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**Introduction**

Welcome! We are pleased to welcome you to Discover Goodwill of Southern and Western Colorado (“Goodwill” or “Company”). Thank you for joining us.

- **Purpose:** This Handbook is given to employees to provide information about policies, procedures, and expectations.

- **Employee Responsibility:** It is your responsibility to read this Handbook. If reading or understanding it is a problem, please ask your supervisor for assistance. It is your responsibility to log in to the employee self-service system to review the latest copy of the handbook. The current handbook and previous versions beginning with the January 2017 version will be available on the front page of the employee self-service site.

- This edition replaces all previously issued editions.

After reading the Handbook, employees who have questions should talk with their immediate supervisor or the Human Resources Department.
History and Background of Goodwill

The first Goodwill started in Boston in 1902 under the leadership of Dr. Edgar J. Helms. There are 164 Goodwill agencies in the U.S., Canada and 13 other countries worldwide.

Our organization began in Colorado Springs in 1956 as a branch of Goodwill of Denver. We became independent in 1961. A volunteer Board of Directors comprised of local citizens directs our Goodwill.

Our Vision

We will be satisfied with our work only when every person in our community, whom we are privileged to serve, has an opportunity to develop to his or her fullest potential and enjoy a maximum of abundant living.

Our Mission

Discover Goodwill of Southern and Western Colorado is dedicated to helping people reach their highest level of personal and economic independence.

Our Values

Goodwill believes that certain principles must guide our actions and relationships with program participants, employees, volunteers, customers, and suppliers, and is committed to maintaining a high standard of conduct and performance. We believe in:

- The potential of the individual
- Self-worth
- Self-sufficiency
- Respect and courtesy
- Integrity and fairness
- Organizational viability
- Quality

We ask you to work with us in a spirit of cooperation and to help us to do an even better job in helping persons with disabling and disadvantaging conditions reach their fullest potential.

Karla Grazier
President/CEO

Gary R. Smith
Vice President, Human Resources
Be Proud

- Standards for personal appearance exist to ensure your safety and security as well as to promote a positive and professional working environment at Goodwill.
- Proudly display your ID badge by wearing it daily.
- Present yourself in a well-groomed manner, reflecting a positive business image by wearing appropriate business attire.

Be Professional

- Present a professional appearance. In general, the following articles of clothing are not considered appropriate business attire and should not be worn to work: suggestive attire, disheveled attire, excessively large or baggy clothing, tight or snug-fitting clothing, which may restrict movement, jeans (unless it is allowed in your department), shorts, T-shirts (except Goodwill issued), shirts without sleeves, halter tops, midriff shirts, athletic wear, sweatpants, spandex pants, or non-company–issued caps or hats.
- Wearing facial jewelry, such as nose, lip, eyebrow, cheek, and tongue jewelry in customer-facing roles or any other role that requires frequent contact with customers, is often distracting and is not considered an appropriate business image when representing Goodwill.
- Departmental guidelines may supersede this information.

Be Safe

- Employees should refrain from wearing excessive amounts of jewelry or excessively large jewelry. Such items may be considered a safety risk and may interfere with the safe operation of equipment, may restrict free movement, and may impair one’s ability to safely perform essential job functions. Employees operating business machinery or interacting with program participants must refrain from wearing jewelry that might compromise their safety.
- Hair, including sideburns, moustaches, and beards, should be clean and neatly trimmed or arranged. Employees working in areas where long hair may be a safety or health issue must tie back their hair and/or cover it as necessary.
- Fingernails should be neatly groomed so not to impair one’s ability to safely perform essential job functions.
Be Considerate

- Employees should take care to prevent odors, such as body, breath, incense or excessive cologne/perfume that may be offensive to others.
- Tattoos that may be offensive to others should not be visible.
Employment Information

At-Will Employment

Employment with Discover Goodwill is “at will,” which means that your employment can be terminated for any reason, with or without cause, and with or without notice, at any time, by you or Goodwill. There is no contract of employment, either express or implied, other than “at will.” No representative of Goodwill, other than the President/CEO of the organization, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the President and the employee.

