

Goodwill[®]

Industries of the Inland Northwest

EMPLOYEE HANDBOOK

REVISED 2020

[DiscoverGoodwill.org](https://www.DiscoverGoodwill.org)

NOTICE: This is not a contract.

This handbook is intended as a convenient source of information for Goodwill Industries of the Inland Northwest's regular employees. It supersedes and replaces any prior handbooks on any of the subjects covered in this handbook. This handbook is not a contract. Its contents are simply general statements of company policy. Goodwill reserves the right to modify any of the provisions of this handbook at any time without prior notice.

Your employment with Goodwill is "at will," meaning it is voluntarily entered into. As such, you are free to resign at any time, with or without advance notice. Likewise, Goodwill is free to terminate the employment relationship with or without advance notice and with or without cause. The employment relationship is strictly one of employment "at will."

Goodwill®

Industries of the Inland Northwest



Since 1939, helping people build independence
within the communities we serve.

Corporate office: 130 East Third Ave., Spokane, WA 99202
Phone 509-838-4246 | Fax 509-838-0176 | TDD 509-344-0163

From Our President/CEO

Welcome to Goodwill Industries of the Inland Northwest. You are working for one of the oldest and finest nonprofit organizations ever conceived, a well-respected social enterprise that changes lives through a 'hand up.' Goodwill Industries International is over 100 years old, and throughout the world each year, we help millions of people with disabilities and barriers to success build independence.

At Goodwill, each employee is critical to our mission. Whether you work in retail, transportation, Workforce & Family Services, or administration, we all have the same goal at the end of each day: to assist people in their quest for independence.

Please come to work engaged. Please bring us your suggestions and ideas for improving our operations. Please help us grow our reputation for excellence. Please help us help others succeed.

To fully understand who we are, what we believe, and how we operate, I ask all team members—as we walk this journey together—to support the following Values Statement:

- We treat all people with dignity and respect.
- We continually strive to meet the highest ethical standards.
- Stewardship: We honor our heritage by being socially, financially, professionally, and environmentally responsible.
- We put people first and believe in the potential of individuals to make positive changes in their lives.
- We provide programs that are high quality, effective, and relevant to the changing needs of the communities we serve.
- We believe in our accountability to our constituents, each other, and ourselves.
- We pursue and celebrate diversity.
- We place a high priority on safety in all we do.
- We embrace learning, innovation, continuous improvement, creativity, collaboration, and change.
- We continually seek to exceed the expectations of all of our stakeholders: donors, customers, participants, volunteers, employees, and community partners.



President/CEO Clark Brekke

Clark Brekke President/CEO

A Proud History of “A Hand Up”

In 1902, a Boston minister began collecting clothing and household items to help people build job skills and economic independence. He employed men and women to refurbish the collected items and then used the income from selling the items to pay their wages and provide a pathway to independence. The system worked, and the Goodwill method of self-help was born. Reverend Edgar J. Helms believed “A hand up, not a hand out” was the best path to help people achieve long-term independence.

As the Goodwill movement spread west during the 20th century, Goodwill Industries of the Inland Northwest was founded in Spokane in 1939. From our modest beginnings, we have grown tremendously over the years, impacting lives and communities in eastern Washington and northern Idaho. Our Goodwill operates many service locations, processing plants, and retail stores throughout the Inland Northwest, and our ongoing success is a reflection of more than 500 team members who believe that all people deserve equal access to opportunities in our society.

Goodwill Industries of the Inland Northwest is a nonprofit agency. We are an independent, community-based member of Goodwill Industries International. Each year we serve thousands of people throughout our region, helping them build their independence and a future they envision. We provide core services in the areas of workforce training, education,



The first motorized collection for Goodwill in Boston, 1902.

and employment. We operate programs that serve individuals with physical, mental, and intellectual disabilities. We deliver services that help people transitioning from homelessness, justice systems, and underdeveloped skills. Based on community needs, we create programs and services that will help our neighbors achieve full and productive lives.

Goodwill’s retail stores help support our services. Out of every dollar we take in, 85 cents funds our programs. We are Goodwill!

For more information about our Goodwill’s past and present, please visit us at DiscoverGoodwill.org.



Edgar J. Helms founded Goodwill Industries in 1902.



Fall 1938: After church on the front steps of the Rockford Methodist Church, Dr. Ernest Harold suggested that Reverend Charles Estabrook start plans for establishing a Goodwill in Spokane, Washington. Some weeks later, Estabrook was informed that he had been appointed as superintendent of Goodwill Industries of Spokane, which existed only on paper.

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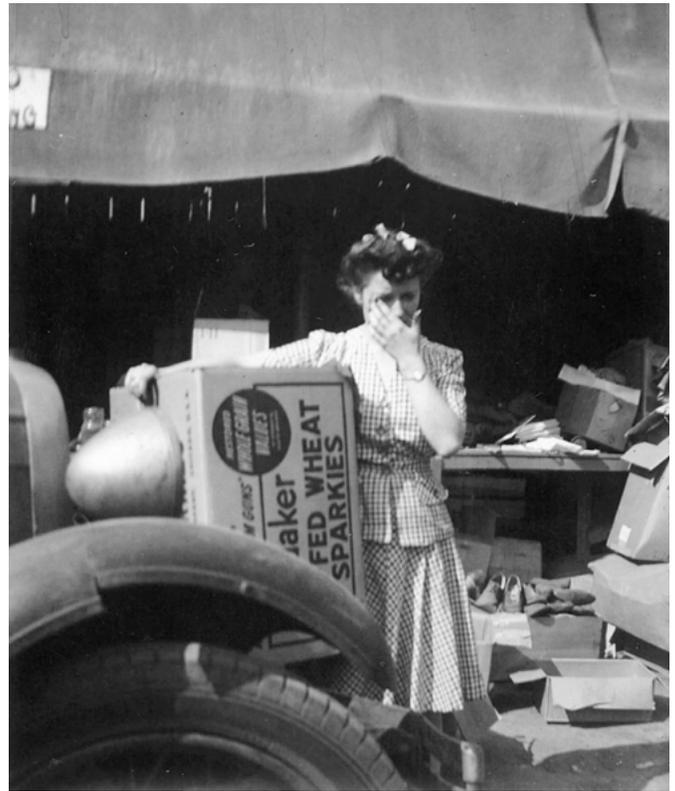
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Original caption: Mrs. Beverly, an early sorter here and retired teacher, working in the open air in back of the wood structure store on the lot at our corner, 3rd and Cowley.

After being appointed superintendent of Goodwill Industries of Spokane, Reverend Charles Estabrook had to start a Goodwill with no money, no merchandise, and no workers. "



Original caption: Louise Newell, Reverend Estabrook's daughter, sorting in the open air, about 1944.

Reverend Charles Estabrook gathered "discards" for several months. With the help of Mrs. Estabrook and their daughters, those discards were cleaned, mended, and pressed until they "had quite a nice stock ready to sell."

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Our first Goodwill store opened in this small wood building in Spokane, just east of our current store on Third Avenue, December 1939.

Introduction

Equal Employment Opportunity Policy

Goodwill Industries of the Inland Northwest (Goodwill) is an Equal Opportunity Employer, pledged to provide equal employment opportunities including promotion, pay, and workplace opportunities without regard to race, age, color, creed, sex, religion, marital status, familial status, work assignment, sexual orientation, national origin, veteran's status, the presence of any sensory, mental or physical disability, upon the use of a trained dog guide or service animal by a disabled person, or upon any other lawfully protected status, or any other basis prohibited by local, state, or federal law. Goodwill does not discriminate against employees with family and caregiver responsibilities. Goodwill follows Title VII of the Civil Rights Act of 1964 as well as applicable local, state, and federal laws.

Reasonable Accommodations

Goodwill will make reasonable accommodations for qualified individuals with disabilities unless doing so creates an undue hardship on the organization. Goodwill takes into consideration the nature and cost of the accommodation needed, the organization's financial resources, and the impact of the needed accommodation on the operation, other employees, and our customers. This policy applies to all aspects of the employment relationship including the hiring process, promotions, job assignments, compensation, provision of leave, access to benefits, perquisites, discipline, discharge, layoffs, etc.

Qualified employees who believe that a reasonable accommodation is necessary for them to perform the essential functions of their current position or another position for which they have applied may contact their supervisor or the Human Resources Department.

At-Will Employment

The purpose of this handbook is to inform you of Goodwill's employment policies and procedures. Your employment with Goodwill is "at will," which means that you are free to resign at any time for any reason or no reason; similarly, Goodwill is free to conclude the employment relationship at any time, with or without cause, reason, or notice. No one has the authority to change or alter the "at will" relationship except the CEO or the CEO's designee. Any change or alteration to an employee's "at will"

status must be set forth in writing and must be signed by both the CEO or the CEO's designee and the employee. Goodwill has the right and responsibility to manage the workplace in such a way that the best interests of the company, and by extension, the best interests of all the employees who make up the company are respected and protected. Any employee action or activity that violates this principle is a violation of this policy and the employee will be subject to appropriate (at the employer's sole discretion) disciplinary and/or remedial action up to and including termination.

Purpose of This Handbook

The statements contained in this handbook are intended to provide employees with a basic outline of some of the programs, policies, and

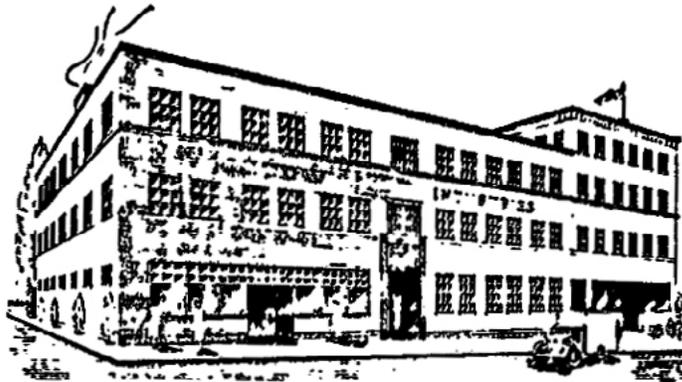
benefits available to Goodwill employees. This handbook is not intended to cover every situation that may arise. Goodwill reserves the right to depart from these general statements when,

in its sole discretion, departure is warranted.

Nothing contained in this handbook, nor in any other document or policy provided by Goodwill, is intended to create a written or oral contract for employment of any period of time or a promise of specific treatment in specific situations. No employment contract or promises of specific treatment are binding on the company

unless they are in writing and signed by the CEO or CEO's designee. No employee, supervisor, or manager is authorized to make any oral assurances or promises of continued employment.

Changes may be made to the handbook by Goodwill from time to time in its sole and absolute discretion without prior notice to the employee. Employees will generally be provided these changes in writing. Goodwill expressly reserves the right to modify, rescind, delete, add, or make exception to the provisions of this handbook as well as to any of its personnel policies and procedures, work rules, or benefits as Goodwill deems necessary or appropriate. This handbook supersedes all prior guidelines, manuals, policies, and procedures. No person other than the CEO or the CEO's designee has any authority to alter these policies, procedures, work rules, or benefits.



GOODWILL BUILDING Here is how the new \$50,000 building of the Spokane Goodwill Industries, Third and Cowley, will appear when completed. Ground was broken March 21 and the building will replace the structure destroyed by fire last November. The non-sectarian project was started five years ago and under control of the Methodist church has given employment to more than 200 handicapped people. The Rev. Charles M. Estabrook is superintendent. A campaign is now on to complete the building fund.

Shown above: article from the Spokane Chronicle, dated January 18, 1946. The building was reported in the historical archives as completed in 1945.



After the small main store building was destroyed by fire in November 1944, the building shown above was opened in 1945.

Our Job

In part, the Goodwill mission is to provide a training site for our program participants. Participants come to Goodwill from all walks of life. Some are here for work skills assessment, training, or work experience. They are referred and paid by outside agencies. Others are here to get a job.

Goodwill employees are expected to be role models and examples of appropriate workplace behaviors. Our workplace attitudes, productivity, support, and good work habits will serve as the best possible example to them. Goodwill's expectation that all employees follow policies, procedures, safety guidelines, and work rules will assist our participants in achieving their personal goals. Goodwill will achieve our organizational goals by training, teaching, and educating in the best possible way: leading by example!

Our Commitment to Cultural Diversity

Goodwill Industries of the Inland Northwest (Goodwill) seeks to improve the quality of life for all employees, volunteers, persons served, families, and organizations that come into contact with our agency. We expect to achieve this goal by educating and training our staff members on the dynamics of our growing and culturally diverse community.

Through this commitment, we will enhance our awareness, compassion, and ability to interact with others who are different than ourselves with dignity, respect, patience, and understanding.

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

Policies Affecting Employment

Job Opportunities

Goodwill tries to fill job openings by hiring from the existing pool of Goodwill workers when possible and appropriate. Employees in good standing are encouraged to apply for open internal positions that they are interested in and qualified for. If you want to apply for a different job within Goodwill, you may apply online (DiscoverGoodwill.org), or you can see your supervisor, the switchboard operator, or the Human Resources Department for an application. If you are interested in an open position and would like to know more, including position qualifications or requirements, please contact the Human Resources Department.

Jobs are posted on the lobby monitor in the reception area of the Spokane Administrative Offices, on the Goodwill website (DiscoverGoodwill.org), and can be accessed via the Job Line (509-462-0510). "Open Job Position(s)" emails are sent every week to all Goodwill locations to be posted. Jobs are also listed with some local/state agencies, multiple recruiting websites, such as Indeed.com, and at times on Craigslist.com, Facebook, and/or in the classifieds.

Applications are accepted when job openings are posted. For some positions within the organization, applications are always accepted to maintain an applicant pool. If you wish to apply for more than one position, you must submit a separate application for each position and/or location. Goodwill does not accept incomplete applications. While Goodwill does post most open positions, the organization reserves the right not to post job openings when deemed appropriate in its sole discretion.

Employment of Relatives

Goodwill believes that it is in the best interest of all involved to keep business and professional relationships separate from per-

sonal and family relationships to avoid conflicts of interest.

The CEO or the CEO's designee must approve the hiring of relatives prior to any offer of employment. Should approval be granted by the CEO or the CEO's designee, no employee will be placed or hired into a position where:

1. Either employee will supervise, appoint, remove, or discipline the other;
2. Either employee will audit the work of the other; and
3. The working relationship would create or give the perception and/or appearance of a conflict of interest.

Consideration will not be given nor approval granted in the case of relatives of employees in the Accounting, Information Technology, and Human Resources Departments, to include Safety, Loss Prevention, or members of Goodwill's Board of Directors under any circumstances where there is, or may be, the perception or appearance of a conflict of interest.

If two employees develop a dating or marital relationship after employment and one of those individuals is supervised or evaluated by the other or any other appearance of impropriety is created, one of the two may be transferred or, if no suitable position is available, discharged. The decision as to which employee will be discharged, if transfer is not possible, is left to the employer.

For purpose of defining a relative in regard to the employment of relatives, Goodwill considers immediate family to include: spouse, registered domestic partners, parent, brother, sister, child (son/daughter), stepchild, parent-in-law, brother- or sister-in-law, son- or daughter-in-law, aunt or uncle, cousins, foster parents, foster children or siblings, grandpar-

ents, great-grandparents, nieces and nephews, in-laws, or step relatives with any of the above relationships.

Entrance to Goodwill Premises

Hours of work and days of operation vary from location to location. As such, entrance and exit procedures may vary accordingly. Employees will be instructed in the proper entrance and exit from Goodwill premises in their location.

Work Area Access

Employees are not permitted to enter the premises earlier than 30 minutes before their work shift begins. Employees are not permitted in work areas before the work-day and/or work shift begins or after work areas are shut down for the day. If employees are not on the clock, they must stay out of work areas. Employees who report to the work site early are not permitted in or allowed to shop in stores before or after regular store hours.

ID Badges

The Human Resources Department issues employee ID badges upon hire and thereafter as necessary. Employees must wear this ID badge at all times while at work. Some positions are excused from wearing their badges due to safety reasons and with the approval of the Human Resources Department; however, they must be able to produce the ID badge when asked. If the badge is forgotten or misplaced, a temporary badge must be obtained from your supervisor until the HR Department can provide a replacement. Excessive replacement costs incurred by the organization may result in disciplinary action at the appropriate level. The ID badge must be turned in upon request by Goodwill, such as when the employee is subject to certain levels of disciplinary action or separation of employment.



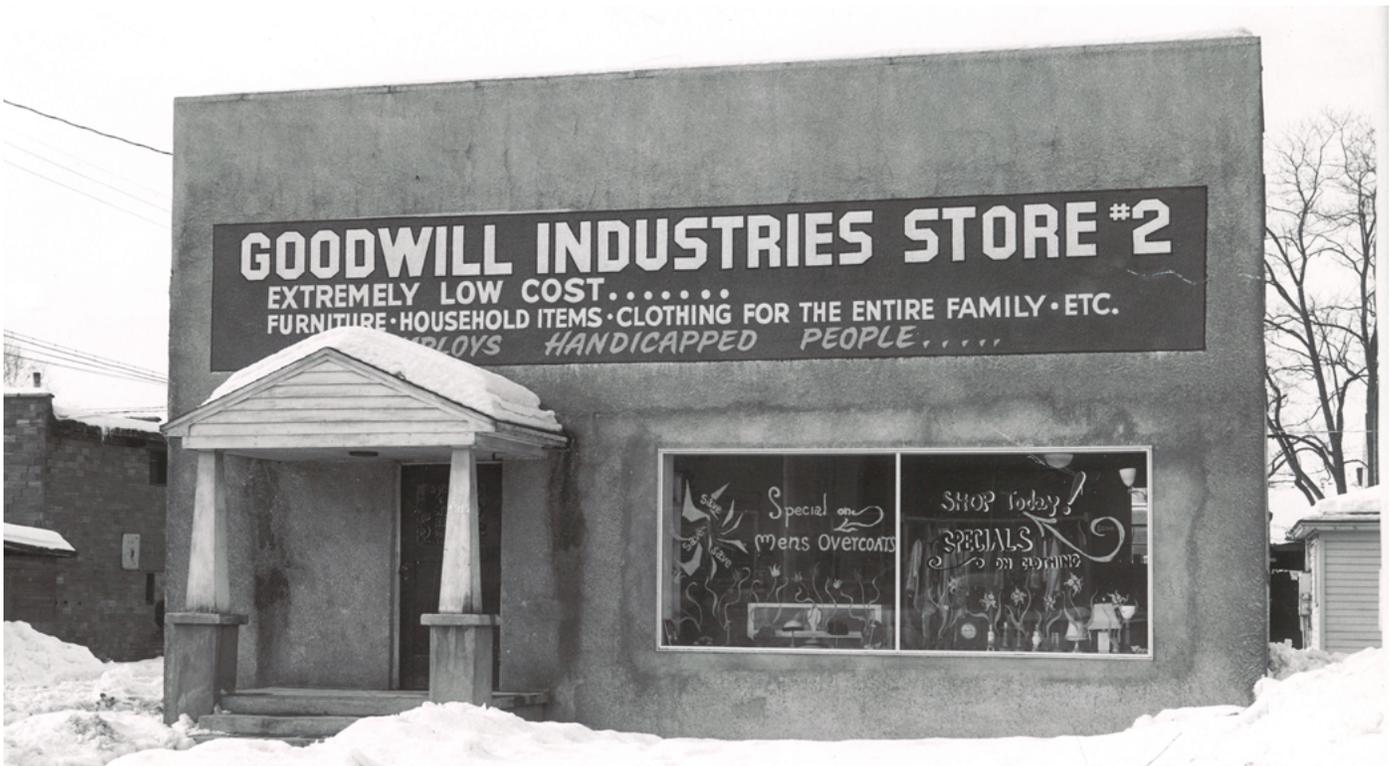
Clocking in and out has been part of the daily life of Goodwill employees for decades. Even the time card slots look the same in this photo from our downtown Spokane facility circa 1960s.

Time Clock Procedures

Employees must not clock in more than five minutes before the beginning of their shift and must clock out immediately upon being released from work without waiting by the time clock when released from their work station at the end of their shift.

Employees must work only the hours for which they are scheduled. If a pattern is identified whereby any employee is regularly late clocking out and accumulating unauthorized overtime, that employee may be subject to disciplinary action up to and including immediate termination of employment.

Employees may not falsify hours on time sheets, alter their time cards, or remove any time cards from the premises for any reason. Similarly, employees may not punch in or out for another worker or alter another person's time card. Violation of this policy may result in disciplinary action up to and including



Spokane's second outlet is on the north end of town. It opened in Hillyard in May 1953. The address was N. 4915 Market and was remodeled in 1958. This location moved to 1320 W. Francis in 1992 and then to 9832 N. Nevada St. in July 2001.

immediate termination of employment.

