including but not limited to: throwing items, rough housing, scuffling or running
- Carelessness in the use/operation of company equipment including company vehicles
- Driving a company vehicle without authorization
- Deliberate damage to company property, tools or equipment
- Theft or unauthorized removal of company, customer, or employee property
- Unauthorized use of telephones, cellular telephones, mail systems or other company technology
- Violation of any safety or health policy, procedure or rule
- Failure to immediately report all accidents or incidents
- Smoking in an undesignated area
- Use, possession, distribution or sale of narcotics, illegal drugs or alcohol during working hours (See Licking/Knox Goodwill Industries, Inc. Drug Free Workplace Program)
- Reporting for work under the influence of illegal drugs or alcohol (See Licking/Knox Goodwill Industries, Inc. Drug Free Workplace Program)

Conduct

- Breaching confidentiality of employee or participant information
- Misuse or unauthorized removal of employee, organizational, or confidential information from the premises
- Dishonesty of any kind; intentionally providing misleading information
- Falsification of any company or employee information
- Repeated violation of Licking/Knox Goodwill Industries, Inc. policy & procedures
- Acts of a criminal nature
- Excessive use of personal cellular telephones (voice, text, internet access or other applications) during assigned work hours. Use is defined as “excessive” if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities
- Use of company computers to access any type of social networking sites such as, but not limited to, Facebook, Twitter, LinkedIn or MySpace

DISCIPLINARY PROCEDURES

Supervisors must use Log Notes to immediately document violations of policies, rules or regulations, marginal performance and/or general misconduct whether or not they result in disciplinary action.

The employee shall be given prior notice and an explanation of the violation.

The employee shall be given sufficient notice that continued violations will result in further disciplinary action, up to and including termination.

The level of discipline shall be commensurate with the severity of the offense.

All warning disciplinary measures shall be documented into a written report.

Whenever the proper disciplinary action is unclear, the Vice President of Human Resources should be consulted. (See Policy & Procedure 6.01, Attendance, for attendance disciplinary procedures.)

1. First offense: Verbal warning

2. Second offense: Written warning and, depending on the seriousness of the offense, suspension
3. Third offense: Suspension, subject to discharge

Suspension or termination shall be made only after consultation with the Vice President of Human Resources and authorized by the CEO/President.

GRIEVANCE POLICY & PROCEDURE

Licking/Knox Goodwill Industries, Inc. provides current employees and program participants an effective and acceptable process to bring work problems, complaints, and concerns to the attention of management. A current employee or program participant who feels they have been treated in an unfair manner may submit their complaint/grievance to the Vice President of Human Resources at 740-345-9861 ext. 113 within five (5) working days after the event prompting the complaint. Please refer to Policy & Procedure 7.21, Grievance for complete procedures.

Human Resources

PERSONAL INFORMATION

It is the responsibility of each employee to promptly notify the Licking/Knox Goodwill Industries, Inc. Human Resource Department of any changes in personal information. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such information should be accurate and current at all times. A Release of Information form must be completed and signed before releasing employee or participant information to a third party.

HIPPA

In conjunction with Confidentiality, Policy 7.01, it is the policy of Licking/Knox Goodwill Industries, Inc. to maintain the privacy of health information in compliance with all applicable federal and state laws.

As a self-insured health insurance provider, Licking/Knox Goodwill Industries is considered a covered entity and subject to the federal statute in its function as a provider. HIPAA does not cover health information received by Licking/Knox Goodwill Industries in its function as employer (such as for workers compensation, short-or long term disability, information received based upon the Americans with Disabilities Act or the Family Medical Leave Act).

DOWN TIME

Should a time arise when there is no work, employees will be sent home and will not be paid for such time. Efforts will be made to transfer an employee to another job prior to sending them home.

LAYOFF AND RECALL

In the event a reduction in the work force becomes necessary, employees of Licking/Knox Goodwill Industries, Inc. will be selected for layoff within each department giving consideration to the employee's ability, merit, and capacity to perform the remaining job(s). The Human Resource Department will endeavor to assist employees throughout the layoff and recall process.

PERSONAL MEDICATIONS AT THE WORKSITE

Licking/Knox Goodwill Industries, Inc. will not handle or store any medications for employees or other persons served. Employees, clients or volunteers are responsible for administering their own medications. Medications must be secured in personal lockers, desks, etc. or kept on one's person. Medications may not be stored in areas that are easily accessible to other employees, participants, volunteers or customers (such as break room refrigerators.) Employees and participants assume total responsibility for any personal medication which may be brought to its facilities or worksites.

SUBPOENAS AND SEARCH WARRANTS

Licking/Knox Goodwill Industries, Inc. cooperates with governmental investigations, searches and other external audits. Employees should refer to Policy & Procedure 8.12, Subpoenas and Search Warrants for complete procedures.