This Handbook

This Handbook and any supplemental attachments to the Handbook provide answers to most of the questions you may have about Goodwill’s benefit programs and procedures. If anything is unclear, please discuss the matter with your supervisor. You are responsible for reading and understanding this employee Handbook. Your performance feedback will reflect your adherence to Goodwill’s policies as well as your general job performance.

This Handbook and its provisions do not constitute an employment contract or a contractual commitment of continued employment. None of the provisions of this Handbook, including the disciplinary policy, constitute a promise of how Goodwill must treat employees prior to termination. Rather, the policies are guidelines. Our goal is to treat you fairly and work with you to have you be a productive member of our team.

Except for the at-will nature of the employment, the organization reserves the right to interpret or change these guidelines without prior notice or your consent.

No employee handbook can anticipate every circumstance or question. Accordingly, this Handbook is NOT all-inclusive, but it is intended to provide employees with a general summary of some of the organization’s guidelines.
Anti-Discrimination Policies

Equal Employment Opportunity

It is Goodwill’s policy to provide equal opportunity in employment, development, and advancement for all qualified persons without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, protected veteran or any other status protected under applicable federal, state, or local laws.

This policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment, in accordance with applicable federal, state, and local laws.

Management is primarily responsible for seeing that equal-employment-opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that, by their personal actions, the policies are effective and apply uniformly to everyone. Any employees, including supervisors, determined by Goodwill to be involved in discriminatory practices are subject to disciplinary action and may be terminated.

If you perceive any discriminatory actions or practices, please report them in accordance with the Open Door Policy in this Handbook.

Anti-Harassment Policy

Goodwill strives to maintain a work environment that is free of discrimination, intimidation, hostility, or other offenses that might interfere with work performance. In keeping with this desire, we will not tolerate any unlawful harassment of employees by anyone, including any supervisor, coworker, vendor, client or customer.

What Is Harassment?
Harassment consists of unwelcome conduct of any kind that is based upon a person’s protected status, such as race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, protected veteran or other legally protected status. We will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment. Harassment can take many forms, including, but not limited to, words, gestures, jokes, pranks, intimidation, physical contact or violence.
Sexual Harassment

Harassment is not limited to conduct that is sexual in nature. However, sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal or visual conduct based on gender constitute sexual harassment when:

- submission to the conduct is an explicit or implicit term or condition of employment;
- submission to or rejection of the conduct is used as the basis for an employment decision; or
- the conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include explicit sexual propositions, sexual innuendos, suggestive comments, sexually oriented kidding or teasing, practical jokes, jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, including material electronically communicated or transmitted, and physical contact such as patting, pinching, or brushing against another’s body. Sexually harassing conduct may also include any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of his or her position or creates an intimidating, hostile, or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All employees, and particularly supervisors, have a responsibility for keeping the work environment free of harassment. The individual who makes unwelcome advances, threatens, or in any way harasses another employee may be personally financially liable for such actions and their consequences. Goodwill is not required to provide legal or financial assistance, or assistance of any kind to an individual accused of harassment, if a legal or internal complaint is filed.

Reporting

If you feel that you have experienced or witnessed unlawful discrimination or harassment, you are to notify your supervisor or Human Resources immediately. You may also report it to the EthicsPoint hotline at 888-291-7589 or www.ethicspoint.com, or by using the link found on Goodwill’s website home page.

Although we encourage you to use the channels that are available through Goodwill, you also have the right to contact the local Equal Employment Opportunity Commission (EEOC) office.

All reports will be promptly investigated with due regard for the privacy of everyone.
involved and, if warranted, appropriate remedial action will be taken. Goodwill expressly forbids retaliation against anyone for reporting suspected unlawful discrimination or harassment, assisting in making a discrimination or harassment complaint, or cooperating in a discrimination or harassment investigation. To the fullest extent practicable, Goodwill will keep complaints and the terms of their resolution confidential.

Any employee found to have unlawfully discriminated against or harassed a fellow employee or subordinate will be subject to disciplinary action and may be terminated.

**Americans with Disabilities Act**

Goodwill will comply with the relevant and applicable employment provisions of the Americans with Disabilities Act (ADA). We will not discriminate against any qualified employee or job applicant with respect to any terms, privileges or conditions of employment because of a person’s physical or mental disability.