Employees who do not report for work at their scheduled time will be considered tardy or absent.

Time Cards and Time Sheets

All hourly employees are issued either a time card or a time sheet, which serves as a record of hours worked. Time cards must be punched when:

1. You report to work
2. If you leave the facility during the day (except on authorized company business) and when you return; and
3. When you leave work at the end of the day.

If you are experiencing problems with your time card, you must notify your supervisor immediately. Employees are not permitted to "write in" times on their time cards that are to be punched.

If a facility does not have a time clock, a

time sheet is filled out and signed by the employee and reviewed and signed by the supervisor. Time sheets must reflect the actual hours worked, not scheduled hours.

If you use a time sheet, you must turn in your time sheet within the time frame as directed and communicated to you by your supervisor. Turning in your time sheet is your responsibility. If you are unable to turn in your time sheet as directed, you must contact your supervisor as soon as possible.

For more information, please refer to the section of the handbook titled "Time Clock Procedures."

Disaster/Weather Closure

In the event that there is a disaster, either natural or human-made, a hotline has been established for further instruction regarding Goodwill operations for your location. This hotline may also be accessed to determine what the operations will be for your location should severely inclement weather occur. Please note



The North Spokane Goodwill location has been at 9832 N. Nevada since July 2001. Goodwill Industries of the Inland Northwest has had a Goodwill serving north Spokane since 1953.

that Goodwill does not necessarily cease or minimize operations for its locations if the local schools are closed. It is recommended, however, that you call the hotline if schools in your area have been closed due to disaster or weather. This hotline telephone number is 1-855-854-5611.

Record Changes

Accurate employee records are very important for Goodwill and for the employee. Employee records include, but are not limited to, documents and information contained within an employee's personnel file. Goodwill requires the employee's expressed written release to share employment information with agencies outside of Goodwill. This is for both current and former employees.

Goodwill may also choose upon its sole discretion to limit information shared to outside agencies. Washington state employers must provide access to employees, of their employee records at least once annually and allow each of them to place rebuttals in their file if they disagree with the contents and the employer refuses to remove those contents. A written request to review an employee's records must be provided to the Human Resources Department, where an employee file may be provided for viewing within a reasonable time frame. You must notify your super-

visor and the Human Resources Department of any changes in your name, address, phone number, income tax exemptions, Social Security number, emergency contact, etc.

Should your employment at Goodwill end for any reason, please make sure that your address information is correct or submit a forwarding address to place on file. This will help us forward documentation to you that may be helpful or important to you, including information about final wages, taxes, and benefits.

Breaks and Lunch

You are allowed one 15-minute rest break for each four (4) hours worked. You will be given a 1/2-hour unpaid lunch break if you work a shift of five or more hours.

You must take your rest and lunch breaks. You are not allowed to combine rest breaks with the lunch break. You may not come in late or leave work early and use rest or lunch breaks to make up missed time.

Employees may not leave the Goodwill premises for rest breaks and must clock out if doing so for lunch. If you return from a rest break or leave Goodwill premises for lunch and clock back in or return to your work area late, you will be considered tardy. For more information, please refer to the sections of the handbook titled "Tardiness Standard" and "Leaving Work Early."

Absences and Tardiness

Employees are hired to do work important to the success of Goodwill. Regular and timely attendance is required. If you cannot report to work as scheduled, you must personally notify your supervisor one hour or more before the start of your shift. Retail, Operations, Transportation, Donor Services, New Goods, and E-commerce employees must personally call their supervisor or contact the attendance hotline if available in your department at 1-888-824-8950. Please note: Depending on departmental structure, other communication options may be authorized. This will assist us in making any necessary scheduling changes or adjustments and helps reduce the burden placed on co-workers when a team member is absent. Even if employees notify their supervisor(s) within the required time period, the absence may still be considered unexcused.

If a supervisor is not notified, time missed may not be paid as sick leave (if applicable), and you may be subject to disciplinary action up to and including termination of employment. Messages left with the switchboard or co-workers are not acceptable. Unless you have a bona fide emergency, having a family member or friend call in for you is not acceptable. If you are unable to meet the requirements above on your first attempt, you must try again and either speak with a supervisor personally or leave a message on the attendance line (if available). You must call in as described above each day that you are absent unless on an approved leave of absence.

If you are absent for three workdays in a row for medical reasons, you must get a written release from your medical provider to return to work.

If you are absent three workdays in a row without notifying your supervisor, you will be considered to have voluntarily quit your job.

Absenteeism Standard

Absenteeism is defined as unavailability for work as scheduled and may include partial or



Downstairs end of the conveyor belt that used to send textiles upstairs at the downtown Spokane plant.

full workdays. Unless otherwise protected by law, each absence is treated equally regardless of the reason for the absence. If you are more than an hour tardy for your scheduled shift, it may be considered an incident of absence. Excused absences related to leave or other reasonable accommodation, sick leave, or vacation, when appropriately documented, will not be counted against an employee for disciplinary purposes.

The method to be used in calculating absenteeism will be based on the number of incidents of absence within a rolling six-month time period. One or more consecutive days of absence will be counted as a single incident if the reasons for being absent are related. Three incidents of absence are the maximum allowed in a six-month period. For example, an employee who has missed two consecutive days of work one month, three consecutive days the next month, and one day the following month has three incidents of absence in that six-



Our stores and production operations have come a long way since the old thrift store circa 1940.

month period. A rolling six-month period (including only the most recent six months) will be used for tallying absence incidents. Subsequent absences beyond the three allowable incidents within the six-month period may result in disciplinary action up to and including immediate termination of employment.

Employees are encouraged to make appointments before or after work hours or on days off. If this is not possible, they must notify their supervisor to request time off as soon as possible. Employees are expected to give their supervisor as much notice as possible when requesting time off from the regularly scheduled work schedule. Less than five (5) days' notice when requesting time off may result in non-approval of the request by default due to scheduling purposes.

Approvals for requests for time off are considered, and granted, based on departmen-

tal needs. Your failure to request time off for appointments in a timely manner may result in your request being denied or a "Left Early (LE)" notation on your attendance record. For more information, please refer to the section of the handbook titled "Leaving Work Early."

Tardiness Standard

Tardiness is defined as the failure to be at your work station at the beginning of your scheduled work shift or as the failure to return to your work area within the scheduled time after rest breaks and lunch. There is no "grace period" for tardiness and/or clocking in late.

If you clock in at any time after your work shift is scheduled to begin, you will be considered tardy. The maximum time period for a tardy is one hour from the start of your work shift. If you clock in more than one hour after



These freight vehicles once served as our donation pick up and transportation fleet. They are parked on what was Cowley, south of Third Avenue.



This building was a combination of store and living quarters that sat just west of our 1945 new building in Spokane. It sat where our west production area is now located.

the start of your scheduled shift, the incident may be considered an absence on your attendance record.

Each tardy is treated equally regardless of the reason for the tardiness unless otherwise prescribed by this policy or by law. Tardiness directly related to leave or other reasonable accommodation, sick leave, or vacation, when appropriately documented, will not be counted against an employee for disciplinary purposes.

The method to be used in calculating tardiness will be based on the number of incidents of tardiness within a four-week period. Three incidents of tardiness are the maximum allowed in a four-week period. A rolling four-week period will be used for tallying cumulative tardiness. Subsequent tardiness beyond the three allowable incidents within the four-week period may result in disciplinary action up to and including immediate termination of employment.

Employees are encouraged to call and speak to their supervisors if they will be late for work or will be late returning from an approved absence for an appointment. This will assist in making any necessary scheduling adjustments and helps reduce

the burden placed on co-workers when a team member is tardy.

Leaving Work Early

Employees are expected to work their regularly scheduled shift. When employees leave work prior to the end of their regularly scheduled work shift, it places a burden on co-workers.

Unless you have made prior arrangements with your supervisor, leaving work before the end of your work shift may be counted as an incident of absence regardless of the time you clock out or the number of work shift hours you complete.

Employees who leave work prior to the end of their scheduled work shift will receive a Left Early (LE) notation on their attendance record. An identified pattern of leaving early may result in disciplinary action up to and including immediate termination of employment. Three incidents of leaving early (LE) is the maximum allowed in a rolling four-week period. If you leave more than an hour early from your scheduled shift, it may be considered an incident of absence.

Your Pay

Pay Period

The pay period is a two-week period, which ends on the Saturday before payday. You will be informed of the first payday when you can expect a paycheck during your initial orientation. You may also contact your supervisor or the Accounting or Human Resources Departments for this information.

Payday

Paychecks are issued every other Friday. When a payday falls on a holiday, the checks are issued the workday before.

Work Week

For payroll purposes, the work week begins at 12:00 a.m. Sunday and ends at 11:59 p.m. the following Saturday. A payroll period is a two-week period that ends on the Saturday before payday.

Paychecks

If you are scheduled to work on payday, your supervisor will deliver your paycheck to you as early in your work shift as possible.

If you are scheduled for a day off on a payday, you may pick up your paycheck at the facility in which you work after 10 a.m. on payday. In downtown Spokane, please come to the Reception/Switchboard area and request your paycheck. The Receptionist will contact the Accounting Department for you. Please be prepared to show picture identification. If you do not have your picture ID with you, please come to the Human Resources Department for assistance.

If you work in an outlying facility or location, please contact your supervisor for specific paycheck pick-up time information. The time you may be able to pick up your paycheck will vary by location.

Individuals who are unable pick up their



We opened a store at W. 207 Riverside in April 1954. In 1965, a fire in a hotel closed this store. The board decided in August of the same year to relocate this store at 1928 N. Monroe. In 1972, the store moved once again to become the Spokane Valley store, located at Trent and Pines.

paychecks in person must make arrangements with the Accounting Department to ensure timely delivery.

Goodwill will not issue paychecks prior to the scheduled payday. Goodwill will not mail checks without a written request or release paychecks to individuals other than the employee without the express written request of the employee.

For your protection, your written request must include:

- Your signature, which will be compared to your signature on file in the Human Resources Department; and
- The name and identity of the individual you have authorized to pick up your paycheck. Any third party picking up your check must present picture identification; otherwise your paycheck may not be released.

Automatic Payroll Deposit

Goodwill offers automatic payroll deposit to employees. Pre-noting a direct deposit, a process which occurs when employees sign up to have their paycheck directly deposited into their bank account, is facilitated the Wednesday before a payday. After you sign up, your paycheck is automatically deposited into your checking or savings account at the bank of your choice on the morning of each payday.

This means that payday morning, you will have access to your earnings! Your earnings statement will be distributed to you for your records. Interested employees should contact the Accounting Department for more information and enrollment paperwork. If you close the bank account in which your paycheck is deposited, you must notify the Accounting Department immediately. If you do not provide proper notification and your paycheck is routed to the account number of the closed account, you will have to wait for your check to be returned to Goodwill, which could take approximately two weeks. One hundred per-

cent of your paycheck must be deposited.

Pay Deductions

The deductions listed below are withheld from each employee's paycheck as required or authorized by law:

- Social Security (SSA)
- Medicare (MED)
- Federal Withholding Tax (FEDERAL)
- Garnishment (GARNI)
- Workers' Compensation (WKCMO, WK-CMS, or WKCMC)
- Child Support (ASIGN)
- State Withholding Tax (ID) [Idaho only]

You may also have voluntary deductions withheld if you authorize them in writing. Forms are available in the Accounting Department. Voluntary deductions may include but are not limited to:

- Health Insurance (MEDIN)
- Dental Insurance (DENIN)
- Life Insurance (LIFE)
- Vision (VISION)
- Supplemental Insurance (AFLAC or AFLACS)
- Store Purchases (A/R)
- 401K Retirement Plan (401KF or ROTH)
- Advance Pay (ADVPY)
- Event (EVENT)

Employees are encouraged to review their pay stubs regularly to ensure that deductions are being withheld as requested. If deductions are not made, it is very possible that you are not receiving the benefits to which you are entitled. Please contact the Accounting Department immediately if authorized deductions are not being made from your paycheck. We will check your file for requested or required paperwork. Timely notification will help minimize delays or disruptions to your benefits. If benefit paperwork is received after the stated deadline, then double the amount will



The Spokane Valley store opened in 1972 at Trent and Pines. The store had been at 1928 N. Monroe from 1965 until 1972. Prior to that, it had been located at W. 207 Riverside since its opening in April 1954.

be deducted to ensure that the employee's payments are current and up to date.

Wage Garnishment

All employees are expected to make personal arrangements to settle payment of their debts. However, Goodwill is occasionally served with paperwork requiring the garnishment of an individual's wages. Garnishments are inconvenient and expensive for the organization. Please be aware that Goodwill does not choose to garnish wages. We are required to do so by a court or administrative order.

By the time Goodwill receives garnishment paperwork, the employee may already be aware of this next step in the wage garnishment process. If an individual receives three or more separate garnishments to their wages for three or more separate debts within one (1) year, Goodwill reserves the right to terminate the employment relationship. Child support payments are not considered garnishments for purposes of this policy.

Overtime

On occasion, employees may be required to work mandatory overtime. You will be given

as much notice as possible to help you make arrangements in your schedules.

If you are unable to work the overtime, you must inform your supervisor as soon as possible. Failure to work mandatory overtime may be considered a missed work shift.

Overtime cannot be worked without prior approval by the CEO and will be communicated to you by your supervisor. Failure to obtain approval for overtime work prior to working the actual overtime may result in disciplinary action up to and including immediate termination of employment.

Non-exempt (hourly) employees will be paid overtime wages at the rate of one and one-half times (1-1/2 times) their regular rate of pay for all hours worked in excess of 40 hours in a work week.

Working Off the Clock

Hourly (non-exempt) employees are not permitted to work "off the clock." This means that any work performed for Goodwill must be paid time and should be reflected on your time card. Employees may not begin working prior to the beginning of their scheduled work shift. Employees may not continue to work after their scheduled work shift ends.

Employees may not perform work duties on their unpaid or paid breaks and lunch periods.

All work performed for Goodwill must be "on site," recorded on a time sheet or time clock, and paid. This means that hourly employees may not

take work home to complete it unless the supervisor, department director, vice president, and/or Human Resources Department have given prior authorization in writing. An hourly employee who performs work for Goodwill at home without prior authorization or while on paid or unpaid breaks and lunch periods may be subject to disciplinary action up to and including immediate termination of employment.

Part-Time and Full-Time Hours

Hourly employees are hired to work either part time or full time. Upon hire, you will be informed of your status. Based on departmental needs, there may be periods of time where a part-time employee will be temporarily required to work more than part-time hours. Part-time work is defined as 29 or less work hours per week. Full-time work is defined as 30 or more hours per week.

Wage and Hour Status

Salaries executive, administrative, and professional employees are exempt from overtime pay and other provisions of the Fair Labor Standards Act (FLSA). Exempt employees do not receive overtime. Only a Human Resources Manager or the CEO may determine the



After its opening in 1972, the Spokane Valley store remained at Trent and Pines until 1985, when it moved to U-City at 114 S. Dartmouth. In 1989, a short four years later, the store moved about a block to N. 20 Balfour.

exempt or non-exempt status of a position which is based on wage and hour laws.

All other employees who are not exempt from minimum wage and overtime laws are entitled to at least the minimum wage for all hours worked and

overtime compensation at the rate of time and a half of their regular rate of pay for all hours actually worked over forty in a work week.

It is our policy to ensure exempt employees are not subject to improper salary deductions that would indicate they are being paid on an hourly basis. This organization prohibits deductions from exempt employees' salary salaries based on hourly quotas, absences of less than a full day that are not taken along with FMLA leave, partial week absences occasioned by our operating requirements, jury duty or attendance as a witness for less than a week, military service of only part of a week, or unpaid disciplinary suspensions that are not related to serious safety infractions and for less than a week. Employees who believe their compensation has been subject to improper deductions like those noted above, should immediately contact a their supervisor or the Human Resources Department. The matter will be reviewed thoroughly and promptly. If improper deductions have been made, any needed corrections, including the payment of deducted sums, will be made as soon as possible. Employees should raise these concerns in order to protect themselves and the organization and shall not be retaliated against for doing so. Similarly, if you have any questions about exempt status, please speak with your supervisor.



Goodwill has been serving the Spokane Valley for almost 50 years. The first store to open there was at Trent and Pines in 1971.

Benefits

Employees may be eligible to participate in certain insurance programs. Programs vary according to the position and are explained upon hire. In some cases, there may be a waiting period before coverage begins. The policy terms also usually limit coverage depending upon the number of hours an employee works. We intend to continue the programs indefinitely but reserve the right to change or discontinue these plans at any time. If we terminate a program but do not replace it with comparable benefits, participants will typically be notified whenever possible. Participants will receive instruction on converting group insurance to individual policies whenever conversion privileges apply. Please remember that the actual benefits provided and eligibility requirements are determined by the plan documents. Please see the corresponding Summary Plan Description for specific information about benefits and coverage.

Benefits Earned

Employee benefits are earned on the basis of time (hours) worked. Benefits are not earned and do not accrue while the employee is on a leave of absence. It is the responsibility of the employee to contact the Accounting Department while on leave to make payment arrangements for any elected benefit.

Parking

Employee parking is free in designated lots around the stores and facilities. Goodwill is not liable for damage to or theft of vehicles or property in the vehicles. While using Goodwill provided parking, employees are expected to adhere to Goodwill policies, practices, and standards of expectations.



The current Spokane Valley Goodwill has been located at Sprague and Evergreen since July 2002.

Vacation

Full-time hourly employees will be eligible for vacation after completion of six (6) months of employment. For example, upon reaching their first full six (6) months of employment a full-time hourly employee, working 40 hours per week, receives about 20 hours of vacation. All employees not working a 40-hour work week accrue vacation on a pro-rated basis.

Vacation is accrued at the rate of:

Time Span	Per Hours Worked
Hire date up to 2 years	.0192 hours
2-4 years	.0385 hours
5 and more years	.0577 hours

Vacation pay is not given in addition to regular pay. You must take time off from work in order to receive accrued vacation pay. Upon the second and subsequent anniversaries, employees are encouraged to schedule and take at least one vacation per year consisting of five (5) or more consecutive days off.

To prevent loss of vacation, employees should review accrued vacation on their employment anniversary and schedule vacation for the upcoming year based on those available hours. Accumulated vacation hours are capped at 160 hours. Any accumulated vacation time over 160 hours

will be forfeited. You must use your hours or lose them!

Unused, accrued vacation time up to the maximum accrual of 160 hours is paid upon separation if the employee has been employed for six (6) months or longer. Vacation may be requested any time during the year. Submit the "Request for Leave" form to your supervisor. The dates of your vacation must be arranged at least five (5) days in advance. Approval is based on departmental, organizational, production, and scheduling needs. Requests will be responded to (approved or denied) by your supervisor within two (2) business days.

Life Insurance

Goodwill provides life insurance for employees who are scheduled to work 30 or more hours per week. This benefit is currently provided at no cost to the employee. However, in order to receive this benefit, you must designate a beneficiary.

Hourly employees receive a \$10,000 term life insurance policy. Coverage begins the first day of the month following 60 days of full-time employment. For more information about coverage, eligibility, or policy limits, or other information please refer to the plan's Summary Plan Description.

401(k) Retirement Program

Goodwill is proud to provide to our eligible employees a 401(k) Retirement Program with a discretionary employer match. Employees who meet plan requirements may take part in the 401(k) Retirement Program. Program entry is limited to January and July of each year. Eligible employees may choose to participate in the 401(k) fixed or the 401(k) ROTH program. Information will be provided to you once you become eligible for the benefit.

Requirements include but are not limited to employees who:

- Have worked for Goodwill for at least one year,
- Are 21 years of age or older,
- Have worked at least 1,000 hours during the previous/current year, and
- Have completed and returned payroll deduction and investment selection paperwork.

Sick Leave

Paid sick leave is provided to allow continuation of wages during periods of personal illness, childbirth, or caring for a family member with a serious health condition that requires treatment or supervision. Covered family members include children under the age of 18 (or over the age of 18 with a disabling condition), spouse or registered domestic partner, parent, parent-in-law, grandparent, great-grandparents, step-children, foster children, and those for whom the employee



The present Colville location at 168 N. Main before the remodel. The building used to operate as a gas station.

stands “in loco parentis.”