PEST INFESTATIONS

All locations must take responsibility for monitoring their site for pest infestations. The supervisor is responsible for taking immediate action and implementing procedures to ensure that the alleged or confirmed cases of pest infestations are handled professionally and quickly with all parties involved.

It is the responsibility of all Goodwill employees to report Pest Infestations when they become aware of them and if they would affect Goodwill facilities.

Safety and Security

WORKPLACE SAFETY PROGRAM

Licking/Knox Goodwill Industries, Inc. maintains a workplace safety program. Employees will receive workplace and safety related trainings as needed. Ideas, concerns, or suggestions for improved safety in the workplace are encouraged and should be directed to the Vice President of Facilities, a supervisor, manager, or to a member of the safety committee. Reports and concerns about workplace safety issues may be made without fear of reprisal.

Each employee is expected to obey safety rules and exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees 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.

All accidents that result in injury, regardless of how insignificant the injury may appear, must be reported immediately to the Vice President of Facilities, the division Vice President, Vice President of Human Resources, or appropriate supervisor. Such reports are necessary to comply with laws and initiate workers' compensation benefits, if applicable.

VIOLENCE IN THE WORKPLACE

Any person who makes substantial threats, exhibits, threatening behavior or engages in violent acts at Goodwill sponsored event, function, or worksite shall be removed from the premises as quickly as safety permits, and shall remain off Goodwill premises pending the outcome of an investigation.

All Goodwill personnel are responsible for notifying the Vice President of Facilities of any threat which they have witnessed, received, or have knowledge of another person witnessing or receiving.

MEDICAL EMERGENCY PROCEDURES

Before the start of work and annually thereafter, each employee shall complete an Emergency Medical form that lists the employee's preferred doctors and hospital/treatment center, medications, known medical conditions, persons to contact in event of an emergency and any other relevant medical information. Emergency medical forms are to be secured, yet readily available, at each work site and provided to emergency personnel. If any information changes during the year, please notify the Human Resource Department.

FIRST AID

Designated staff members will have training in Cardio-Pulmonary Resuscitation (CPR) and Emergency First Aid as provided by the American Red Cross or a similarly appropriate organization or consultant.

SECURITY INSPECTIONS

Desks, lockers, and other storage devices may be provided for the convenience of employees, but remain the sole property of Licking/Knox Goodwill Industries, Inc. Any authorized representative of Licking/Knox Goodwill Industries, Inc. may inspect any storage device as well as any article found within a storage device at any time, with or without prior notice.

Licking/Knox Goodwill Industries, Inc. prohibits the unauthorized possession of property belonging to the organization, its employees, visitors, participants and customers. Authorized representatives of Licking/Knox Goodwill Industries, Inc. may inspect not only desks and lockers, but also persons entering or leaving the premises, their packages or belongings. Any employee or participant who wishes to avoid inspection of certain articles or materials is cautioned not to bring such items onto Licking/Knox Goodwill Industries, Inc. or customer property.

Safety and Security

INCIDENT REPORTS

If an incident occurs during the course of employment with Licking/Knox Goodwill Industries, Inc., the employee shall immediately notify his/her supervisor and complete an Incident Report form. This report shall be completed regardless of the seriousness of the incident. Reports shall be signed by the management staff on duty following an investigation of the incident, and forwarded within 24 hours to the Vice President of Facilities and Vice President of Human Resources.

Incidents requiring the completion of a report include, but are not limited to:

- Medication errors
- Incidents involving injury
- Presence of a communicable disease at the work site
- Lack of infection control
- Any act of violence or aggression
- Use of or possession of weapons
- Elopement and/or wandering
- Vehicular accidents
- Biohazard accidents
- Use or possession of illicit substances
- Abuse
- Suicide or attempted suicide
- Sexual assault
- Other sentinel events

Technology

CELLULAR AND OTHER COMMUNICATIONS DEVICES

Personal cellular and other communication devices brought to the workplace must be deactivated or placed in silent mode, except for those employees whose use of personal device for agency business has been authorized. Use must be pre-approved by the division or department vice president. Employees may use their personal devices while on rest or lunch breaks as long as the use of personal cellular phones does not interfere with employee job duties and responsibilities.

- The use of camera attachments on personal cellular and other communication devices by persons not authorized to do so is prohibited at all Goodwill locations or worksites. The Vice President of Facilities will be notified immediately if an unauthorized person is found using a camera attachment at any Goodwill location or worksite.
- Goodwill will not be liable for the loss of personal cellular phones brought into the workplace.
- Employees may elect to connect their personal cellular devices to Goodwill's Microsoft Exchange application.

Company or Customer-provided devices: Cellular and other communication devices issued to employees by the agency are to be used for company business only. Under no circumstances may agency-owned cell phones or other communication devices be borrowed by non-employees or customers. Devices may not be shared between contracts or employees. The Finance Department reviews monthly billings and will investigate any misuse.