If you think you will need a reasonable accommodation in order to perform the essential functions of your job, you must inform Goodwill that you need an accommodation. Employers are required to provide reasonable accommodation only for the physical or mental limitations of a qualified individual with a disability of which they are aware. It is your responsibility to inform Goodwill that an accommodation is needed. Report any ADA-related problems or concerns to Goodwill’s Human Resources Department.

**Diversity in the Workplace**

Discover Goodwill is dedicated to the principles of equal employment opportunity and respecting diversity in the workplace. As defined, diversity is all of the ways that we are different from one another. Recognizing and understanding conventional and unconventional differences and the unique aspects of diverse populations are essential to providing a workplace of inclusion. Sensitivity, tolerance and respect of these differences are critical to business success.

Discover Goodwill has created an environment of diverse thinkers who are engaged in their jobs and continues to work to move beyond fostering inclusiveness to encouraging empowerment.

This policy applies to all employees, including all levels of management, supervisors, co-workers, program participants, and non-employees such as customers, clients, vendors, volunteers, temporary employees and consultants.

Discover Goodwill is a diverse workplace and is devoted to providing employees with tools for understanding differences to help prevent disagreements and
misunderstandings and to help fully leverage the benefits of a diverse workforce. Diversity awareness and training are an integral part of Discover Goodwill’s employee culture. These initiatives foster an inclusive work environment that embraces and surrounds differences. Diversity awareness training is conducted regularly for all employees and is also available on demand.

Discover Goodwill asks that employees also respect diversity when interfacing with customers and conduct themselves in a professional and business-like manner at all times. Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mail, posters, drawings, or photographs, notes, letters, and calendars.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes, foul or obscene language of any nature, gossiping, or unwanted questions regarding any type of difference.
- Physical gestures and other nonverbal behavior.

If any manager, supervisor or employee is subject to or receives a report of conduct inconsistent with these guidelines, they are to report it immediately in accordance with the Open Door Policy in this Handbook.

**Open Door Policy**

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with Goodwill. First, talk to your immediate supervisor. Your supervisor is most familiar with you and your job and is, therefore, in the best position to assist you. If, however, you are not comfortable talking with your supervisor about your concerns, it is appropriate to work through your supervisory chain. Should neither of these approaches be comfortable for you, please call the Human Resources Department or the EthicsPoint hotline at 888-291-7589 or www.ethicspoint.com.

If you find you have a work-related problem or concern, you are encouraged to talk it over with your supervisor, another member of Goodwill management, or a Human Resources representative. Even if it seems minor to you, we want you to air the problem in hopes that it can be resolved before it becomes a major issue.

**Complaint Policy**

Goodwill expects all employees to create an atmosphere free of discrimination and respect the rights of their coworkers.

In the event an employee experiences any job-related discrimination or harassment based on race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, protected veteran or any
other protected status or believe they have been treated in an unlawful, discriminatory manner or have been unlawfully harassed, promptly report the incident to a supervisor or to Human Resources. If an employee believes it is inappropriate to discuss the matter with their supervisor, they should report the complaint to Human Resources. Once made aware of your complaint, Goodwill is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent possible.

**Ethics Code**

Goodwill maintains adherence to an established Ethics Code, designed to determine a basis for how we approach our work and other people, whether internal or external to the Company. We believe that certain principles must guide our actions and relationships with clients, program participants, employees, volunteers, donors, customers, parents, guardians, providers, and suppliers. We believe in:

- Honesty
- Respect for every individual
- Valuing what each individual has to offer without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, protected veteran or any other status protected under applicable federal, state, or local laws.
- Individual responsibility
- Making only commitments that we can meet
- Holding people responsible for their work performance

This Code applies to employees, volunteers, clients, program participants, customers, donors, parents, guardians, providers, and/or suppliers of Discover Goodwill. Wherever the word “employee and/or affiliated individual” appears, it will stand for “employee, volunteer, trainee/program participant, customer, or supplier.”

a. Goodwill and any employee and/or affiliated individual will comply with the letter and spirit of all lawful requirements applicable to company business.

b. The provisions of this Ethics Code are **mandatory** and full compliance is expected under all circumstances.

c. Any employee and/or affiliated individual connected to Goodwill who is aware of, perceives, or observes any violation of this Code

- is encouraged and expected to report such violation promptly to his or her supervisor,
- and may be subject to sanctions, disciplinary action, and/or termination of service/employment for not reporting a violation.
d. Retaliation against any employee and/or affiliated individual for reporting a violation of the Ethics Code will not be tolerated by this Company. However, if after investigating a report of an Ethics Code violation, Goodwill determines that an employee intentionally provided false information regarding a report, disciplinary action may be taken against the one who provided the false information.