Sick leave may also be used for the following appointments for the employee, child, or family member as identified above:

- Doctor or other health care provider
- Dentist
- Psychological Counseling

Use of Benefit for Family Care

Where employees have accrued sick leave available, they are entitled to take that leave for the care of a child with a health condition that requires treatment or supervision. Additionally, employees may use the sick time benefit for the care of a spouse, registered domestic partner, parent, parent-in-law, grandparent, or great-grandparent who has a serious health or emergency condition. Employees may also utilize sick leave for this purpose as noted below. It is each employee’s choice to determine whether available sick leave or earned vacation will be used and in what order if both are used. Employees may not take advances on this benefit.

Full-time employees accrue sick leave at a rate of 0.025 hours per hours paid, which is seven (7) days per year. There is no limit to the amount of sick leave an employee may accrue. Employees working part-time accrue sick leave on a proportionate basis.

Employees begin accruing sick leave after 90 days of employment. Unused sick leave is not paid upon separation.

Employees may be asked to furnish a medical statement of proof of illness or medical appointment in order to receive



The Colville Goodwill store where it sits presently. The original store was opened in 1954 on W. 17 Astor and moved to its present site in the 1970s..

sick leave pay (if applicable) for absences of three or more days, or earlier at the employer's discretion. Please see the section of the handbook titled "Absenteeism Standard" for related information.

Holidays

The following paid holidays are observed at Goodwill and are paid on a pro-rated basis:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Employees who have worked for at least 90 days are also provided two (2) personal holidays per calendar year. To arrange a Personal Holiday, you must complete a "Request for Leave" form at least five (5) days in advance, and it must be responded to and approved in writing by your supervisor within two (2) days.

If employees do not take their personal holiday(s) during the calendar year in which they are provided, they will be lost. Any unused personal holidays are not paid upon separation. Personal

holidays must be used as a single holiday, not broken up into partial days off. Personal holidays are scheduled based upon departmental need.

If a holiday falls on Saturday, it is observed the preceding Friday. If a holiday falls on Sunday, it is observed the following Monday. If you are required to work a holiday, you will receive an extra day's pay or another day off within the same work week with pay. Employees who are not required to work a holiday but who receive more than four (4) days of paid leave during a holiday week, i.e. vacation, sick, personal or a combination thereof, will receive holiday pay in lieu of one paid leave day. Holiday pay for all employees is paid on a pro-rated basis; for example, holiday pay is determined by the number of hours worked in a pay period divided by number of days worked. This means that a regular full-time employee working eight hours a day for five days a week during a pay period would receive eight hours of pay for their personal day.

NOTE: All retail facilities and offices are closed on Easter Sunday, which is an unpaid holiday, Thanksgiving Day, and Christmas Day.

Pregnancy Disability Leave

An employee medically disabled as a result of pregnancy or childbirth is eligible for an unpaid leave of absence for the period of disability, regardless of duration.



The Colville Goodwill retail facility is at 168 N. Main and has been serving Stevens County more than 65 years.

The employer may request medical certification to verify that the individual is incapacitated due to pregnancy or childbirth. The employee must use available vacation and sick leave during this time. Benefits normally provided during periods of vacation and sick leave will be available. Once leave is no longer paid, health insurance benefits will cease as in keeping with cases of leaves of absence. Please see the section in the handbook titled "Leave of Absence" for more information.

When the employee is no longer disabled, the employee is entitled to return to the same or equivalent position unless this is no longer possible due to business necessity. The employer may, at its discretion, request certification from the employee's health care provider releasing the employee to return to work.

Stacking of Leaves

Employees who have taken pregnancy disability leave may additionally be entitled to leave pursuant to the Family Medical Leave Act (FMLA) once pregnancy disability leave ends. In such cases, the employee must otherwise be eligible for FMLA leave. Following pregnancy disability and the additional FMLA leave, the employee is entitled to return to the same or equivalent position within 20 miles of the original workplace.

Family Medical Leave Act (FMLA)

FMLA provides eligible employees up to 12 work weeks of leave for the care of the individual or immediate family member due to a serious health condition.

To qualify, an employee must have been employed by Goodwill for at least 12 months (not necessarily consecutively); have worked at least 1,250 hours for Goodwill during the 12 months immediately preceding the leave; have not used all available FMLA leave in the 12 months looking back from the date the requested leave will begin; and there must be a qualifying event.

An eligible employee may take leave for one or more of the following purposes:

1. To care for a newborn son or daughter, a recently adopted child, or a recently placed foster child
2. To care for a spouse, registered domestic partner, child, or parent who has a serious health condition.
3. A serious health condition that renders the employee unable to perform the essential functions of the job, including Workers' Compensation leaves.
4. To care for a family member who devel-

ops a “serious injury or illness” while serving in the military. This includes a spouse, son, daughter, parent, or next of kin.

5. A qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty, has been notified of an impending call or order to active duty in support of a contingency operation.

A health condition is serious if it requires inpatient care, incapacity of more than three (3) consecutive full calendar days, subsequent treatment or a period of incapacity that also involves two or more treatments by a health care provider within 30 days of the first incapacity (unless extenuating circumstances exist), or at least one treatment by a health care provider that results in a regimen of continuing treatment or incapacity. Occasional illness such as colds, flu, upset stomach or headaches are not by themselves covered.

In regard to the first four types of FMLA leave, the employee is entitled to twelve (12) weeks of unpaid and job protected leave in a twelve-month period. The twelve-month period this employer uses in determining an employee’s entitlement to leave is based on the rolling twelve-month period measured backward from the date the employee used FMLA/WFMLA leave.

An eligible employee needing leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves may utilize up to twenty-six (26) work weeks of leave within a twelve month period related to a serious injury or illness incurred in the line of duty for which the spouse, child, parent, or next of kin is undergoing medical treatment, recuperation, or therapy, or other outpatient care. The single twelve-month period begins on the first day the eligible employee takes FMLA leave to care for a covered service member and ends twelve months after that date, regardless of the method used by the employer to determine the employee’s leave entitlement for other FMLA-qualifying reasons. If an eligible employee does not use the full twenty-six (26) work weeks of leave entitlement during this single twelve-month period, the time remaining is forfeited. This leave entitlement



March 8, 1964: Eight students from Spokane Community College and 4 bricklayers from Union Local 3 erected a fumigator at the main store and workshops.

is applied on a per-covered-service member, per-injury basis such that an eligible employee may be entitled to take more than one period of twenty-six (26) work weeks of leave if the leave is to care for different covered service members or to care for the same service member with a subsequent serious injury or illness, except that no more twenty-six (26) work weeks of leave may be taken within any single twelve month period. Employees are entitled to a combined total of twenty-six (26) work weeks of leave for any FMLA-qualifying reason during the twelve month period, provided that the employee is entitled to no more than twelve weeks of leave for one or more of the following: because of the birth of a son or daughter of the employee and in order to care for such son or daughter; because of the placement of a son or daughter with the employee for adoption or foster care; in order to care for the spouse, son, daughter, or parent with a serious health condition; because of the employee’s own serious health condition; or because of a qualifying exigency.



Construction on the workshop addition of E. 130 Third Ave., Spokane, took place in 1959.

If the reason for FMLA leave is foreseeable (such as planned surgeries or normal births), you must give 30 days' notice. If the need for leave is unexpected (such as a serious injury in a car accident or a premature birth), you must notify your supervisor or the Human Resources Department as soon as possible and, in no event, more than two days after knowing of the need for leave. Notice is accomplished by completing a FMLA Request form, available in the Human Resources Department. An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to the operation of business.

If the reason for leave involves a serious health condition for you or a family member, you will be given a Certification of Health Care Provider form that must be completed by your physician and returned to the Human Resources Department within 15 calendar days. This action allows the employer to verify the need to leave. If the certification is incomplete, the employee will be given a reasonable opportunity to cure the deficiency. The failure to provide sufficient certification or any certification may result in delay of protected leave or denial of such leave.

The Human Resources Department will provide you with a written explanation of the status of your pay and benefits at the start of the leave. FMLA is usually unpaid, but Goodwill provides paid sick leave, vacation leave, and personal days to our employees, in accordance with the terms described herein. Employees are required, upon commencing FMLA leave, to simultaneously take any earned but unused paid leave for which they are eligible, such as sick leave, vacation, and personal days before commencing unpaid leave. Both paid and unpaid leave count toward the 12-week limit.

Employees who qualify for workers' compensation benefits will receive pay continuation according to the requirements of state law and our insurance plan in each state and are not required to use paid time off benefits during this time.

The employee's medical and dental plan insurance coverage will be maintained during the leave under the same conditions as if the employee had continued to work. This means that you must make arrangements to continue to pay your portion of the insurance premium or risk cancellation of medical and dental benefits during the leave. If you are on a paid

leave, the premiums will be deducted from your pay as usual. If some or all of your leave will be without pay, information on how and when to make premium payments will be provided to you at the beginning of the leave.

Goodwill may recover health insurance premiums paid on behalf of the employee during any unpaid FMLA leave except that Goodwill's share of such premiums may not be recovered if the employee fails to return to work because of the employee's or a family member's serious health condition or because of other circumstances beyond the employee's control.

In such cases, Goodwill may require the employee to provide medical certification of the employee's or the family member's serious health condition.

You should notify Human Resources of your intent to return to work two weeks prior to the anticipated date of return or of any medically necessary changes in the date of return. If the leave was due to your serious health condition, we will require a "fitness for duty" certification from your health care provider verifying your ability to return to work, with or without restrictions. If you return to work on or before the expiration of available FMLA leave, employees will be returned to your former position or an equivalent job. If, however, you do not return prior to the expiration of FMLA leave, there is no guarantee of reinstatement. Employees are entitled to reinstatement only if they would have continued to be employed had FMLA leave not been taken. Thus, an employee is not entitled to reinstatement if, because of a layoff, reduction in force or other reason, the employee would not be employed at the time job restoration is sought.

An absence for FMLA leave is not an "occurrence" for purposes of our attendance policy.

Goodwill reserves the right to deny reinstatement to salaried, eligible employees (also known as key employees) who are among the highest paid 10 percent of Goodwill's employees employed within 75 miles of the worksite if such denial is necessary to prevent substantial and grievous economic injury to Goodwill's operations.

Goodwill will observe all federal and state laws pertaining to the Family Medical Leave

Act and other required leave laws. For more information on your rights under the FMLA or any other required leave laws, please contact the Human Resources Department.

Military Leave

Goodwill is proud to employ and has a commitment to support those who serve in the military. An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence for military service, training, or related obligations in accordance with applicable law.

Employees on military leave may substitute their accrued paid leave time for unpaid leave. At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the same position that was held prior to the leave or to a position with like seniority, status, and pay that the employee is qualified to perform.

During a military leave of less than 31 days, an employee is entitled to continued medical and dental insurance coverage under the same conditions as if the employee had continued to work.

For military leaves of more than 30 days, employees may elect to continue their health coverage for up to 24 months of uniformed service but may be required to pay all or part of the premium for the continuation coverage. Please note that employees and/or dependents that elect to continue their coverage may not be required to pay more than 102 percent of the full premium for the coverage elected. The premium is to be calculated in the same manner as required by COBRA. Please see the section of the handbook titled "COBRA or Continued Health Insurance" for related information.

Upon receipt of orders for active or reserve duty, employees should notify a supervisor and the Human Resources Department as soon as possible and submit a copy of the military orders to a supervisor and the Human Resources Department (unless they are unable to do so because of military necessity or it is otherwise impossible or unreasonable).



The caption attached to this photo of the administrative office on east Third Avenue in Spokane said, "Built in 1959, started moving in January 2." The legible portion of the sign in the window says "The NEW & enlarged Goodwill Industries store workshop."

Employees will also be granted time off for military training and other related obligations, such as for an examination to determine fitness to perform service. Employees should advise their supervisor of their training schedule and/or other related obligations as far in advance as possible.

Upon return from military service, an employee must provide notice of or submit an application for reemployment in accordance with the following schedule:

- An employee who served for less than 31 days or who reported for a fitness examination must provide notice of reemployment at the beginning of the first full regular scheduled work period that starts at least eight hours after the employee has returned from the location of service.
- Employees who served for more than 30 days, but less than 181 days, must submit applications for reemployment no later than 14 days after completing their periods of service, or, if this deadline is impos-

sible or unreasonable through no fault of the employee, then on the next calendar day when submission becomes possible.

- An employee who served for more than 180 days must submit an application for reemployment no later than 90 days after the completion of the uniformed service.
- An employee who has been hospitalized or is recovering from an injury or illness incurred or aggravated while serving must report to the Human Resources Department (if the service was less than 31 days), or submit an application for reemployment (if the service was greater than 30 days), at the end of the necessary recovery period (which may not exceed two years).

For more information about military leave, benefits while on leave, reinstatement, or the employee's duties regarding these matters, please contact the Human Resources Department. For additional information about the Uniformed Services Employment and Reemployment Rights Act of 1994



The Lewiston store has been in the present location, 3134 Fifth Street since August 1990. The first Lewiston store opened in 1963 at 305 Main Street and moved to 306 N. 20th Street in 1967. We are proud to have been a part of the Lewiston community for the last 50 years.

(USERRA) and the agency that enforces it, please see Goodwill's bulletin board or facility communications area at your location for the labor law poster, posted at every Goodwill office and facility by the Humane Resources Department.

Leave for the Care of a Member of the Armed Services

Spousal Leave in Preparation for Deployment or When the Military Spouse is on Leave from Deployment

Employees who work twenty (20) or more hours per week and who are legally married to any individual who is a member of the armed forces, National Guard, or reserves may take up to fifteen (15) days of unpaid leave per deployment in order to prepare for that spouse's deployment or while the spouse is on leave from deployment.

In order to take this leave, the employee must notify the employer of that spouse's impending call or order of active duty within five (5) business days of the time the notice was received. During the leave, the employee may utilize any earned and accrued paid leave available. At the end of the leave period, employees may return to their jobs or an equivalent position.

FMLA Leave for Family of a Member of the Military

The National Defense Authorization Act provides that a qualifying exigency arising out of the active duty, notification of an impending call, or order to active duty in support of a contingency operation of a spouse, child or parent is a triggering event allowing an otherwise eligible employee to utilize the standard twelve (12) week FMLA leave.

Exigency leave is to be provided to family members of those notified of an impending call or order to active duty to allow them to address legal, financial, and care-giving issues that result from the family member's pending absence. Exigency leave may be extended to those who experience circumstances related to members of the armed forces who are already on duty at the time of deployment, as well as those receiving their call to duty.

Leave for Family of Injured Member of the Military

Further, an employee may be eligible for up to twenty-six (26) work weeks within a single twelve (12) month period, of job protected leave to care for a member of the armed services who has become seriously injured or ill as a result of that service. In order to be eligible for this type of

leave, the employee must otherwise be eligible for FMLA leave and must be a spouse, son, daughter, parent, or next of kin of the seriously injured or ill member of the armed services. This leave may be taken all at once or on an intermittent basis. Employees in need of this kind of leave must provide notice of this fact as soon as practical and reasonable to a supervisor. They may also be asked to provide medical certification of the service member's serious illness or injury within a reasonable period of time. While on leave, the employer may require the employee to take all accrued paid leave benefits. New regulations interpreting these changes and updating our policy should be forthcoming. In the meantime, should employees have further questions related to this type of leave, they should please contact Human Resources.

Paid Family and Medical Leave Overview for Employees Working in Washington State

Paid Family and Medical Leave is a mandatory statewide insurance program that will provide almost every Washington employee with paid time off to give or receive care.

If you qualify, this program will allow you to take up to 12 weeks, as needed, if you:

1. Welcome a child into your family (through birth, adoption, or foster placement)
2. Experience a serious illness or injury
3. Need to care for a seriously ill or injured relative
4. Need time to prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment. For specifics on military-connected paid leave, visit www.dol.gov/whd/regs/compliance/whdfs28mc.pdf

If you face multiple events in a year, you might be eligible to receive up to 16 weeks, and up to 18 weeks if you experience a serious health condition during pregnancy that results in incapacity.

Payment of premiums

The program is funded by premiums paid by both employees and employers. It will be administered by the Employment Security Department (ESD).

Premium collection started on January 1, 2019. In 2019, the premium is 0.4 percent of wages. Employers can either pay the full premium or withhold a portion of the premium from their employees. Employers who choose to withhold premiums from their employees may withhold up to about 63 percent of the total premium, or \$2.44 per week for an employee making \$50,000 annually. The employer is responsible for paying the other 37 percent. Businesses with fewer than 50 employees are exempt from the employer portion of the premium but must still collect or opt to pay the employee portion of the premium.

Premium collection began January 1, 2019. Your employer will calculate and withhold premiums from your paycheck and send both your share and theirs to ESD on a quarterly basis.

Taking leave

Starting January 1, 2020, employees who have worked 820 hours in the qualifying period (equal to 16 hours a week for a year) will be able to apply to take paid medical leave or paid family leave. The 820 hours are cumulative, regardless of the number of employers or jobs someone has during a year. All paid work over the course of the year counts toward the 820 hours, including part-time, seasonal, and temporary work.

While on leave, you are entitled to partial wage replacement. That means you will receive a portion of your average weekly pay. The benefit is generally up to 90 percent of your weekly wage, with a minimum of \$100 per week and a maximum of \$1,000 per week. You will be paid by the Employment Security Department rather than your employer.

Unlike the federal Family and Medical Leave Act (FMLA), employees of small businesses may take Paid Family and Medical Leave if they meet the standard eligibility requirements.

Please go to www.paidleave.wa.gov for more information.

What protections are there for me?

Employees who return from leave under this law will be restored to a same or equivalent job if they work for an employer with 50 or more employees, have worked for this employer for at least 12 months, and have worked 1,250 hours in the 12 months before taking leave (about 24 hours per week, on average).

You can keep your health insurance while on leave. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost while on leave.

Goodwill is prohibited from discriminating or retaliating against you for requesting or taking paid leave.

Domestic Violence, Sexual Assault, and Stalking Leave

Leave Entitlement

An employee may take reasonable leave from work to seek legal or law enforcement assistance, treatment by a health care provider, mental health counseling, services from a shelter or crisis center, safety planning, relocation, or alternative safe living arrangements.

The leave may be taken all at once, on an intermittent basis, or on a reduced work schedule. This leave provision applies whether employees are direct victims of such violence, or are assisting a spouse, registered domestic partner, individual they are dating, or their children, parents, grandparents, great-grandparents, or parents-in-law having been the victim of these forms of violence. This leave is unpaid. The employee may utilize available paid time off benefits such as vacation and sick leaves during this time.

If employees have any questions about this leave or whether it applies to their circumstances, they should contact the Human Resources Department at (509) 444-4375.

Health Insurance Benefits

The employer will continue to provide for the employee's health insurance benefits as if that person had continued to work while on this type

of leave. Thus, if leave is unpaid, employees will each be required to provide for their portion of the health and welfare contribution on a monthly basis. In such cases, the employee should contact the Accounting Manager at (509) 444-4308 to determine how and when the employee portion of the contribution may be made.

Job Restoration

Generally, once leave is completed, employees will be restored to their prior or equivalent position. An equivalent position is one having equivalent employment benefits, pay, and other terms and conditions. These provisions may not apply if the individual was employed temporarily by a staffing company or hired directly for a specific term or discrete project.

Notice

In the case of any leave, the employer asks that employees provide advance notice of their intent to take leave, up to 30 days, if possible. When advance notice cannot be given because of emergency or unforeseen circumstances related to domestic violence, sexual assault, or stalking, the employee or designee should provide notice to the employer no later than the end of the first day that the employee takes such leave.

Verification

The employer may require the request for leave be supported by verification that the employee or a family member is a victim of these crimes and the leave taken was to allow for access to legal or law enforcement assistance, treatment or counseling, or other needed services.

The types of information that may provide verification are:

- A police report;
- An order for protection or other evidence from the court or prosecutor where the employee or family member appeared, or is scheduled to appear, in court;
- Documentation from a victim advocate, an attorney, a member of the clergy, or a medical or other appropriate professional; or
- An employee's written statement.



Goodwill used to hold door-to-door donation drives with the local Boy Scouts on “Good Turn Day.” Many things have changed over our history, including our language. Beginning in the late 1960s, Goodwill began to lead the charge along with other agencies in how we refer to people who have a barrier. We use people-first language, identifying the person, rather than a barrier or disability. Today, we never use words like handicapped, because at our core is the value of all individuals. Every person has equal value, and we treat all individuals with dignity and respect in our words, our actions, and attitudes.

If leave is taken to assist or care for a family member, the familial relationship may be substantiated by a statement from the employee, a birth certificate, a court document, or other similar documentation.