- Employees in possession of cellular phones are expected to protect the equipment from loss, damage, or theft.
- Transfer of any equipment must follow Policy & Procedure 11.20, Fixed Assets-Inventory.
- Upon resignation, termination, or extended time off, employees shall surrender all communication devices to their immediate supervisor. Employees will be charged for the replacement or repair of damaged or lost equipment.

- Unauthorized use of camera attachments on company or customer cellular and other communication devices is prohibited at all Goodwill locations or worksites. The Vice President of Facilities will be notified immediately if an unauthorized person is found using a camera attachment at any Goodwill location or worksite.
- Employees are not permitted to text on company or customer provided devices unless previously authorized by their department administrator.
- Employees are expected to refrain from using their phone while driving.
- Ohio law prohibits texting while driving.

COMPUTER PASSWORDS

All Goodwill employees are responsible for selecting and securing their individual passwords. All passwords are to be treated as sensitive, confidential information.

- All employees are required to change passwords on an annual basis.
- Passwords must not be shared or inserted into email messages or any form of electronic communication.
- Passwords must be at least eight characters long and at least one numeric character must be used.
- Passwords should not be based on personal information, such as birthdays, names of family members, etc.
- Passwords should not contain sequential word or number patterns such as aaabbb, or 12345678.
- Passwords should not be affixed to your computer, keyboard or desk.
- If password information is suspected to have been compromised, staff must report the incident to the Vice President of Facilities.

Any employee found to have violated this procedure may be subject to disciplinary actions, up to and including, termination of employment.

Technology

INFORMATION TECHNOLOGY ACCEPTABLE USE AND SECURITY

Access to programs and data residing on the Goodwill network is granted according to job function. Employees who determine that additional access is necessary to accomplish their assigned tasks may submit a written request to the CEO/President.

It is expected that the Internet will be used for purposes related to the organization's business. Goodwill employees are responsible for the websites or portals they visit and communication should be for company use only.

Users should remain aware that any data created or transmissions sent/received via the organization's equipment remains the property of Licking/Knox Goodwill Industries, Inc. All information should be treated as confidential. Goodwill reserves the right to access and monitor all messages and files located on any company or personal computer system which is used at any Licking/Knox Goodwill Industries, Inc. location or worksite. Refer to Policy & Procedure 21.06, Information Technology Acceptable Use and Security for suspected abuse procedures.

The following list is not intended to be all-inclusive, but should provide a framework for activities which fall in the category of unacceptable use of Goodwill computers and/or other applicable technology and, will result in disciplinary action up to and including termination:

- Any activity that is a violation of local, state or federal law.
- Any form of harassment.
- Accessing any type of social networking site such as, but not limited to, Facebook, Twitter, LinkedIn or MySpace.
- Participation in or access to any type of online gambling or auction sites, including Shopgoodwill.com.
- "Streaming" online music or other media.
- Violation of any copyright, trade secret, patent or intellectual property rights including the installation or distribution of unlicensed software.

- Use of the Internet, organization software, or the Goodwill network system for personal gain or advancement of individual views.
- Downloading of music, podcasts, copyrighted photos, or other media that is not directly related to the business activities of Licking/Knox Goodwill Industries, Inc.
- Introduction of malicious programs into organization systems.
- Revealing account passwords to others or allowing the use of your account(s) by others.
- Disabling anti-virus programs or firewalls without proper authorization from the Vice President of Communications.
- Installation of software or other programs without proper authorization from the Vice President of Communications.
- Circumventing user authorization or security of any host, network or account.
- Sending unsolicited email messages, including "junk mail" or email spam.
- Sending emails that are of a confidential nature.
- Creation or forwarding of "chain letters", "Ponzi" or other "pyramid" schemes
- Electronic storage or transmission of unencrypted credit card data
- Any other form of non-work related Internet surfing

WEBSITE/SOCIAL MEDIA

Goodwill maintains a website/social media sites to educate the public regarding services provided by the organization, advertise current job postings, and to allow viewers to apply on-line for employment. Maintenance of the website/social media sites is the responsibility of the Vice President of Communications. Any unauthorized editing of the site will be considered damage of property and could lead to disciplinary action and/or referral to law enforcement authorities.



Licking/Knox
Goodwill

Administrative Offices

P.O. Box 828 ▪ 65 South 5th Street
Newark, Ohio 43058-0828

Phone: (740) 345-9861

Fax: (740) 345-3191

www.goodwillnewark.com

www.actionsecuritygroup.org

www.thegrovebytheriver.com

www.goodwill2go.com

Mission

Licking/Knox Goodwill Industries, Inc.
provides training, employment, and support services to individuals
with disabilities and other barriers to employment.



Three-Year Accreditation
2016-2019

An equal opportunity / affirmative action employer.