Once verification is received, the employer will seek no further information from the employee. In general, any information provided will be held confidentially by the employer and will be available only to the employer and its designated representatives (supervisors, human resources and payroll, members of a safety team, and other personnel whose job duties require them to act on request for leave from employees). This includes the fact that the employee or family member is a victim of these crimes, the employee has requested or obtained leave, and

any written or oral statement, documentation, record, or corroborating evidence provided by the employee.

The employer may disclose the information only if:

- Requested or consented to by the employee;
- Ordered to do so by a court or administrative agency; or
- Otherwise required by applicable federal or state law.

Protection from Retaliation

No employees will suffer any reprisal or retaliation because they have been a victim of these crimes or has requested and/or taken leave pursuant to this policy.



Original photo caption: "Sorting table upstairs - South end of present nurse's station and serendipity."

Leave of Absence

Goodwill may provide a leave of absence for those employees and situations that do not fit the criteria for other types of designated leave. A leave of absence (LOA) may be requested for medical or personal reasons. Initial LOAs may be granted, at the sole discretion of Goodwill, for up to 30 days, depending upon business needs. An extension may be requested and may be granted for an additional 30 days but is not guaranteed. A LOA will not exceed 60 days in total unless provided in accordance with a reasonable accommodation.

The request is reviewed on a case-by-case basis and is subject to the approval of the supervisor, department director or vice president, and the Human Resources Department.

Eligible employees must typically be employed for at least three months unless a reasonable accommodation is being made, prior to the requested leave. The decision to approve or disapprove is based on the circumstances, the

length of time requested, the employee's job performance and attendance record, the reasons for the leave, the effect the employee's absence will have on department and/or organization, and the expectation that the employee will return to work when the leave expires.

Employees are required, upon commencing LOA simultaneously, to take any earned but unused paid leave for which they are eligible, such as sick leave, vacation, and personal days before commencing unpaid leave. Both paid and unpaid leave count toward the LOA limit.

There is generally no pay for employees who are on leave-of-absence. Vacation time and sick leave benefits do not accrue.

In some circumstances, the employee's medical and dental plan insurance coverage will be maintained during the leave under the same conditions as if the employee had continued to work. Goodwill Industries will make a determination based on business needs as well as other factors.

When possible, those who return from leave are returned to their former positions, although we cannot guarantee job restoration. If a position has been filled, the employee is placed in one of similar pay and status when available. Placement after a leave of absence is subject to availability of suitable work and not guaranteed except for individuals returning from military leave, FMLA/WFMLA or where otherwise required by law.

LOAs will not be granted for extended vacations, to serve jail time, to work a seasonal job, or to work or seek other employment.

An employee who returns to work following an unpaid leave will be considered as having continuous service. If an employee does not return from an unpaid leave of absence, the separation date is the last day of the authorized leave period or the date the employee notifies their supervisor/manager that they are not returning, whichever is sooner.

Such employees may generally be considered for reemployment as long as they are otherwise in good standing. An employee who does not return to work at the end of the leave period and does not contact their supervisor or the Human Resources Department will be considered to have voluntarily quit.

Jury Duty

Employees who are called to jury duty will be paid their regular wages if jury duty falls on a regularly scheduled workday.

You must notify your supervisor as soon as possible after receiving your jury summons. Please bring a copy of the jury summons to place in your work and personnel file.

You are required to report to work on the days or partial days when you are not on active jury duty. You must bring the written court notice to your supervisor to be excused and paid for jury duty. You may contact the Accounting or Human Resource departments for additional information regarding jury duty pay. When you receive your jury duty check, you must mail or bring it into the Accounting Department.

Bereavement Leave

If a death occurs in an employee's immediate family, they will be granted bereavement leave for up to three (3) days with pay to attend the funeral and/or make any necessary family arrangements. There is no length of employment criteria to receive this benefit. The three (3) bereavement days do not have to be taken consecutively but may be split to accommodate the employee's and/or their family's needs. Goodwill may require documentation such as newspaper obituary notice, memorial from the funeral, death certification, or other appropriate documentation in order for the employee to receive bereavement leave pay.

For purpose of defining a relative in regard to bereavement, Goodwill considers a relative to include: spouse, registered domestic partner, parent, brother, sister, child (son/daughter), stepchild, parent-in-law, brother- or sister-in-law, son- or daughter-in-law, grandparents, great-grandparents, aunt or uncle, cousins, foster parents, foster children or siblings, nieces, nephews, grandchildren, or step relatives and/or in-laws with any of the above relationships.



In 1957, the first training program at Goodwill Industries of the Inland Northwest included shoe repair, upholstery, and small appliance repair.

Medical, Dental, and Vision Insurance

Goodwill offers medical, vision, and dental insurance to eligible employees. Please see the Summary Plan Description presented upon hire. It is available in the Accounting Department and Human Resources Department to refer to for further information.

Eligible employees must be regularly scheduled to work 30 or more hours per week.

Coverage for medical and vision insurance becomes effective the first day of the month following 60 days of employment.

Goodwill pays a portion of the total premium for an eligible employee's medical coverage.

The cost of dependent coverage is paid by the employee through payroll deduction.

Coverage for dental insurance becomes effective the first day of the month following three months of full-time employment. The

employee pays the entire cost of the dental and vision insurance premium.

When the eligibility requirements have been met, the medical, vision, and/or dental insurance enrollment paperwork is sent to each eligible employee. It is the sole responsibility of the employee to ensure that the paperwork is returned to the Accounting Department within the required time frame.

Failure to return the enrollment paperwork within the required time frame will result in the forfeiture of benefits until the next open enrollment period, which usually occurs in the month of December for a January enrollment.

If you are on any leave of absence, you must make arrangements with the Accounting Department to pay your portion of any form of insurance. This must be done before you start your leave of absence. Required payments must be made by the 15th of the month and should be delivered to the accounting manager.

If you are having problems filling out or have questions or concerns about the medical and/or dental enrollment paperwork, please contact the Accounting Department immediately. You will be assisted through the process. Assistance can be provided over the telephone. More information about Goodwill's medical and dental insurance plans is available in the Accounting Department.

If you have not received medical, vision, or dental insurance enrollment paperwork and feel that you should be eligible to receive benefits, please contact your supervisor or the Accounting Department immediately.

Your employment status and eligibility criteria will be reviewed, and the results will be communicated to you as soon as possible.

Goodwill intends to continue the programs indefinitely but reserves the right to change or discontinue these plans at any time. If we terminate a program but do not replace it with comparable benefits, plan participants will be notified. Participants will receive instruction on converting group

insurance to individual policies whenever conversion privileges apply. Please remember that the actual benefits provided and eligibility requirements are determined by the plan documents.

COBRA or Continued Health Insurance

Upon separation from employment for reasons other than gross misconduct, employees may continue on medical, vision, and dental plans for 18 months at their own cost. Spouses or dependents are able to continue coverage at their own cost for up to 36 months following a divorce from or death of the covered employee.

Dependents may also continue coverage at their own cost once dependent status is lost.

Goodwill and/or Goodwill's third-party administrator may charge the full cost of premiums plus two percent for administering the continued coverage. Formal notice of these rights is given to employees upon hire and again upon separation from employment. Should employees have any questions regarding continuation of coverage, they should contact the Human Resource Department.

Employee premium payments for COBRA coverage must be paid by the 25th day of the preceding month or the last day of work, whichever comes later. COBRA payments are the responsibility of the individual. Payment is made to the COBRA administrator. If the payment is not made, the insurance is canceled as of the first day of the next month.

Your Rights Under the Health Insurance Portability and Accountability Act (HIPAA)

Your rights under HIPAA are outlined in the statement signed by each employee. You may request a copy of the signed statement from your supervisor or the Human Resources Department. HIPAA does not cover the employee-employer relationship relative to work-related injuries.

Employee Store Privileges

Employee Discount

Your employee ID badge, issued upon hire, can be used to obtain a 20 percent discount on your purchases. The employee discount does not apply to New Goods merchandise, merchandise purchased on Shopgoodwill.com, merchandise purchased at the Goodwill Outlet Store, or merchandise that is already marked at a 20 percent or higher sale discount. Your ID badge must be available and shown to the cashier before the sale is rung up. Regardless of how long you have been employed with Goodwill, you may be asked to show your ID badge.

If you are unable to show your ID badge when requested, you may be unable to charge your purchase to your employee account or receive your employee discount. If your ID badge does not have your picture, you must be prepared to show a picture ID.

The 20 percent employee discount is valid only on goods purchased for use by the employee and the employee's spouse or eligible domestic partner. The employee and/or spouse must present the employee's ID badge at the time of purchase to receive applicable discount. Goods purchased for other relatives and friends will not be discounted. It is the employee's responsibility to notify the cashier of any purchases not eligible for the discount. Misuse, manipulations, or abuse of the employee discount may result in disciplinary action up to and including immediate termination of employment.

Eligibility for Employee Charge Account

Upon completion of 30 days of employment with Goodwill, employees may charge merchandise purchased in our stores. Prior to completion of 30 days of employment, employees making purchases are expected to pay for any purchased merchandise.

This privilege operates much like a regular credit or charge account. Employees are expected to remain in good standing with the Accounting Department, which includes maintaining an appropriate account balance. Failure to maintain a good standing status or charging before you have been employed for 30 days or more, may result in the loss of your charging privileges and/or disciplinary action up to and including termination.

Employee Charge Policy

Your employee account balance must not exceed \$100 at any time unless approved by senior management and/or the CEO. It is your responsibility to know your account balance.

If your purchase exceeds or places your account in excess of \$100, you may pay the amount exceeding \$100 by cash, check, or credit or debit card. If your purchase places your employee account over the \$100 maximum, it is your responsibility to notify the cashier that a portion of your purchase will be paid by cash, check, or credit or debit card.

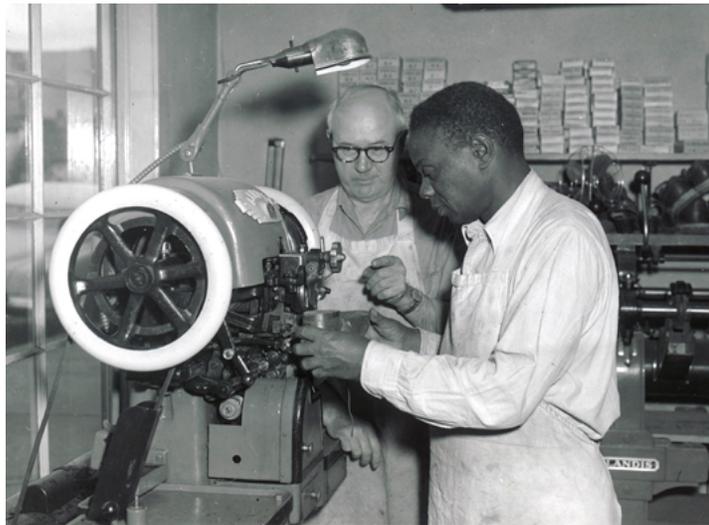


Photo of the shoe repair department around the 1950s.

You may contact the Accounting Department to find out your account balance. This service is offered during regular office hours only: Monday through Friday from 8 a.m. until 5 p.m.

Employee Account Policy

Charging your purchases to your employee account is limited to a maximum balance of \$100 at any time (unless authorized by the CEO or the CEO's designee).

Account Balance	Payroll Deduction
\$0.01 to \$50	Entire balance
\$50.01 to \$100	\$50

Please note: The Accounting department collects necessary employee charge information by the start of business on the Friday before the end of the pay period ending Saturday. Deductions for those charges will post to the employee account on payday.

For example: The pay period of Sunday September 3rd through Saturday September 16th, would be paid on Friday September 22nd. On Friday the 15th of September employee charges are collected for processing along with employee payroll. This collection of data does not post until payday on Friday September 22nd. Any charges made from the 15th forward will not be deducted until the next payday of Friday October 6th.

Employees will be considered over their \$100 limit if additional charges are made after the collection cutoff but before payday that exceeds the preset amount. As stated in the Employee Handbook, employees are encouraged to call accounting anytime they are unsure of what their balance is to avoid over-charging. If there are questions or concerns, please feel free to call Accounting or HR.

If you violate the charge limit policy and over charge, \$50 PLUS the entire amount over the \$100 limit will be deducted from the first paycheck following your purchase. For example, if your employee account balance is \$100.69, the amount of \$50.69 will be deducted from the first paycheck following your purchase. This leaves a balance of \$50, which will



1964: New paint, a new sign, and new lighting at the main store. It was also the year we celebrated 25 years of service to the area.

be deducted from the second paycheck following your purchase. Going over the established charge limit at any time may subject you to disciplinary action at the appropriate level. Employees who separate from employment are subject to a payroll deduction for the entire account balance, as permitted by applicable wage and hour laws.

The Accounting Department will make necessary deductions from your pay by the start of business on the Friday before the end of the pay period ending Saturday.

Exceeding your account limit of \$100 (unless approved by senior management) is also considered to be a violation of Goodwill policy. To ensure that you don't go over your limit you are encouraged to check your balance by contacting the Accounting Department at (509) 444-4308 or (509) 444-4312 during department office hours, which are generally 8:00 a.m. to 5:00 p.m., Monday through Friday except holidays. Goodwill also reserves the right to lower or raise the charge account limit amount at any time. Goodwill will notify the appropriate supervisors to communicate the change.

Employee Shopping Policy

Employees may purchase goods in any Goodwill Industries of the Inland Northwest store location. The following guidelines must be observed.

Failure to follow any of the guidelines below may result in disciplinary action up to and including immediate termination of employment.

1. Employees may not shop during work hours.
 - i. Employee shopping is only allowed during unpaid lunch breaks or when employees are off the clock.
 - ii. Outlet employees are not allowed to shop at the Outlet on days they work at the Outlet.
 - iii. Food and drink items may be purchased during break periods if such commodities exist within a facility.
 - iv. Shopping is permitted only when the store is open for business during regular location hours. Employees may not shop or preview items prior to the store's opening hours.
 - v. Employees may not preview items for sale in the E-Commerce department without prior coordination with the E-Commerce manager.
 - vi. Employees may not purchase an item they have priced.
 - vii. Employees may not ring up their own personal purchase or sale.
2. Employees may not place goods on hold. Eligible items for purchase are only those items that have been openly displayed on the sales floor and available for customer purchase for at least four (4) hours. With your help, we can ensure our customers are treated fairly and all our employees have an equal opportunity to purchase merchandise.
 - i. The four-hour ban extends to immediate family members.
 - ii. Is in effect at all times including purchases made on days off.
 - iii. Extends to all store locations, not just the location where the employee works.
 - iv. Includes calling a friend or family member to make purchases for the employee to circumvent the 4-hour ban.
 - v. The four-hour ban includes any New Goods items.
 - vi. The four-hour ban does not include items purchased at the Outlet only.
3. Skimming, the removal of donations from the production, E-Commerce, or retail process, which allows an individual preferential selection of an item, is not allowed either in the plants or back rooms of our stores. This way both customers and donors can have confidence in our processing and will know employees do not have first chance at the merchandise.
4. In-plant shopping or setting items aside is not permitted. This rule will not be broken for anyone. This includes willfully manipulating and/or circumventing the 4-hour ban by contacting family and friends with the intent of purchasing merchandise by proxy, even if the employee discount privileges are not being used.

Included in the "setting aside" of items is the unauthorized use, "stashing," or borrowing of donations for personal use to include, but not limited to furnishing or decorating offices and/or work space, and utilization of an article of clothing to comply with dress codes. Use of donations for office and work space use must be approved by the CEO. A Request from Donations form is available for this purpose. Use of donations to comply with dress codes is not allowed under any circumstances.

Recent Store Purchases

All store purchases or packages must have the receipt securely attached to the package. All packages in the secure holding area are subject to inspection by authorized Goodwill personnel. Inspection may be done during the holding time or when the employee picks up their

package at the end of the day to ensure receipts are properly attached and the contents of the purchases match the receipt.

All employee purchases will be verified at the time of purchase by the management team of that facility. Management teams may differ depending on facility size and may include all supervisor positions and above.

If an employee makes a purchase in our stores during the work day, they must make arrangements with their supervisor to have their purchase stored in a secure area until the end of the day. The purchase may be placed in an area within the workplace designated to hold store purchases as approved by the employee's supervisor. Store purchases are not allowed in work areas unless approved by the employee's department or program manager. Items purchased for office spaces must be annotated on an inventory sheet and reviewed by the employee's department or program manager.

E-Commerce

Employees are not permitted to shop online during work hours. Employees are also prohibited from shopping or previewing, without approval from senior management, ShopGoodwill.com merchandise shelves. If an employee wins an auction from either ShopGoodwill.com and or E-Books and chooses to pick their merchandise up directly from the E-Commerce Department, there may be a handling fee charge in addition to the cost of the merchandise.

To avoid the perception of a conflict of interest, E-Commerce employees may have additional shopping restrictions.



Moses Lake Goodwill opened to the public on June 1, 1963 at W. 604 Third Ave.

Conflict of Interest

Goodwill has an obligation to our donors to ensure that their contributions (donations) to our mission are honored. Goodwill expects all employees to conduct themselves and work in a manner that merits the trust and support of the public.

It is critical for the public image of Goodwill and for our mission that we avoid even the appearance of a conflict of interest in regard to our policies, procedures, and products.

Goodwill expects our employees will avoid even the appearance of a conflict of interest in regard to Goodwill products including the purchasing of items from any Goodwill store especially when, but not limited to, utilizing their employee discount.

To this end, Goodwill prohibits the purchase of items from Goodwill with the specific intent to resell and profit from the sale of such items on Internet sites, including but not limited to: e-Bay or in resale venues, including but not limited to antique malls and flea markets. Please contact your supervisor for information related to Goodwill's Conflict of Interest Agreement, and be aware that violations may lead to disciplinary action up to and including immediate termination of employment.



The Moses Lake Goodwill store moved to its second location on August 4, 1974. The store was located at 723 W. Third Avenue until 1997, when it moved to its present location on north Central Drive.

General Information

Bulletin Boards

There are several bulletin boards located around the workplace. They are provided to help keep you informed regarding organization information such as employment posters, policies, procedures, job openings, safety information, and employee events. Please check these bulletin boards often.

Only approved documents of general business interest may be posted on Goodwill bulletin boards. In the Spokane Facility, approval may only be granted by the Human Resources Department.

In outlying locations, approval may be granted by the Facility or Office Manager with the concurrence of the Human Resources Department.

Communications

Goodwill employs a variety of methods to communicate with employees and keep the staff informed. Department meetings are held monthly at each location to inform you of any changes in policies or procedures. General information updates are also given as needed. The meetings also give employees a chance to ask questions and talk with management about things they think need improvement or correction.

General Assembly meetings are held monthly for employees at the Spokane downtown facility. The Links employee newsletter is printed

bimonthly and distributed to all locations. It is a major source of information about activities and developments at Goodwill. In addition, located throughout various facilities are Goodwill Broadcast Systems or GBS. These monitors usually located in the break area of that facility stream content regarding a variety of Goodwill related information, such as upcoming events and employee birthdays. In addition, find our "Employee Portal" on DiscoverGoodwill.org, where employees may log in with their password to review the employee handbook, position dress codes, and view upcoming events and other content. Contact Marketing and Corporate Communications for the Employee Portal login code.

Suggestions

At Goodwill we maintain an open door policy and welcome input from employees about how we can do our jobs better. Any suggestions you have that would improve work conditions or efficiency are appreciated. You can talk with your supervisor about your suggestions or send them to the appropriate department.

Current Information

All employees are provided with a copy of the most recent employee handbook.

Our internal SharePoint site is also main-

tained for those wishing to review the most current Goodwill job descriptions at Goodwill. Anyone with questions about any subject related to employment with Goodwill should contact the Human Resources Department. A list of current job openings is distributed weekly by the Human Resources Department. Usually the list will be posted for all employees to see.

Selling and Solicitation Policy

Soliciting and handing out flyers or other literature interferes with the work routine in the plants and stores.

No soliciting or handing out of literature of any kind in any Goodwill facility is allowed for any reason without the prior approval of the Human Resources Department and/or CEO. If approved, the handing out of literature is limited to non-work time and non-work areas.

People who do not work for Goodwill will not be allowed to solicit, distribute literature, or sell products on Goodwill property at any time without the prior approval of the Human Resources Department and/or CEO, and then such approval is limited to legitimate business purposes.

All employees are to observe the following rules and report violations to their supervisors or the Human Resources Department:

- Individuals not employed by this organization may not at any time solicit, survey, petition, or distribute literature on any company property. This policy includes charity solicitors, salespersons, union organizers, questionnaire surveyors, or any other solicitor or distributor.
- Employees may not solicit for any purpose during work time. Work time includes that time for which the employee is paid and expected to be performing services for the employer. It also includes both the soliciting and/or the solicited employee's work time.
- Reasonable forms of solicitation are permitted during non-work time, such as before or after work or during meal or break period, in non-work and non-public areas. Employees may not distribute literature for any

purpose during work time or in any work or public areas. The employee lunchroom is a non-work area. The employer's bulletin boards and telecommunications systems may not be used to solicit or proselytize for commercial ventures, religious, political, or charitable causes, outside organizations, or other non-job related purposes.

Visitors and Vendors

Visitors to the worksite are limited to lunch periods and public areas. All visitors must sign in at the switchboard/reception desk or, in the case of outlying facilities or the warehouse, with the facility management. All visitors must wear a visitor badge. All vendors must wear a vendor badge. All visitors to our facilities must be escorted at all times.

For safety reasons, visitors are not permitted in work areas unless approval for a tour has been granted in advance by your supervisor. This policy includes all Donor Services Center trailer locations.

Telephone Calls

Personal telephone calls to include those made on personally owned cell phones are not allowed during work hours except in the case of an emergency unless authorized by the CEO or the CEO's designee. Personal telephone calls must be made during breaks or your lunch period. Goodwill phones are for business use only unless authorized by the CEO or the CEO's designee. Personally owned cell phones may be used for personal calls during non-work time and in non-work areas. Employees are expected to inform friends and family members of this policy.

In case of an emergency, callers should contact the Human Resources Department or the facility manager (if outside the downtown Spokane facility). If you are expecting an important phone call during work hours, you must inform your supervisor in advance whenever possible. This will help facilitate and ensure that your phone



Moses Lake Goodwill opened at 789 N. Central Drive on March 14, 1997. Goodwill has been serving Moses Lake since 1963.

call is routed to you as soon as possible.

If creditors contact you through Goodwill, we ask that you inform the creditor they may not contact you at work and follow that up with a written statement to the creditor. Creditors are not legally permitted to contact you at work once you have informed them to stop. Employees contacted by creditors or collection agencies should immediately inform the caller of this policy and end the call. Creditors failing to honor such a request can be reported by the employee to the Federal Trade Commission at Ftc.gov.

Personal Cell Phones

Personal cell phone use is not allowed during working hours to include text messaging, web browsing, or utilizing any other function or feature of the phone. Please leave your cell phone in your locker or with your personal belongings. You may use your cell phone during breaks or lunch periods. If you have a personal situation or emergency situation that requires you to be available via your cell phone, you must notify your supervisor at the beginning of your work shift or as soon as you become aware of the need. After notification to your supervisor, you must turn off any audible ringing. If your cell phone does not have this capability, you must notify your supervisor.

Individuals who are required to carry cell phones for business use must turn off the au-

dible ring settings and utilize silent or meeting settings while in the workplace.

Individuals who drive company or personal vehicles on Goodwill business and are required to carry cell phones or other telecommunication devices may not use the device while driving until safely parked unless emergent circumstances exist, and the employee is contacting law enforcement. In such cases, a hands-free device should be used.

Cameras

While Goodwill does not wish to unreasonably constrain the use of such devices, we have a more fundamental responsibility to ensure the privacy and confidentiality of participants, visitors, and employees.

Employees with cell phones having camera capabilities have an obligation to use this feature responsibly and in accordance with the information provided above. Employees must never use their camera-equipped cell phones in areas, including but not limited to restrooms, dressing rooms, and other private areas. Individuals found violating this policy may face disciplinary action up to and including immediate termination of employment.

Employees who have visitors on Goodwill premises are responsible for ensuring that the visitors are made aware of this policy and that such devices are left in visitor vehicles or the reception area.



Our first store in Moscow was located at 113 S. Main St. and celebrated its grand opening on April 20, 1984.

Health and Safety

Accidents and Injuries

At Goodwill, we have a goal of zero accidents. However, if you have an accident, a “near-miss,” or are injured at work, report it to your supervisor immediately, no matter how minor it may seem at the time. Failure to report a work-related accident or injury within a 24-hour period may result in disciplinary action. Do not wait until the next day to see how well you feel. You will receive first-aid and/or be referred for medical treatment if appropriate. If you are working in the state of Idaho and suffer a work-related injury, you must go to the Goodwill-directed health care provider unless it is an emergency and you are not in your normal geographic work location.

Reporting accidents and injuries is a critical piece of our workplace safety program. It allows us to review conditions promptly and make any needed changes to avoid further injuries as well as providing an injured employee with assistance to help ensure continued health and safety.

Workers’ Compensation

All employees are covered by Workers’ Compensation Insurance.

For employees in Washington, accepted industrial injuries or occupational diseases are

covered by industrial insurance through Washington’s State Fund. We pay part of the premium cost of this coverage, individual employees in Washington are responsible for a portion of the premium as well. Additional information about this program is available from the Washington State Department of Labor and Industries or the Safety and Loss Prevention Coordinator.

Employees working in Idaho who sustain accepted work related injuries or illness are eligible for workers’ compensation benefits through Idaho’s State Fund. To qualify for workers’ compensation benefits in Idaho, an employee must report the job-related injury or disease to the employer immediately. You could lose all benefits if you wait longer than 60 days to report your injury. Information about this program can be obtained from the Idaho Industrial Commission or the Safety and Loss Prevention Coordinator.

Goodwill will partner with you and your doctor to return you to work as soon as possible. Employees are required to keep in close contact with their supervisor and the safety and loss prevention coordinator during this time. Employees are expected to notify their doctor that light duty is available. Our goal is to bring the employee back to work as soon as possible.

Goodwill will work with you and your physician to find light duty work that may fit with

any physical restrictions you may have. The law requires that eligible employees use any available FMLA benefit concurrent with leave for workers' compensation purposes.

Return-to-Work Program

Goodwill values the safety, health, and well-being of all our employees. It is our policy to take all steps necessary to provide safe and healthful working conditions in all operations and divisions. As such, we carefully observe all applicable legal standards regarding the safety of the workplace.

Goodwill policy requires that any injuries or hazardous conditions be immediately reported to the employee's supervisor, Safety Committee representative or the safety and loss prevention coordinator. All employees having concerns about safety issues are also strongly encouraged to bring those concerns forward promptly.

Goodwill is dedicated to facilitating the recovery of injured workers by returning them to a normal work life as soon as it is medically safe to do so. Medical studies demonstrate that this approach accelerates the healing process.

In light of this goal, we will maintain contact with both the employee and their care providers in order to obtain information regarding the worker's progress and any restrictions on their ability to work.

We have developed a return-to-work program that allows us to modify assignments or provide light duty positions for workers who are unable to return to their normal duties while recovering from their industrial injury or exposure. A job analysis and/or description for the position for which the employee is considered will be forwarded to the employee's attending physician. Upon approval by the attending physician, the worker will be offered the modified or light duty position if appropriate and available.

An employee assigned to a modified or light duty position and Goodwill are both required to adhere to the work restrictions established by the worker's attending physician. In the event that an employee feels that they are having difficulty performing the tasks of a given position,



Moscow

On July 1, 1986, Moscow Goodwill moved to 504 S. Main St.

they must immediately inform their supervisor. The employee also needs to follow up with the attending physician as soon as possible. The physician will then provide a written report documenting any changed or additional restrictions.

Goodwill will continue to monitor the employee's claim while in a modified or light duty position or the job of injury so long as the claim remains open. Once the claim is closed, we continue our dedication to providing a safe workplace. Therefore, once returned to work, employees should continue to make any suggestions they might have in order to make their jobs safer and more easily performed.

Substance Abuse Policy

This policy applies to all Goodwill employees. Our objective is to establish and maintain a safe workplace.

You are responsible for following all Goodwill work and safety rules and for observing the standards of behavior that your employer, co-workers, and customers have the right to expect from you.



Moscow Goodwill Facility opened in its present location of 201 Warbonnet Drive on December 1, 2006.

This policy and its rules apply whenever an employee is on Goodwill property to include surrounding grounds, parking lots owned or leased spaces, on Goodwill time (including breaks and meal periods), in any vehicle used on Goodwill business, and in other circumstances we believe may adversely affect our operations, safety, reputation, or the administration of this policy (including on customer premises, business, or conferences, and when representing Goodwill).

Our Alcohol and Drug Rules

What follows are very important rules and an employee who violates any of them should expect to be terminated.

We employ a ZERO tolerance policy regarding alcohol and/or drugs in the work environment:

Alcohol

An employee may not possess, use, consume, transfer, offer, or be under the influence of any intoxicating liquor while engaged or waiting to be engaged in paid work. An employee whose alcohol content is .02 grams per liter or greater on an Evidential Breath Testing device (EBT) will be deemed in violation of this rule.

IMPORTANT: This rule prohibits meeting or exceeding the established .02 grams per liter level at any time while engaged in paid work, or during breaks or meal periods, or in conjunction with

other Goodwill activities, or otherwise acting as a representative of Goodwill. We also believe it is unprofessional for any of our employees, regardless of position, to have the odor of alcohol on their breath or clothing during the work day. Employees who have the odor of alcohol on their person may be required to submit to a reasonable suspicion alcohol test and/or will be sent home until the situation is remedied and may be subject to disciplinary action at the appropriate level. When an employee is sent home for this reason, it will be unpaid time.

Drugs

An employee may not possess, use, transfer, offer, share, attempt to sell or obtain, manufacture, or be under the influence of any drug and/or similar substance* and also may not have any drugs or similar substances present in the body. Thus, an employee who tests positive at or above our cut-off levels violates this rule. PLEASE NOTE: Although legally limited in the State of Washington, Goodwill does not allow a person to be under the influence of marijuana (per testing standards) at any time at work. If marijuana is detected in an employee's system, that employee may be subject to disciplinary action at the appropriate level, up to and including termination.

IMPORTANT: The "possession" and "use" parts of this rule do not apply to legal drugs or over-the-counter medi-



In 1948, 6,000 square feet of shed space was added to the main store property in Spokane.

cations possessed and used in compliance with this policy. Some prescription drugs may be prohibited if they may impair the employee's performance.

*"Drugs and/or similar substances" include legal and illegal drugs and similar substances, such as marijuana, cocaine, heroin, peyote, opiates, phencyclidine (PCP or angel dust), amphetamines, designer drugs, and "controlled substances" as well as legal drugs which have been obtained or used illegally (for example, using drugs prescribed for someone else or for other than prescribed purposes).

Alcohol Containers and Drug Paraphernalia

An employee may not possess or control alcohol containers (cans, bottles, etc.) or any drug paraphernalia. "Drug paraphernalia" means equipment, products, and materials of any kind which are marketed, designed for use, or used in connection with anything from the planting to the manufacturing, packaging, selling, concealing, or introducing into the body any illegal drug.

Alcohol and Drug Related Arrests and Convictions

An employee must notify the facility/office manager or the Human Resources Department of any citation, arrest, conviction, guilty or no-contest plea, or forfeiture of bond or bail under any criminal drug law within five days of the event so we can review the circumstanc-

es to determine whether a violation of this policy has occurred.

If an employee's job involves driving in any vehicle on Goodwill business, the employee must notify the Human Resources Department of any alcohol and/or drug related citation, arrest, or conviction guilty plea, no contest plea, or forfeiture of bond or bail.

This allows us to review the circumstances to determine

whether a violation of this policy has occurred and if we want the employee to continue driving on our behalf. This includes any non-work-related events.

Legal Drugs/Prescription/Over-the-Counter Medications

We recognize that the use of any drug or similar substance, legal or illegal, can adversely affect an employee's work performance and safety. Of course, there are many situations where employees can safely perform their jobs while taking prescribed drugs and over-the-counter medications.

Please check the potential effects of prescribed drugs and over-the-counter medications with your doctor or pharmacist before starting work and immediately let your supervisor or facility manager know when such use makes it unsafe for you to report to work or to do your job.

We also recognize that misuse of legal prescriptions or over-the-counter medications is a common form of drug abuse.

Depending upon the violation, we may also request the assistance of or an investigation by appropriate law enforcement agencies.

Alcohol and Drug Testing

Pre-employment

A potential employee may be required to take a drug test.

Absences of More Than 60 Days

An employee who has been off work for more than 60 days for any reason may be required to undergo a drug test before reporting back to work. This does not apply to employees absent pursuant to FMLA.

Reasonable Suspicion Testing

If we suspect that an employee may have violated this policy in some way, we may require drug and/or alcohol testing; for example, testing may be required as a result of any one (or any combination) of the following:

- Observable symptoms of use or of being under the influence of alcohol or drugs;
- The odor or smell of alcohol or drugs on the employee's breath or clothes or in an area (such as in a vehicle, office, work area, or restroom) immediately controlled or occupied by the employee;
- Unexplained significant deterioration in job performance;
- Unexplained significant changes in behavior (e.g., abusive behavior, repeated disregard of safety rules or procedures, insubordination, etc.);
- Any involvement (even indirectly as, for example, presence in the immediate area) in any accident or near miss that resulted (or could have) in any injury requiring outside medical attention (at the time of the incident or thereafter) or which resulted (or might have) in property loss or damage.

Again, these are examples of situations in which we may require testing. In deciding whether to make such a request, we will take into account the facts and circumstances of each particular case.

Government and Customer Imposed Testing Requirements

Some government laws, regulations (for example, employees who are required to have CDL



Original caption: "Sorting area about 1956 where people are standing is the current nurse's headquarters. Note head of belt where material was brought up from downstairs."

licenses and operate vehicles weighing more than 26,000 pounds), contracts, grants, and/or some customer contracts may impose various testing requirements. Our employees are always subject to all such requirements, but we will try to provide advance notice to affected employees.

Duty to Cooperate

An employee who fails to cooperate in the administration of this policy generally will be terminated.

This includes such things as:

- Refusing to consent to testing, to submit a sample, or to sign any required forms;
- Refusing to cooperate in any way (for example, refusing to courteously and candidly cooperate in any interview or investigation, including any form of untruthfulness, misrepresentation, or any misleading statements or omissions);
- Any form of dishonesty in the investigation or testing process (including switching, adulterating, or in any way tampering with the requested sample(s) or otherwise attempting to manipulate the testing process);
- Refusing to test again at a time of Goodwill's choosing whenever any test results in a finding of a dilute sample;
- Testing "dilute" on any requested retest after an initial dilute result; and
- Failure to accept the referral, to enter into and

complete an approved treatment program (including any follow-up recommendations), or to sign or adhere to the commitments in the performance agreement.

Employees, their possessions, and Goodwill-issued equipment and containers under their control are subject to search and surveillance at all times while on Goodwill premises or work sites or while conducting Goodwill business.

Effects of Positive or Dilute Test

An employee who tests positive for alcohol or drugs in violation of this policy (or has a second dilute test) normally will be suspended immediately, pending possible termination. In some cases, we may require evaluation by assessment program.

If the assessment indicates that the employee is a likely candidate for treatment and rehabilitation, the company may allow the employee to maintain employment by entering into and completing a treatment program (including any follow up recommendations) approved by Goodwill. The employee must also sign a “performance agreement.”

Failure to comply with the performance agreement generally will result in termination.

Appeal Rights/Rights to Retesting

An employee who has been tested will be contacted by Goodwill for further instructions and will then schedule a meeting to be told the test results. An employee who tests positive (or has a verified dilute test) will have one (1) business day from the day the test results are communicated to explain the result and/or request a retest of the same specimen by our designated laboratory. You need to contact the Human Resources Department directly if you want to explain the results and/or request a retest.

Testing Costs and Lost Wages

Goodwill will pay the cost of the initial test but, except as otherwise required by state law, an employee who requests a retest will be required to reimburse Goodwill if that test is positive or is a second dilute.

An employee may be reimbursed for wages lost as a result of the testing process in these circumstances:

- You test “negative” (as opposed to “positive” or “dilute”);
- You test positive but provide an explanation that Goodwill deems acceptable;
- Otherwise required by state law.

Confidentiality

All test results will be maintained in a secure file other than the employee’s Human Resources or medical file and will only be communicated on a business “need to know” basis.

Situations Not Covered by Policy

We recognize that situations will arise that are not specifically covered by this policy and these guidelines (for example, situations involving employees who have not been charged, convicted, pled no contest, or forfeited bond or bail, to drug-related charges).

We will deal with these situations on a case-by-case basis, taking into account such things as the nature of the situation or problem; the potential impact on co-workers and our Alcohol and Drug Policy; the employee’s prior employment record and job assignments; and the potential impact on production, safety, and customer or public perceptions of Goodwill. Thus, in circumstances Goodwill deems appropriate, an employee could be required to submit to alcohol and/or drug testing in circumstances other than those identified in this policy.

Smoking and Chewing Tobacco Policy

Each Goodwill facility has a designated smoking area. Smoking, to include the use of electronic cigarettes (E-cigarettes), is allowed only in these areas and only during scheduled breaks and lunch periods. Smoking is prohibited within 25 feet of any entrance or exit at all Goodwill locations.

Smoking is not allowed in the Donor Services Centers, vehicles, or office areas at any time. Smoking is not allowed during fire drills or during actual evacuation procedures. Because of fire hazards, the smoking rule will be en-

forced by disciplinary action up to and including termination.

Chewing tobacco is permitted in the smoking areas only! Individuals must utilize a personal container for chewing tobacco by-products at all times. Failure to utilize a container or having tobacco in your mouth during your shift may result in disciplinary action up to and including termination.

Safety Programs

Safety is a top priority at Goodwill Industries. Our goal is “zero accidents” or incidents.

A good Safety Committee and Accident Prevention Program (APP) is the result of a team effort, and you are part of the team. The APP is a written plan that is presented upon hire to you and is available for review in the Human Resources Department. Safety inspections are held monthly in all departments. Reports are sent to the safety and loss prevention coordinator. Please place your safety suggestions in the suggestion box located in your facility, or if your facility does not have a suggestion box, please submit your suggestion to your supervisor, your safety committee, or directly to the safety and loss prevention coordinator. Employees are expected to work in a safe manner at all times.

Evacuation Plans

An evacuation diagram is posted in or near your work area. Fire drills are held quarterly so that each employee can learn the proper evacuation procedures. During your departmental orientation, the evacuation plan for your work area will be discussed with you.



In 1957, the first training program at Goodwill Industries of the Inland Northwest included shoe repair, upholstery, and small appliance repair.

Safety Rules

Safety is everyone’s responsibility. We want you to take safety as seriously as we do.

We have found that the following rules will help you avoid injury:

- Always walk when working.
- Report all safety hazards immediately.
- Wear the Personal Protective Equipment (PPE) issued or approved by Goodwill and required by your position (back belt, gloves, protective shoes, hard hats, eye protection, etc.) in designated areas.
- Keep aisles and throughways clear.
- Use appropriate containers for waste material.
- Place combustible materials in sealed containers provided.
- Keep emergency equipment (fire extinguishers, hoses, wheelchairs, etc.) clear and easily accessible.

- Wear eye protection when grinding or doing other work that involves flying debris.
- Use safety guards at all times while machinery is in operation.
- Stay in authorized work areas to avoid danger.
- DO NOT block exit doors to offices or doors that open directly to the outdoors. These are emergency exits for individuals in these areas.
- DO NOT use donated materials such as fans, compressors, ladders, and tools without the approval of executive management.
- DO NOT run, throw things, or engage in any form of horseplay while at work.
- DO NOT stand on running boards, lift gates, tailgates, or in the back of trucks while in use or when the vehicle is in motion.
- Never use extension cords except for temporary use. Never use with heating or cooling equipment or for daily or continuous use.
- Turn off power or electrical machinery at the end of the workday.
- Never remove or modify safeguards on equipment or tools.
- DO NOT attempt to repair damaged tools or equipment. Refer them to your supervisor for repairs or replacement or the maintenance department.

Please bring any safety concerns to your supervisor, your safety committee, or the safety and loss prevention coordinator immediately.

Tools and Equipment

You are responsible for any tools, equipment, and Personal Protective Equipment (PPE) you must use to get your work done. Treat them with care.

Use the guidelines listed below to take care of the things you use:

- DO NOT throw any tools or equipment on the floor, tables, or work benches.
- DO NOT leave tools on the floor while working.
- DO NOT throw or toss tools to someone who asks to use them.
- Use all required PPE and other safety equipment. All PPE such as goggles, gloves, steel-toed shoes, or hard hats will be provided.
- DO NOT use broken tools. If a tool or piece of equipment is broken, report it to the supervisor immediately. They are unsafe and can cause injury.
- Place tools in their proper place after using them. Do not leave them lying around.
- Unplug power tools when not in use.

Check your department handbook, desk book, or any other reference material in your facility or office, and with your supervisor for additional safety rules affecting your job.

Hazardous Materials Program

Instruction is given in both the general (organizational) and departmental orientations, including discussion of chemicals used and Safety Data Sheets (SDS).

SDS contain information regarding handling, use, and exposure to hazardous materials. SDS for materials used in your work area are available through your supervisor, the safety and loss prevention coordinator, the Spokane Central Supply office and are in binders located in your work area. You will be shown the location of SDS binders during your departmental and/or area orientation.

All products required to have an SDS used in work areas must have an SDS on file and must be approved prior to use by the safety and loss prevention coordinator. This includes seemingly harmless chemicals and/or everyday products. Chemicals used in combination with other chemicals may create a hazard to your health. If you have any questions or concerns, please bring them to the attention of your supervisor, your Safety Committee, or the safety and loss prevention coordinator immediately.



Goodwill Industries of the Inland Northwest opened a retail location in Coeur d'Alene, Idaho in July of 1988 at 1124 Sherman. The store was moved to 1212 N. Fourth Street (shown above) in March 1993.

Emergency Procedures

Reporting Fires

1. In case of a fire at an outlying facility, call 911, go to the nearest exit, pull the alarm, and evacuate the facility. If the facility is not equipped with an alarm system, utilize the local evacuation procedures to ensure the building is empty and the fire department is notified. Please verify that 911 has been called by dialing 911.
2. If in the Spokane downtown facility, dial 911, go to the nearest exit, pull the alarm, and evacuate the facility. If time permits, dial "5000" for help (switchboard operator) and report the location of the pull box used and the location of the fire.

To report a fire before 8 a.m. or after 5 p.m., call 911, pull the nearest fire alarm handle and after evacuation, contact the nearest supervisor or utilize the emergen-

cy phone list provided for your location.

3. Do not attempt rescue operations on your own! Notify the emergency response team (fire or police department) if you suspect that someone is still in the building.

Evacuation Preparations

1. Unannounced safety fire drills are held on a quarterly basis.
2. All doors other than those required to be locked must be unlocked and aisles must be kept clear during working hours.
3. People who have mobility barriers must have two employees assigned to help them exit the building. People who are hearing impaired are alerted to the fire alarm by two assigned people.
4. All managers and/or supervisors must



After five years in Coeur d'Alene, Idaho, Goodwill moved from its original location at 1124 Sherman to its present location at 1212 N. Fourth Street.

inform all employees of evacuation procedures, including location of contact lists, employee roll call lists, and building maps as they apply to their locations. If you work in an outlying location, be sure to review safety procedures with your supervisor.

Evacuation Procedures

1. At the sound of the fire alarm, go to the designated assembly area as outlined in the fire plan for your work area or facility. Assist others to safety if they have difficulty walking. Assigned employees take a head count to ensure that all employees are out of the building. Please refer to the fire plan.
2. A staff/lead employee checks the restrooms before leaving the building.
3. In the event of a fire in the downtown Spokane facility, the electricity may fail, so do not use the elevator to exit the building. You must use any available route to evacuate your work area or facility. You must know two or more ways to evacuate when required. **USE THE STAIRS OR EVACUATION RAMP** during fire drills or an actual emergency evacuation.
4. The fire extinguishers are located strategical-

ly in the building. They should be used by trained and/or authorized employees only.

Emergency Text Messaging

Goodwill has an emergency text messaging service to notify employees in the event of an emergency or crisis that will impact them and/or the organization. Employees can choose to opt-in or opt-out of this service. This is a voluntary service. Please be aware that text/data charges may apply from your cell service provider.

Employees who choose to opt-in to this service will provide Goodwill with their cell phone number, which Goodwill will then add to the system. Employees are responsible to notify Goodwill Human Resources in writing if their cell phone numbers change.

If employees decide they no longer want to receive these text messages while employed with Goodwill, they must notify the Human Resources office in writing that they want to opt-out of the employee emergency text messaging service. Employees who are separated from Goodwill will automatically be removed from the system.

Your cell phone number will only be used by Goodwill for employee communication purposes. It will not be sold or shared.



Today, Goodwill is proud to have been a part of the Coeur d'Alene community for over 30 years.

Security

Personal Property

Goodwill handles a large volume of donated goods every day. It is very hard to identify and keep personal items belonging to employees separate from the donations that belong to Goodwill. It is also hard to protect personal property from theft or misuse. Do not bring personal items such as tools, radios, calculators, or large sums of money to work with you. Goodwill will not be responsible for security or for the loss of your personal property.

Please try to limit the amount of personal property you feel you must bring to work with you. Large items such as backpacks, duffle bags, etc. are difficult to secure. If you must bring a large item to work for the day, please contact your supervisor for a secure place to temporarily hold your item. Goodwill and/or your supervisor will not designate a regular holding area for your large items. Employees should not bring items into work that they do not want subjected to search and have no reasonable expectation of privacy.

Lockers

Lockers are provided for use by employees when available, but they remain the property of Goodwill. If a locker is assigned to you, you will be given a company issued lock to secure your belongings. Employees have no privacy rights in these lockers, and Goodwill has the right to remove any lock and search any locker at any time with or without notice. Individuals who fail to cooperate with authorized Goodwill staff may be subject to disciplinary action up to and including immediate termination of employment.

When possible and appropriate, a locker will be inspected in the presence of the individual concerned. A written inventory record will be kept of any property removed from a locker. A copy of the written inventory record will be provided to the individual.

- Employees will not use a personally owned lock on any locker unless approved by the Human Resources Department.
- Employees will store only personally owned property in their locker.
- Employees will not use lockers to store any



June 23, 1966: A local Girl Scout troop supports their local community by conducting a donation drive.

company property except what is issued to them for the performance of their job.

- Employees will not deface lockers by placing permanent or non-removable stickers, pictures, etc. on locker surfaces.

K-9 Training Site

Goodwill is proud to be an authorized K-9 training site in support of our law enforcement agencies. Law enforcement personnel in all Goodwill locations may have codes, keys, and access to our properties at any time.

Abandoned Property

If personal property is discovered in a previously assigned locker and/or work area after an employee separates from employment with Goodwill and the property can be identified as belonging to the individual, steps will be taken to secure the personal property. The Human Resource Department will attempt to contact the individual by phone or letter to inform the individual that they have property to be picked up.

Abandoned property will be retained for a maximum of 30 days. After 30 days, the proper-

ty will be disposed of in the method considered most appropriate as permitted by law. Disposal may include, but is not limited to, placing the items in donations to be processed, baled for sale, or placed in a compactor/dumpster.

If your employment with Goodwill has ended for any reason and you have personal property on the premises, please contact the Human Resource Department to make arrangements to pick up your property.

Recent Purchases in Our Stores

If you make a purchase in our stores during the workday, you must make arrangements with your supervisor to have your package placed in a secure area designated by your supervisor until the end of the day. Your store purchases are not allowed in the work area for any reason or for any length of time. The package must have the receipt securely attached to the package.

All packages in the secure holding area are subject to inspection by authorized Goodwill personnel. Inspection may be done during the holding time or when you pick up your package at the end of the day to ensure receipts are properly attached and the contents of the purchases match the receipt.



Goodwill Industries of the Inland Northwest opened the main store on December 5, 1939. This small store was destroyed by fire in November 1944 and reopened in a new building in 1945. The present building, shown above, was opened February 23, 1989

Loss Prevention

To maximize your safety and security at work, Goodwill has developed a comprehensive loss prevention program. This includes designated employees and vendors that will provide risk management and loss prevention activities at Goodwill offices and facilities. All Goodwill facilities are equipped with a comprehensive closed-circuit television system (CCTV) which is monitored regularly for the safety of all employees, program participants, customers, and vendors. The loss prevention program also helps to ensure the security of Goodwill assets, such as donations, monies, equipment, facilities, etc.

Authorized Goodwill staff have the authority to take any action needed to protect employees, the public, and property. Goodwill reserves the right to inspect purses, lunch pails, sacks, backpacks, duffel bags, shopping bags, etc., of any employee about to leave the premises.

Employees have no privacy rights in possessions brought onto Goodwill property, personal or otherwise. Store purchases must have a sales receipt on the package.

Any employee who fails to cooperate with authorized Goodwill staff during the completion of loss prevention duties will be subject to disciplinary action up to and including immediate discharge.

Individuals in possession of unauthorized, unnecessary, or improperly identified personal property or store purchases will be subject to disciplinary action up to and including immediate discharge.

It is every employees' duty to report anything that may be considered unsafe or that may cause harm to Goodwill and/or its employees, program participants, customers, or vendors to the Human Resources Department immediately.

Random Bag Searches

Goodwill reserves the right to conduct random bag searches, with or without prior notice, of all individuals entering or leaving our property. Your cooperation during this time will be appreciated. Employees bringing personal property into the workplace should not consider this a private area or maintain an expectation of privacy in such.

We understand that employees may have bus schedules and/or personal appointments after work. Goodwill staff will do everything possible to expedite the random bag search process.

Shoplifting/Theft of Property

Goodwill is obligated to protect its property and donations for the benefit of its employees, participants, and the public. When someone steals from Goodwill, they steal from its employees, participants, programs, and the people who support them.

Report any suspected shoplifting, theft, misappropriation, misuse, or abuse of Goodwill property or the property of employees, participants, or customers to your supervisor or the Human Resources Department immediately. If you suspect or become aware of theft by a

customer, please contact a supervisory level employee immediately. Do not attempt to confront the individual on your own!

Shoplifting, theft, misuse, or misappropriations of Goodwill property are illegal activities, which can result in immediate termination of employment. Goodwill reserves the right to enlist the aid of law enforcement personnel and will cooperate to the fullest extent with law enforcement agencies in the course of their duties.

Goodwill Property and Donations

All donated goods are the property of Goodwill. Donations must not be used for the benefit of any one person. Anyone who accepts or takes donations for personal use or benefit is subject to immediate discharge.

Employees are not to accept gifts in any form, money or otherwise, for special services performed on the job. All donations fall into the categories of sellable, salvage, or trash. Employees are not to take any discarded donations (those which are determined to be unfit for sale or salvage, also referred to as trash) for personal use.

Workplace Violence

Nothing is more important to Goodwill Industries of the Inland Northwest than the safety and security of our employees. Therefore, Goodwill has a zero tolerance policy toward acts of workplace violence. Goodwill will not tolerate violence or threatened violence against any of our employees, participants, or any other persons on our premises by anyone, including members of the public and/or family, friends, or acquaintances of an associate.

Goodwill prohibits acts of violence on or about Goodwill premises or while carrying out work-related activities. Any employee having been subject to or having witnessed violent behavior should immediately contact a supervisor or, if not available, the Human Resources Department to report concerns. All reports will be promptly investigated and kept strictly confidential.

Any act of workplace violence or threatened violence carried out by an employee will result

in disciplinary action up to and including immediate termination of employment. Additionally, Goodwill may suspend and/or terminate any type of business relationship with any non-employee responsible for the offending conduct. Any individual, whether employee or non-employee, will be immediately removed from Goodwill premises and law enforcement may be contacted.

Employee Assistance for Intimate Partner Violence

Upon request, Goodwill will provide information regarding community resources in relation to intimate partner violence, harassment, and stalking. Should the employee need time off in order to obtain an order of protection, seek medical treatment, or locate safe shelter, the employer will provide reasonable unpaid leave as needed. The employee may utilize available vacation or sick leave benefits during this time.

For more information, please contact the Human Resources Department. You may also contact the YWCA Domestic Violence Hotline directly at (509) 326-2255. If you are in an outlying location, you will be directed to the nearest local agency for assistance.

Restraining Orders

In our ongoing effort to protect you, your co-workers, and the public, Goodwill requests that all employees who obtain protective or restraining orders listing the employer's location as a protected area provide their supervisor or the Human Resources Department with a copy of the order granted, even if the order is temporary. It is best if the copy is certified. Further, upon request, Goodwill will work with the employee to fill out a trespasser information sheet so that others may identify the individual being restrained. These steps will allow Goodwill to assist law enforcement and to create a safer workplace for affected employees and their co-workers.

Goodwill understands the sensitivity of the information requested and all information will be held confidentially.

Performance Standards

Performance Appraisals

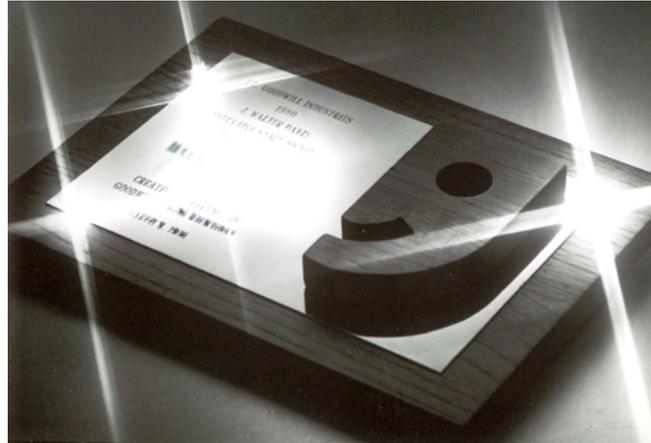
Appraisals are conducted so our employees can learn about their job performance. The appraisal shows strong points of performance. It also tells where there are areas of opportunity for improvement in job performance. Your supervisor will explain the performance requirements of your job to you during your departmental orientation. Your appraisal will be used to help set your job goals.

Employee performance may be reviewed after approximately 30 days, approximately six months, and approximately 12 months of employment. Thereafter, an appraisal may be conducted every 12 months after the anniversary date of hire.

An executive or senior staff member may request a special performance appraisal when a promotion or wage increase request is received. An executive or senior staff member may request an appraisal at any time.

Performance Improvement Plan (PIP)

When an area of opportunity for improving performance is recognized, an employee may be presented with a Performance Improvement Plan or PIP. A PIP is a tool developed to assist employees by presenting clear action steps or objectives to improve performance in identified areas. A PIP or employee learning plan (ELP) is not a disciplinary action. However, failure to satisfactorily meet the expectations of a PIP may result in disciplinary



Goodwill has been recognizing the excellent work and achievements of participants and employees for decades. The award plaques as shown above were manufactured in the wood shop we operated for many years.

action up to and including immediate termination of employment.

Personal Appearance

Your personal appearance reflects on the public's image of Goodwill Industries. Many employees have direct contact with the public. In addition, guests are frequently taken on

tours through the facilities. All employees are expected to be clean, well groomed, and appropriately dressed for their work area.

A detailed dress code for your specific work area or department is issued to employees during the general orientation. If you would like another copy of the specific dress code for your work area, please contact your supervisor or the Human Resources Department.

To ensure that employees understand and follow appropriate dress and grooming guidelines, the following is a modified dress code that applies to all work areas. This list is not intended to be finite nor does it supersede departmental expectations or requirements.

- Male employees must be clean shaven or keep beards and mustaches neatly trimmed.
- All employees must keep hair neatly trimmed and combed. For safety reasons, individuals (male and female) working around moving equipment are required to tie back long hair.
- Follow hygiene expectations and standards, such as not emanating excessive odor or fragrance, bathing or showering



After the first store burned down, Goodwill ran a capital campaign to build a new store in 1945. As years went by, Goodwill was able to purchase adjacent property and add on. In this photo, the Goodwill sign over the door is where our current Administration Building lobby entrance sits. The Human Resources office and lobby now occupy the area that housed our second store front. Photo taken after 1959.

regularly, being well groomed, etc.

- For safety reasons, shoes with closed heels and toes are required in the retail and production areas.
- Clothing must be neat, clean, and appropriate to the job.
- Extremes of clothing, tattoos, body piercings, hair styles and overall appearance are not acceptable, including but not limited to see-through or low-cut tops, “flip flops,” heavy make-up, short skirts, tight skirts or slacks, high-riding tops, low-riding pants, or skirts, etc.
- Clothing must be appropriate for the work situation. Employees issued uniforms, jackets, vests, or aprons must wear them on the job. (Specific departments or work areas may have additional requirements or alternate rules, e.g., gloves, sales associates dressing up for promotions, etc.).

During summer months, a modified dress code will be issued by the Human Resources Department. This is for the comfort of employees working in areas or locations without air conditioning and may apply to individuals working in offices and/or locations with air conditioning. A memo will be issued when the modi-

fied dress code is approved for use. When the modified dress code is in use, employees must adhere to personal appearance expectations and standards. Allowable deviations from the dress code will be clearly outlined in the memo.

The supervisor is responsible for ensuring that the dress code is followed. When dress and grooming are not appropriate to the job, the employee will be sent home to correct it. The employee will be removed from work, sent home, and subject to absenteeism standards. If an employee is sent home to change clothing to meet the expectations for Goodwill’s dress code, the time taken will be unpaid. Continued violations of this work rule and failure to adhere to the dress code will result in disciplinary action up to and including termination of employment.

Professional Boundaries

A work environment where employees maintain clear boundaries between personal relationships and business interactions is necessary for effective business operations. While Goodwill cannot prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment.



Goodwill Industries of the Inland Northwest opened a South Hill location at 2927 East 27th Avenue, Spokane on September 19, 2014. Not long after, the property and adjacent lot were purchased and the facility was remodeled. The grand reopening was in June 2019.

Individuals in supervisory or managerial roles, and those with authority over others' terms and conditions of employment, are subject to more stringent requirements due to their status as role models, their access to sensitive information, and their ability to affect the employment of individuals in subordinate positions. It is essential for supervisors and managers to avoid interactions that show favoritism by way of preferential treatment, personal attention, gifts, and unprofessional behavior.

- During working time and in working areas, employees are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.
- During nonworking time, such as lunches, breaks, and before and after work periods, employees engaging in personal exchanges in nonwork areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position.
- Employees who allow personal relationships with co-workers to adversely affect the work environment will be subject to

Goodwill's disciplinary policy, including counseling for minor problems. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter.

- Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or physical relationships between supervisors and subordinates.
- Any supervisor, manager, executive or other company official in a sensitive or influential position with Goodwill must disclose the existence of a romantic or physical relationship with another co-worker. Disclosure may be made to the individual's immediate supervisor or a Human Resources manager.
- Failure to cooperate with Goodwill to resolve a conflict or problem caused by a romantic or physical relationship between co-workers or among managers, supervisors, or others in positions of authority in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to and including termination.
- Professional boundaries apply regardless of the sexual orientation of the parties involved.

Electronic Media Policy

Electronic media guidelines have been established to outline the proper use of Goodwill's electronic media by employees during the accomplishment of their assigned duties.

Electronic media includes but is not limited to telephone systems, computer email, fax, Internet, voicemail, etc. All information stored on Goodwill's systems, including but not limited to computers, networks, voice mail, email, and telephone records, is considered property of the organization. The employer reserves the right to access, audit, review, copy, disclose, and delete any messages, text, or images generated, sent, received, or stored on these systems for any purpose and to disclose this information to any party, inside or outside the business, that it deems appropriate without prior notice.

Even voice mail, text, or email messages deleted or erased by an employee may not be permanently deleted from the employer's systems, and the employer retains the right to access them for so long as the information may be obtained from any source. Based on this fact, employees have no expectation of privacy in these systems and are urged not to use them for messages they would not want reviewed by others. An employee's use of these systems for any non-work-related purposes signifies consent to these terms of use. Violation of the Electronic Media Policy may result in disciplinary action up to and including immediate discharge as well as civil or criminal action.

Telephones

Personal telephone calls are not allowed during working hours. Personal calls must be made during an employee's own time (lunch or break time). Company phones are for business use only unless authorized by the CEO or the CEO's designee. Goodwill reserves the right to monitor without prior notice for unauthorized phone usage. Employees have no privacy interests in this regard.

Violation of this policy may result in disciplinary action up to and including immediate discharge.

Company-Issued Cell Phones

Company-issued cell phones are for business use only unless authorized by the CEO or the CEO's designee. Goodwill reserves the right to monitor, with or without prior notice, for unauthorized cell phone usage. This may include an audit of the cell phone's call log. Employees have no privacy interests in this regard. Violation of this policy may result in disciplinary action up to and including discharge.

Information Technology Security

Users must follow password guidelines for computers and voicemail. Voicemail and network passwords are not to be spoken, written, emailed, hinted at, shared, or in any way made known to anyone other than the user to whom the password has been assigned. No passwords are to be shared unless required by Goodwill management or governmental agencies. Supervisors will ensure that appropriate personnel have access to cover employee time off. If an emergency need arises, contact the Information Technology Department, and they will provide appropriate access. Passwords are not to be displayed or concealed in your workspace. Employees are responsible for all entries made and all retrievals accessed under their password and will not disclose their password to anyone. Employees will not attempt to learn or use another's password nor will they access or request information not needed to do their job, including for example personnel, billing, or private information. Where available, voicemail codes must be used and cannot be left blank or as "0000." Employees are not permitted to secure individual computer files with personal passwords. Employees are

not permitted to store personal files on company file systems. Employees are required to log off or lock Goodwill computer systems when left unattended. Goodwill reserves the right to monitor these systems randomly or otherwise, at any time and without prior notice. Violations of this or any Goodwill policy may have disciplinary action up to and including immediate discharge.

File and Information Security

Employees are not permitted to access, download, or upload files or information on the Goodwill computer information system without authorization from the Information Technology Department or their expressly authorized designee. Employees have no privacy interests in company based computer files as they are company property. Employees are not permitted to remove files or information from the Goodwill computer network or from Goodwill computer work stations without authorization from the Information Technology Department or their expressly authorized designee. Employees are not permitted to upload files to the Internet without authorization from the Information Technology Department or their expressly authorized designee.

Employees may not breach any security measure on any electronic communication system, or attempt to intercept any electronic communication transmissions without proper authorization.

Computer Based Systems

Only devices authorized, approved, and installed by the Information Technology Department are allowed to be connected to Goodwill computer systems. Hardware such as scanners, palm devices, PDAs, iPods or similar devices, cameras, printers, and external drives may not be attached to Goodwill computer systems without authorization from the Information Technology Department or their expressly authorized designee. Employees are not permitted to bring electronic equipment from home to use on Goodwill computer systems. Requests for needed equipment can be made any time through your supervisor or the Information Systems Department. Introduc-

tion and use of unapproved devices may result in disciplinary action up to and including discharge.

Mobile Computing Devices

Goodwill will supply a mobile device for certain employees based on job requirements. These devices will be setup with security software and must have auto-lock enabled and may be connected to Goodwill network systems over Wi-Fi access points. If you are authorized by your supervisor, you may use your personal device to send and receive email while connected to Goodwill network systems over Wi-Fi access points with the following stipulations: Corporate email account may be synced on the device for contacts, calendar, tasks and mail folders. No files containing personally identifiable information are allowed to be emailed or copied to the device. No personnel files, case files, or corporate files may be saved to the SD card. Security controls must be accepted, and an auto-lock must be enabled for the device. Goodwill has permission to wipe the device if reported lost or stolen, to include all corporate and personal data, email, pictures, etc. that may be stored on the device. Mobile devices connecting to the network will require additional security. Please see your supervisor for assistance.

Email, Voice Mail, Fax, and Internet

Company email, voice mail, fax, and Internet systems are unsecured information transmittal systems to be used for business purposes only. Employees have no personal privacy rights when sending, receiving, or storing email, fax, or voice mail messages or receiving or transmitting information over the Internet. Goodwill reserves the right to monitor, randomly or otherwise, these systems, including any stored communications at any time and without prior notice. Goodwill reserves the right to enter these systems and review, copy, disclose, and/or delete any message retrieved without prior notice and without the employee's consent.



The Goodwill Ponderay Facility is located at 204 Larkspur Street. Prior to opening at its current location on December 1, 2008, this store had previously been in Sandpoint at 819 Highway 2 and 1205 Highway 2.

Even items that appear to have been deleted may be reviewed. Unauthorized use of these company systems may result in disciplinary action up to and including discharge.

Employees shall report any unauthorized use of company information transmittal systems to the Information Technology or Human Resources Departments. Employees are not permitted to distribute non-business-related email on the email system. Unauthorized material includes chain letters, jokes, inspirational stories, sayings, etc. Employees are not permitted to use clip art, stationary, or icons while using Goodwill email systems. Employees are required to use the standard Goodwill email signature when using Goodwill email. Employees are not permitted to access personal email accounts via The Internet or otherwise from Goodwill computer systems. Distribution or introduction of unauthorized material or downloading or accessing personal email on Goodwill computer systems may result in disciplinary action up to and including immediate discharge.

Prohibited uses of Goodwill’s email system include but are not limited to:

- Transmission of protected health information on an individual who has not agreed to disclosure in accordance with the applicable requirements of the HIPAA Final Security Rule 45 CFR Part 164.501.
- Transmission of highly confidential or sensitive information, e.g., HIV status, mental illness, and chemical dependency.
- Copying or transmitting of any document, software or other information protected by copyright and/or patent law without proper authorization by the copyright or patent owner.
- Engaging in any communication that is threatening, defamatory, obscene, offensive, or harassing.
- Soliciting individual funds.
- Soliciting company funds and political messages without approval of CEO.



In 1957, the first training program at Goodwill Industries of the Inland Northwest included shoe repair, upholstery, and small appliance repair.

- Gambling, illegal activities, or non-Goodwill commercial activities.
- Disclosure of an individual's personal information without appropriate authorization.
- Transmission of confidential information to individuals inside or outside the company without a legitimate business need for the information.
- Use of email addresses for marketing purposes without explicit permission from the target recipient.
- Forwarding of email from in-house or outside legal counsel, or the contents of that mail, to individuals outside of the company without the express authorization of counsel.
- Misrepresenting, obscuring, suppressing, or replacing a user's identity on an electronic communication.
- Attempting unauthorized access to staff email or attempting to intercept, copy, or forward any electronic communications from any Goodwill staff without proper authorization.

Electronic Harassment

Employees are prohibited from using company computer information systems including email, voice mail, fax, or the Internet to engage in any form of sexual or any other type of unlawful harassment or discrimination or any other type of illegal activity. This includes but is not limited to the transmittal, downloading, or posting of written materials or graphics of a sexual, pornographic, profane, romantic, harassing, suggestive, or derogatory or other legally prohibited nature on the Goodwill computer information system. Any form of electronic harassment on the Goodwill information system may result in disciplinary action up to and including discharge.

Unauthorized Downloads (Multimedia Content)

Employees are prohibited from accessing or downloading unauthorized media through company Internet systems, which includes screen savers or any other non-business related media or file content. If you must down-

load media files and are unsure of its content or use, you must contact any Information Technology support personnel for assistance prior to the downloading process. Employees are prohibited from accessing or downloading media from the Internet without authorization from the Information Technology Department or their expressly authorized designee.

Unauthorized media includes but is not limited to screen savers, radio broadcasts, timekeepers, weather syndication, stock syndication, date managers, and any other non-business related media or file content.

Employees are not allowed to download or modify computer software used for accessing the Internet. Unauthorized downloads and modifications include but are not limited to Internet Explorer add ons, browser helpers, toolbars, and alternate web browsers. Employees are not permitted to install programs from the Internet, Goodwill file servers, the Goodwill Intranet, CDs, or other media without authorization from the Information Technology Department or their expressly authorized designee. Introduction, accessing, or downloading unauthorized media on the Goodwill computer systems may result in disciplinary action up to and including immediate discharge.

Virus Warnings

Employees must immediately notify the Information Technology Department of any virus warnings appearing on Goodwill computer systems. If a warning appears on your computer, and you are uncertain about how to proceed, call any Information Technology support personnel for assistance prior to continuing computer use. Employees must not cancel virus scans initiated by the Goodwill antivirus software. Employees must not turn off the active virus protection programs on Goodwill computer systems. Employees must carefully consider the source of unsolicited email before viewing email content. Attachments contained in email must not be accepted or opened from non-trusted sources. Employees that are uncertain how to proceed may call the Information Technology support personnel for assistance.

Precautions Against Unnecessary or Inadvertent Disclosures

Employees may not disclose protected health information or any other any confidential information unless required to do so in the official capacity of their employment and then strictly on a need-to-know basis. Employees will not leave a secured computer application unattended while signed on. Employees will not access confidential information (including information about themselves or any other individual that is not a participant in the program. If the employee knows a participant in the program, they will not access their case information as it would be a conflict of interest).

Employees will take reasonable precautions to prevent inadvertent disclosures of confidential information such as keeping such information in locked cabinets, not leaving it on desktops or in open areas, preventing others from accessing confidential computer data, not discussing confidential information in areas where others may over hear the conversation, controlling access to fax machines and printers, keeping faxes received out of plain view, etc.

Confidential Information

For the purpose of this policy, “Confidential information” includes, but is not limited to, medical, financial, health information, behaviors and other personal information in any form (verbal, written, computer data, etc.) of clients and staff from any source that a reasonable person would deem private and confidential and/or information that is not generally available to the public through lawful means. “Confidential Information” also includes all information and data contained on state data bases even information of an employee, of family members, friends, or acquaintances. Sensitive data is defined as electronic protected health information (ePHI) or private information such as social security numbers, credit card data, and personal banking information.



On November 1, 2013, Goodwill Industries of the Inland Northwest opened an outlet store in Spokane on 1406 E. Front Avenue. Except for heavier items such as furniture and books, merchandise at the outlet is sold by the pound. Aside from providing an additional value to consumers, the Goodwill Outlet provides a landfill alternative to donations that either did not sell quickly enough or did not meet our standards of quality to be sold at one of our retail stores. Items that are not sold at the outlet are bundled and sold on the salvage and recycling market.

Transmission of Protected Data

Information considered confidential or sensitive must be protected during transmission to any recipient outside of Goodwill's email (any address that doesn't end with ... giin.org) by creating a password protected document or a digitally encrypted email message that ensures the information is not accessed by anyone other than the intended recipient.

A notation referring to the confidential or sensitive nature of the information should be made in the subject line of GIIN Secure faxes and email messages.

Confidential or sensitive information is to be distributed only to those with a legitimate need to know.

Safeguarding Data

Work stations and portable media that contain or have access to sensitive data must be used and physically safeguarded in a manner that maximizes security and prevents unau-

thorized access. Sensitive data is defined as electronic protected health information (ePHI) and private information such as social security numbers, credit card data, personal information, and financial data. Sensitive data will not be stored on personal home computers.

1. Only software owned by or licensed to Goodwill may be installed on any company computer. The Information Technology Department must approve installation of all other software prior to it being installed on a company computer.
2. The use of portable electronic media/devices not purchased by Goodwill is prohibited; employees will not use personally owned media/devices with any Goodwill computers.
3. All computers and computer media containing sensitive data that are no longer in use will be returned to the Information Technology Department for purging of all sensitive data.
4. All desktop computers and laptops that con-

tain or have access to sensitive data or access to Goodwill's local or wide area networks must be owned and approved by the agency.

5. The movement of all computers that contain sensitive data in and out of Goodwill facilities will be recorded. The movement of desktops and servers will be recorded in the computer inventory. Laptop and removable media movement will be tracked using the "Laptop/Removable Media Tracking" form to comply with HIPAA final rule 164.306(d)(2)iii.
6. Physical safeguards to restrict access of unauthorized users include:
 - i. Computer monitors located in public areas will be positioned to restrict viewing access by unauthorized personnel or business associates.
 - ii. Mobile computers and work stations containing client information and electronic medical record are configured to lock if unattended for 15 minutes.
 - iii. Staff shall not access sensitive data in a public area, such as a restaurant, mall, or airplane, where a mobile unit's screen is viewable to others.
 - iv. Staff is advised against leaving a mobile unit unattended in any environment outside of the agency property, a program participant's home, or the staff member's home.
 - v. When the device is stored in a vehicle, the device must be out of sight and the vehicle locked.
 - vi. Removable media (diskette, CD, DVD, USB drive etc.) will be stored in a locked cabinet/drawer.
 - vii. Sensitive data may not be copied to removable media for purposes other than those authorized.

No Expectation of Privacy

Goodwill reserves the right to access all Goodwill computers, software installed on Good-

will computers and email system to protect legitimate business interests and ensure the proper utilization of its property. All users of email systems do so with the understanding that they have no expectation of privacy relating to the use of Goodwill's computer system.

Retention of Computer Records

Backup of corporate data is performed in accordance with the corporate data backup plan. Information stored electronically may be subject to the legal discovery process and could be subpoenaed. Email Retention: Generally, email messages constitute temporary communications that are non-vital and may be discarded routinely. Special attention will be placed on any email related to a matter which is the subject of actual legal action and these messages will be retained by Information Technology Department until the CEO authorizes their destruction.

Termination Policy

The Human Resources Department will send a report to the Information Technology Department of all terminating employees monthly.

Sanctions

Violation of any of the above terms may result in disciplinary action up to and including immediate termination of employment, or other appropriate remedies including civil or criminal sanctions. If you are ever unsure of what may or may not be allowed under these policies and procedures, or whether information is confidential or not or have any questions related to the computer system, equipment, or software, ask either your supervisor or the Information Technology Department. Violations of this policy should be reported immediately to your supervisor or to the HIPAA Privacy Officer.

Social Networks Sites and Blogs

We respect employees' freedom to use the Internet, weblogs (blogs), web forums, social network-

ing, and social media sites as they feel appropriate while off duty using equipment or systems not owned or provided by the employer. Use of social media also presents certain risks and carries with it certain responsibilities. Keep in mind that online communications and conduct that adversely affects an employee's job performance or affects the performance of co-workers, or otherwise adversely affects our members, customers, clients, vendors, suppliers may result in disciplinary consequences, up to and including immediate termination of employment.

Based on these concerns, employees should remember these points when using these systems.

- These systems may not be used to threaten, harm, harass, stalk, invade privacy, publish private facts, defame, or infringe intellectual property of any entity or person, including our employees and others with whom we work or have a business relationship. Should you believe that you are being subjected to threats or criminal harassment related to your work with us that is carried out by any means, including electronic or social media means, please report those concerns to your supervisor, any supervisor, or human resources right away.
- These systems may not be used to violate our workplace discrimination or harassment policies by discriminating against or creating a hostile work environment for others with whom you work, including co-workers, clients, vendors, and suppliers. Should you believe that you are being subjected to workplace discrimination or workplace harassment carried out by any means, including electronic or social media means, please report those concerns to your supervisor, any supervisor, or human resources right away.
- Employees may not use work facilities, equipment, or time to develop, design, maintain, update, or make entries on these personal sites, blogs, forums, or social networks. Similarly, employees may not link these sites, forums, etc., to the employer's website.
- At all times, employees are responsible to

comply with our non-disclosure and confidentiality policies to protect confidential and proprietary information about our business, employees, customers, clients, vendors, and suppliers. Confidential and proprietary information includes information about the development and use of systems, formulas, processes, products, customer lists, pricing, know-how, and technology. It also includes banking, financing, investment, and credit information about the employer, its employees, customers, clients, vendors, or suppliers, as well as confidential personnel information regarding other employees.

This responsibility applies to all professional and personal communication even while off work using one's own equipment. This policy does not apply to and does not limit discussion of one's own wages, hours, and terms and conditions of employment with others.

- Use of social networking sites, blogs, forums, or other networks must not violate the employee's duty of loyalty and non-competition to the employer. Similarly, social networking or Internet-based activities may not interfere with the employee's work commitments.
- These systems may not be used for illegal or unethical purposes.

This policy does not prohibit employee rights to mutual aid and protection such as the right to discuss their own wages, hours, and terms and condition of employment in accordance with Section VII of the NLRA. This employer monitors its facilities and systems for compliance with this policy and may monitor the Internet and various sites for the use of its name, copyrights, marks, website, other intellectual property, and any other associated inappropriate material.

Employees who violate this policy are subject to disciplinary action up to and including immediate discharge. The fact that this policy does not specifically identify a particular site or technology does not limit the extent of the application of this policy.

Employee Rights, Harassment, and Discrimination

Employee Rights

All employees have the right to work in an environment that is free from all forms of discrimination or harassment. Goodwill is committed to providing a workplace free from harassment and discrimination. Harassment and discrimination based on sex (gender), race, color, creed, age, marital status, familial status, disability, religion, national origin, sexual orientation, veteran status, or upon the use of a trained dog guide or service animal by a disabled person, or upon any other lawfully protected status is a violation of company policy, is strictly prohibited and will not be tolerated.

Goodwill is committed to providing an environment that aids learning vocational skills and treats individuals with dignity and respect. Harassment, discrimination, or abuse of any employee is strictly prohibited, and Goodwill Industries will not tolerate such conduct by any individual, whether the individual is an employee, visitor, vendor, customer, or participant. Consequently, and in an effort to avoid even the appearance of impropriety, this policy in some respects may exceed the requirements of applicable law.

Discrimination and Harassment

It is the policy of Goodwill to provide our employees a working environment in which their individual dignity is respected.

The discrimination or harassment of employees because of their sex (gender), age, race, color, creed, marital status, familial status, disability, religion, national origin, sexual orientation, veteran's status, etc., or discrimination or harassment promoted by an employee's membership in one of these

protected classes, are prohibited conduct and are strictly prohibited.

This policy applies to any employee, lead person, supervisor, manager, director or outside third party with whom employees must deal in performing their work.

Discrimination may take on many forms, including the following employment actions, if based on the individual's race, sex, sexual orientation, national origin, age, religion, disability or health condition, or veteran status:

- Eliminating individuals from opportunities to apply or interview for employment;
- Eliminating opportunities for transfers, raises, or promotions;
- Denying leave or other reasonable accommodation;
- Transferring an individual or modifying duties in a manner that has a negative impact on the employee;
- Discharging or laying off an employee; or
- Failing to respond to discrimination or harassment concerns so as to leave the employee no option but to quit their job.

The focus of the law regarding unlawful harassment is the recognition that this activity is illegal precisely because it creates a barrier to equality in the workplace and is therefore a form of illegal discrimination. Harassing conduct aimed at an individual in one of the above listed groups is strictly prohibited.

Unlawful harassment includes verbal and physical conduct having the effect of demeaning or harming another individual because of that person's sex, sexual orientation, race, ethnic background, national origin, age,

religion, disability or medical condition, or veteran status. Harassing conduct may include but is not limited to:

- Physically assaulting, threatening, or verbally abusing another based on the person's sex, sexual orientation, race, ethnic background, national origin, age, religion, disability or medical condition, or veteran status;
- Telling jokes, teasing, or using epithets or slurs aimed at people within one or more of these groups;
- Circulating writings, printed material, or cartoons meant to denigrate members of these groups; and/or
- Displaying of other offensive objects or symbols.

Goodwill's policy against discrimination and harassment will be actively enforced. Discrimination, sexual harassment, and/or other forms of harassment will not be tolerated whether by co-worker, supervisor, vendor, customer, or the general public.

The policy applies to all conduct on and off the company's premises by an employee, customer, vendor, and/or the general public that has an effect on an employee's work environment or employment. Engaging in sexual harassment, other forms of harassment, discrimination, or inappropriate conduct will result in discipline up to and including immediate termination.

Sexual Harassment

Sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either implicitly or explicitly, a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the

basis for employment decisions affecting such individuals; or

- Such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of prohibited conduct include but are not limited to efforts to trade sex for employment related benefits; objectionable verbal comments of a sexual nature; kissing sounds; off-color jokes, sexual slurs or innuendos; lewd language; displays of obscene literature, drawings, or nude or sexual pictures; cartoons or calendars on any company property; graffiti; pranks; obscene gestures; repeated demands for dates; demands for sexual favors; discussions or questions about sex life; criticism of an employee with sex as the basis for the criticism or the expression of negative attitudes about women (or men) as a class; rubbing oneself sexually, exposing oneself, or standing too close; talking about or calling attention to another employee's body or sexual characteristics in a negative or embarrassing way; leering or staring at sexual body parts; any type of physical patting, massaging, pinching, hugging, or touching that is unwelcome or any combination of these.

Harassing activity, especially if severe or repeated and unwelcome, is a violation of the law and company policy. Therefore, any of this conduct may result in prompt disciplinary action against the harassing employee, up to and including immediate termination of employment.

There are times when this type of conduct may occur off duty and off premises but may still impact the working environment. Therefore, such conduct will be treated as a violation of this policy with disciplinary consequences up to and including immediate termination of employment.

Finally, such prohibited activity includes conduct carried out in person and via telephones, cellular and mobile phones, computer systems, electronic mail, and any other

means. Both men and women may be the victims of sexual harassment by harassers of either gender.

The harasser's intent does not determine whether the conduct is sexual or unlawful harassment. Whether sexual harassment has occurred depends on how a reasonable person would view the conduct, not on whether someone meant to harass someone else. Conduct appearing to be welcome or tolerated by one employee may be very offensive to another. Sexual harassment is against company policy and is a violation of Title VII of the Civil Rights Act of 1964 as well as applicable state law.

Complaint Process

Employees who believe they have been subjected to discrimination, harassment, or retaliated against as defined above, or believe that such conduct is being directed at someone else, or have witnessed such conduct, or become aware of such conduct through any means must immediately report the alleged act to any member of the management team or directly to the Human Resources Department. This report or complaint does not need to be in writing.

If you need to report an alleged act of harassment or discrimination by a direct supervisor, you may bypass the chain of contact and directly notify your department director, the Human Resources Department, or any staff person with whom you feel comfortable.

Employees who feel that a violation of this policy has occurred, may use the company's complaint process promptly and in a confidential manner. Employees may skip steps in the process if they feel that the person responsible for that step is involved in the offensive conduct or would not be responsive to a complaint. You may contact the Human Resources Department at any time in the process. We assure you that whatever method you choose, your complaint will be dealt with promptly. Employees will not be penalized or retaliated against for reporting such concerns.

Retaliation

Any form of retaliation, including but not limited to derogatory comments against individuals making discrimination or harassment complaints, witnesses, or any other involved employees, is against Goodwill policy, is strictly prohibited, and will not be tolerated. Retaliatory activities will be treated as a separate violation of this policy and will subject the individual to discipline up to and including immediate termination of employment. In addition, Goodwill strictly prohibits any form of retaliation for reporting unethical conduct that you feel may be a violation of Goodwill policy and/or a Code of Ethics

Investigations

Goodwill takes all complaints of discrimination, harassment, and retaliation seriously. All complaints will be promptly and thoroughly investigated. Information obtained will be treated with discretion to the fullest extent possible. Investigations may include interviews of other employees as well as non-employees in certain cases.

An employee bringing this information to the attention of the organization may be asked to refrain from discussing the complaint with other employees or those outside the investigative process in order to protect the integrity of the investigation process and reduce the risk of release of the identity of the complainant or witnesses. The complaining employee will be kept informed of the progress of any investigation and ultimate findings.

Any employee who has been found, after thorough investigation, to have discriminated against or retaliated against another employee will be subject to appropriate disciplinary action up to and including immediate termination of employment. Goodwill's remedy will be designed to promptly and permanently eliminate the inappropriate behavior. Goodwill may, depending on the situation, conduct follow-up investigations to ensure that recurrence does not take place.

Work Rules

The following serves as a general guideline for action under Goodwill's policies and procedures. Each of the activities listed below are examples of unacceptable behavior in our workplace. Goodwill reserves the right to apply disciplinary action up to and including immediate termination of employment for inappropriate conduct, including but not limited to violations of work rules.

Please note that the following are examples only and do not constitute a finite list of violations.

1. Excessive (more than 3 incidents within a rolling 4-week period) tardiness.
2. Excessive (more than 3 incidents in a rolling six-month period) absences.
3. Excessive (more than 3 incidents within a rolling 4-week period) and/or an identified pattern of leaving work early.
4. Failure to be at work station at start of shift (including failure to return to work after personal appointments as agreed upon with supervisor, etc.).
5. Failure to comply with specified periods for breaks and lunch.
6. Stopping work before lunch, breaks, end of shift or working beyond end of shift.
7. An identified pattern of failing to clock in or out.
8. Being away from the job or out of the work area without the approval of supervisor.
9. Creating or contributing to unsanitary conditions (including failure to utilize a personal container for chewing tobacco by-products).
10. Eating or drinking anywhere other than in designated areas.
11. Posting or distributing or removing literature without the prior approval of the Human Resources Department.
12. Borrowing money from or lending money to other employees or participants on workplace property.
13. Failure to maintain personal hygiene expectations including inadequate or inappropriate personal care and cleanliness.
14. Failure to notify Human Resources Department of any changes in address, phone number, or person to notify in case of an emergency.
15. Failure to use designated employee entrances and exits.
16. Failure to follow established dress codes.
17. Failure to follow the visitor, personal phone call, cell phone, or camera policies and procedures.
18. Failure to follow written or verbal instruction from your supervisor.
19. Failure to follow instruction from a written Goodwill procedure/manual.
20. Failure to meet expectation of an established procedure which protects the assets and/or participants of Goodwill.
21. Incurring unauthorized overtime.
22. Selling commercial or private products or services on company time or premises.
23. Failure to bring in required medical release after three consecutive days of being absent due to illness.
24. Failure to clock in or out if leaving the facility on unpaid lunch break or for non-business-related personal outside appointments.
25. Clocking in before scheduled shift.
26. Being on the work site 30 minutes or more before scheduled shift.



The East Wenatchee Goodwill facility was opened at 620 Grant Road on July 15, 2005. The Wenatchee Goodwill, across the Columbia River, is operated by Goodwill Industries of the Columbia out of the Tri-Cities.

27. Smoking within 25 feet of a door or window of any Goodwill facility or in undesignated smoking areas.
28. Obscene or abusive language, malicious gossip, or spreading rumors.
29. Unauthorized personal use of company property (including equipment, vehicles, company telephones, computers, fax machines, etc.).
30. Failure to report any accident which has resulted in injury or damage.
31. Derogatory remarks about Goodwill, its products, employees, or program participants.
32. Dishonesty
33. Using your employee charge account privileges either before 30 days of employment, or after you have been instructed by the organization that your charge privileges have been suspended.
34. Violation of the Goodwill Shopping Policy.
35. In-plant buying, shopping, stashing, and skimming, including violations or manipulations of the 4-hour ban and/or violation of the Shopping Policy.
36. Violation of the selling and solicitation policy and/or soliciting of any kind by employees without the written permission of the Human Resources Department.
37. Discourtesy to customers, guests, supervisors, participants, and/or other employees.
38. Violation(s) of safety rules and/or failure to wear Personal Protective Equipment (PPE) as required by position (including improper use and/or unauthorized modifications).
39. Failure to work in a safe manner, including "horseplay" or unsafe acts while in work areas or on company premises.
40. Unauthorized possession, lending, borrowing, or duplication of company keys.
41. Misuse or abuse of ID badge to access employee discount privileges (including purchasing items for others using employee discount privileges).
42. Abuse of sick leave.
43. Sleeping during work hours.
44. Soliciting or accepting unauthorized compensation, reward, gratuity, or gift of any kind of value for any matter related to the employee's job.

45. Failure to call supervisor within the required time period if unable to report to work.
46. Failure to call supervisor within the required time period if unable to report to a mandatory meeting and/or training.
47. Gambling of any kind on the premises.
48. Smoking, carrying lighted smoking materials, to include electronic cigarettes or chewing tobacco anywhere except where designated.
49. Intentionally punching another employee's time card.
50. Intentionally interrupting the work of other employees.
51. Issuing a check to Goodwill that is returned for non-sufficient funds.
52. Issuing a check to Goodwill that is returned due to account closure.
53. Failure to safeguard Goodwill properties (some examples include equipment, facilities, vehicles, donations, money, etc.).
54. Failure to follow established POS and/or cash handling policies and procedures (including unauthorized discounts to employees and/or customers).
55. Failure to comply with and/or adhere to light duty agreement or adhere to a medical provider's restrictions.
56. Failure to report all accidents or injuries that occur during working hours or while in the performance of Goodwill business, including traffic accidents, regardless of ownership of vehicles involved. All said accidents or injuries must be reported as soon as possible, not to exceed 24 hours from the time of the accident or injury.
57. Exceeding employee purchasing limits and/or failure to maintain a "good standing" status in regard to employee purchases with the Accounting Department.
58. Being at work in an unfit condition, including under the influence of alcohol and/or illegal drugs and/or controlled substances for which the employee cannot provide a prescription.
59. Consumption/use or being in possession of alcoholic beverages or illegal drugs and/or drug paraphernalia during work shift or on Goodwill premises.
60. Failure to comply with or "inconclusive or positive" results to a Reasonable Suspicion Drug/ Alcohol test, company mandated test, and/or retesting as a "dilute" specimen after an initial "dilute" test result.
61. Violation of Goodwill's Drug and Alcohol Policy.
62. Walking off the job during a scheduled work shift.
63. Failing to cooperate with random bag searches.
64. Violation of certain federal, state, or city laws or ordinances while an employee at Goodwill.
65. Theft, misappropriation, misuse, or abuse of Goodwill property and/or donations (including donated goods that are unfit for sale or salvage and scheduled for discard), or theft of the property of co-workers, customers, program participants, or other vendors.
66. Willful destruction of Goodwill property.
67. Vandalism of Goodwill property (some examples include facilities, vehicles, equipment, etc.), and/or tampering with Goodwill video surveillance systems, to include security cameras.
68. Handling, possession, or use of illegal drugs or drug paraphernalia and/or manufacturing chemicals on company premises.
69. Falsification of employment, personnel, payroll, maintenance, or other company records.
70. Being in possession of a weapon on Goodwill property.



The Post Falls Goodwill facility moved into its new location of 4040 East 16th Avenue on March 14, 2017. Previously, it had been located at 317 East Seltice Way.

71. Violation of the workplace violence policy including but not limited to fighting, threatening, or attempting to injure another person.
72. Failing to comply with supervisor's reasonable orders and/or being insubordinate.
73. Failure to immediately report information critical to the organization's support and/or compliance with policy and procedure, including but not limited to safety, theft, misconduct, discrimination, harassment, etc.
74. Negligence or behavior that causes or results in injury to an employee or visitor, or damages company facilities or results in the loss of company property, donations, or funds.
75. Conducting personal errands, favors, or exchanging personal items including money, between employees and program participants.
76. Employees with supervisory responsibility and Workforce & Family Services employees developing a relationship that is anything other than professional and/or violation of the Professional Boundaries policy.
77. Failure to maintain Goodwill's confidentiality and/or HIPAA standards.
78. Immoral conduct or indecency.
79. Failure to maintain Goodwill's Code of Ethics standards.
80. Violation of Goodwill's conflict of interest statement and/or creating the appearance of a conflict of interest and/or purchasing items with employee discount with the specific intent of resale and/or profit and/or competition that directly or indirectly competes with its core operations.
81. Violation of the Electronic Media policy.
82. Violation of Goodwill's harassment and discrimination policy including sexual and/or disability harassment or any other type of harassment of co-workers, participants, customers, or any other person (including retaliation against any employee or individual who brings information to the attention of the organization).

Separation from Employment

Separation is the formal end of Goodwill Industries services, obligations, and responsibilities to the employee. The use of the word “separation” will apply to the end of the employment relationship regardless of the reason for separation (including retirement, other employment, returning to school, moving, voluntary quit, involuntary quit, etc.). At the time of separation all employees are expected to return any company owned and/or issued property.

To be considered for re-employment, all former employees must re-apply following established Goodwill procedures for application submission, selection, and employment. Former employees will be given the same consideration as any other applicant for any position.

Voluntary Separations

While it is not required, if you are going to resign from your job, a two-week notice would be appreciated (30 days, in the case of salaried employees). This gives Goodwill the time to recruit and train a new person for your position. It also helps to reduce the burden your leaving may place on your co-workers.

After giving notification of the intent to end the employment relationship, employees are expected to work and maintain job expectations and standards until the end of the notification period. However, should circumstances require and/or the employee desire to end the employment relationship prior to the end of the notification period, you are encouraged to speak with your supervisor to make mutually agreeable arrangements. Failure to do so may result in a “no re-hire” designation status in your personnel file.

“No-Rehire” Status

Upon occasion, Goodwill must make the determination that an employee is not eligible for re-employment or re-hire. Employees with a “no re-hire” status will not be considered for reemployment with Goodwill Industries of the Inland Northwest regardless of the position for which the individual may be applying.

Your re-hire designation status may be available to you on the notice of termination paperwork, which is discussed during the separation meeting. However, there may be times when the re-hire status decision has not been made at the time of separation. If your re-hire status is not available at the time of your separation meeting, you may call the Human Resource Department for your status.

Exit Interview or Separation Meeting

Upon separation of employment, an exit interview or meeting may be held between the employee and supervisor or the Human Resource Department upon request. The reasons for the separation are discussed at this time, and all Goodwill property held by the employee is returned. Goodwill property may include, but is not limited to, the employee’s ID badge, keys, company-issued equipment, tools, uniforms, cell phones, computer equipment, and/or credit or gas cards if applicable. Goodwill has a procedure in place to track Goodwill issued property and will recover losses when necessary.

At this time, paperwork is filled out and signed. This may include, but is not limited to, a voluntary quit form, notice of termination, forwarding address information, etc.

For Washington employees, the final paycheck is issued on the next payday following separation. Idaho employees who

separate will get their paycheck within 48 hours of the employer's receipt or the employer receiving the individual's written request. This request may be given directly to your supervisor or faxed directly to the Human Resources or Accounting Departments. This request must also include a copy of the employee's last time card or time sheet. You may ask your supervisor to assist you in faxing your request. We will be unable to honor telephone requests as paper documentation, along with your signature and any relevant information (new or forwarding address, etc.), are required for placement in your file. Please see the section of the handbook titled "Paychecks" for related information. If the employee would like their last paycheck or any other owed compensation sent to them via mail, the employee must submit a signed letter to the Accounting Department stating that request.

NOTE: In Idaho, if the separating employee requests final compensation to be mailed, it may not be received within 48 hours of the receipt of the request due to postal delivery delay. If there is no request

submitted by the separating employee to have any final compensation mailed directly to the employee, the check(s) will be sent directly to the facility where the separating employee worked.

Position Eliminations

Jobs at Goodwill depend, among other factors, on having enough donated material to be processed. Goodwill is a nonprofit organization. It cannot maintain a large payroll during slow periods and/or a funding stream ceases that supports payroll.

Goodwill employees can help avoid position eliminations by ensuring that our donations are properly handled at all times. However, when production or donations fall below normal, employees need to be ready for short days or shutdowns. All position eliminations are considered permanent. Position elimination can also occur when there is a lack of funding to continue to support outside-funded or internally-funded programs. The selection of employees for layoff is made by Goodwill in its sole discretion based on the needs of the organization.



The Northwest Boulevard Goodwill facility celebrated its grand open on March 17, 2017. It is located at 2282 North Ash Street, Spokane.

Problem Solving Procedures

Chain of Contact

Employees are encouraged to speak with their supervisors when work-related problems or concerns arise. Goodwill believes that open and timely communication facilitates the problem solving and resolution processes. For example, if you have a work-related problem, first ask to speak with your direct supervisor. If the problem cannot be solved by this initial contact, then you are encouraged to go to the next level and speak with your manager. The following is intended to be an example of this “chain”:

- Lead
- Supervisor
- Manager
- Department Director
- Department Vice President
- Human Resources Department

If at any time the work-related problem involves any individual in the chain of contact, you may bypass this individual and go directly to the next level in the chain of contact. Employees may utilize the Human Resources Department at any time for assistance in the problem-solving process.

All Goodwill staff members have an “open door philosophy,” which means that employees may speak with any staff member at any time without having to make an appointment. This “open door philosophy” maintains an open communication channel that all employees may utilize for work-related problem solving. In addition, Goodwill has in place an Employee Assistance Program (EAP) as a benefit to its employees. To access information and/or recourses for any challenges an employee may be having inside or outside the work environment, please contact the Human Resources Department.

Problem Solving Procedure

If you have a complaint or need a problem solved that cannot be solved using the established “chain of contact,” we encourage you to bring it up as soon as possible with those who can solve it. Our desire is to recognize a problem early and resolve it quickly. Goodwill prohibits any form of retaliation against any employee for good faith actions in filing a complaint under this policy.

To be responsive to our employees and their concerns, Goodwill utilizes a resolution procedure that has been designed for the benefit and use of employees, former employees, supervisors, and management to assist in resolving workplace problems.

Procedure

1. If an employee has any work place concern; the employee should submit a written complaint. The submission of the written complaint is due within five (5) days of the occurrence of a situation giving rise to the concern and must include:
 - i. The problem and the date when the concern occurred.
 - ii. Suggestions on ways to resolve the concern.
 - iii. Complaints must be submitted to their supervisor.
2. Upon receipt of the complaint, the supervisor will schedule a meeting with the employee within five (5) working days to discuss the complaint. Within approximately five (5) working days after the discussion, the supervisor should issue a decision both in writing and orally to the employee filing the complaint.
3. If the employee and the supervisor are not able to resolve the problem, the employee may, within five (5) working days, appeal this decision in writing to their Department

Director or Department Vice President. A problem solving meeting will be set within (5) working days for the employee, Department Director or Department Vice President and the Human Resources department.

4. The Human Resource Department may call a meeting with the parties directly involved to facilitate a resolution. The Human Resource department may gather further information from involved parties. All involved individuals, other than the Human Resources Department, will be charged with the responsibility of not discussing the situation with any other employee or with the complainant employee.
5. If the problem is still not resolved, the employee may present it to the problem solving committee. The problem must be restated in writing and submitted to the Executive Assistant (Corporate Compliance Officer) who will inform the CEO, who will then inform the committee. The CEO will then assist and facilitate all parties' participation in the committee's hearing and investigation.
6. After completing an investigation and hearing, the committee will put its findings in writing within one week. A written report of findings and recommendations are then given to the employee and the CEO.
7. The CEO will review recommendations and determine in writing whether or not to adopt the committee's recommendations and whether or not further action is necessary.
8. The CEO appoints a problem solving committee each year consisting of four members and two alternates. When possible, at least one member will have prior experience on the committee.
9. Former employees may also make use of the problem solving committee. A request for use of the committee must be submitted in writing. The request should describe the problem and must be sent to the CEO within one (1) month of the employee's separation.

10. If an employee fails to appeal from one level to the next level of the Problem Solving Procedure within the time limits established in the procedure, the concern may be considered resolved on the basis of the last decision and the concern submitted by the employee may not be subject to further consideration

The procedure set forth in this Section is a requirement for addressing all workplace concerns, complaints, and/or claims.

Goodwill reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate or a violation of its policies and procedures contained herein or a violation of either local, state, or federal law. The circumstances of each situation may differ, and the level of disciplinary action may also vary depending upon factors, that may include but are not limited to the nature of the offense, whether it is repeated, the employee's work record and the impact of the conduct on the organization.

Goodwill reserves the right to not follow one or more of the procedural steps set forth in the Problem Solving Procedure. This includes the right to bypass the entire Problem Solving Conflict Resolution Procedure if Goodwill finds that it is warranted.

Whistleblower Procedure

Any Goodwill employee may submit, on a confidential basis, any good faith concerns regarding financial statements, accounting, internal accounting, or disclosure controls, auditing matters or violations of Goodwill's Code of Ethics. The toll-free telephone number for reporting concerns is 1-888-289-7998. The employee can be assured that a thorough investigation will result from the information provided. In addition, if an employee does not wish to access the hotline, they may communicate their concerns confidentially at BeHeard@giin.org.

Employee Handbook Acknowledgment

I, _____
(Print Name)

have received, read, and understand Goodwill Industries of the Inland Northwest's Employee Handbook (revision date: January 2020) in its entirety and fully understand its content. I have been given the opportunity to ask questions and seek clarification on any part of the Employee Handbook that I do not understand.

I understand that this handbook may be modified or changed by Goodwill in its sole discretion at any time without prior notice. I understand that this handbook supersedes and replaces any prior handbooks on any of the subjects covered in this handbook.

I understand that my employment is "at will" and may be terminated without cause at any time and without prior notification; that this handbook is not a contract; that nothing contained in this handbook is intended to be part of the employment relationship; and that its contents are simply general statements of company policy.

(Signature)

(Date)

Attachment A

Employee Electronic Control Policy Acknowledgment

I, _____
(Print Name)

have received read and understand the electronic media policy contained in Goodwill Industries of the Inland Northwest's Employee Handbook (revision date: January 2020). I understand that Goodwill reserves the right to monitor, randomly or otherwise, at any time and without prior notice. I understand that I do not have any expectation of privacy, and that further use is deemed consent to monitoring.

I understand my responsibilities in regard to use of any of Goodwill's information or electronic media, including but not limited to unauthorized downloads, virus warnings, and information systems security.

I understand that any unauthorized use of company computer-based information or electronic media systems, including but not limited to telephone, fax, Internet, email, voice mail, and/or electronic files may result in disciplinary action up to and including discharge.

(Signature)

(Date)

Attachment B

3 Ways You Change Lives

Employment Services & Training



These programs help people with the skills they need to find and keep a job. Our services include job skills training, help searching for a job and preparing for job interviews, and resources to support people once they secure jobs.

Housing Support



Goodwill's housing programs help people through services that may include utility assistance, rent assistance, basic needs, resources, and case management. The goal of these programs is to help people stabilize their housing. These programs are based on need or referral.

Financial Stability



These programs help people gain financial independence and a stable source of income. People learn to budget and plan for the future through training, education, experience, and help with finances.



Donate. Shop. Change a life.