For additional details on Goodwill’s Ethics Code, please see Memorandum 45-61.
**Personnel Administration**

**I-9 Immigration Reform Policy**

Goodwill complies with the Immigration Reform and Control Act (IRCA — via E-Verify), employing only those persons who are legally eligible to work in the United States.

Goodwill complies with the IRCA of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). The individual must verify his or her right to work within three days of hire.

**The Supervisor or Manager**

The task of handling personnel administration at Goodwill has been assigned to your supervisor or manager. Questions regarding wages, paychecks, compensation, worksite policies, performance and discipline should be directed to this individual. He or she may contact (or may direct you to contact) Payroll or Human Resources.

Your supervisor is in charge of your work. Your supervisor has authority to assign work, to recommend pay changes, transfers or promotions, and to maintain order and discipline.

Many questions can be answered by reading this Handbook. Feel free to ask for clarification as necessary. Any problem that hinders the efficient completion of your job responsibilities should be taken up with your supervisor.

**Your Personnel File**

Keeping your personnel file, including your employee self-service records, up-to-date can be important with regard to your pay, deductions, benefits and other matters. If you have a change in any of the following items, please update that information in employee self-service as soon as possible:

- Change of beneficiary for insurance and retirement plans
- Driving record or status of driver’s license, if you operate any company vehicles
- Emergency contact information, including name and phone number
- Exemptions on your W-4 tax form
- Home address
- Phone numbers
- Legal name
- Marital status
Access to Your Personnel File

Goodwill understands that there may be times when you want to review the contents of your personnel file. Our policy for access is as follows:

Upon a current employee’s request, Goodwill will allow that employee to inspect and obtain a copy of any part of the employee’s personnel file at least once annually. A former employee, however, may make only one inspection of his or her personnel file after termination of employment.

The employee must inspect and obtain his or her personnel file at Goodwill’s office and at a time convenient to both Goodwill and the employee. Goodwill will also restrict an employee’s review of his or her personnel file to be only in the presence of an individual designated by Goodwill. We also may require the employee or former employee to pay the reasonable cost of duplication of documents.

References

Reference requests must be in writing and on the company letterhead of the company requesting the reference and must include a release of liability form signed by you. The Human Resources Department is responsible for responding to requests for information regarding your overall job performance and will confirm your dates of employment and pay rates only.

Do not, under any circumstances, respond to any requests for information regarding another employee – all reference requests should be forwarded to Human Resources.

Subpoenas

Any individual who presents him or herself at any location other than the Main Campus for the purpose of serving a subpoena should be referred to Human Resources.

Goodwill will cooperate with law enforcement in any criminal or civil investigation. However, Goodwill does not allow subpoenas to be served on any employee during working hours by non-law enforcement officials.

Witnessing of Documents

On rare occasions employees may be asked to witness documents. Documents employees might be asked to witness include such things as advance directives, wills and trusts, and other legal documents.
Goodwill limits and vests authority of witnessing documents pursuant to persons served to those designated by the Chief Executive Officer of the organization.
Wage and Salary Policies

Mandatory Deductions from Your Paycheck

Goodwill is required by law to make certain deductions from your paycheck. Among these are federal, state, and local income taxes, as applicable, and your contribution to Social Security and Medicare. A record of these deductions will be itemized on your paycheck stub.

The amount of these deductions will typically depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents or exemptions you claim. You must report any change in your name, address, marital status or number of exemptions to Goodwill immediately to assure proper calculation for tax purposes. The W-2 form you receive in January for each prior year indicates the dollar amounts that were deducted for these purposes.

If requested by the Internal Revenue Service, Goodwill is required by law to provide a copy of your W-4 to them in the event you may claim in excess of 10 exemptions.

A copy of the documentation for any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be provided to you by Payroll.

Error in Pay

If you believe an error has been made in your paycheck, tell your supervisor immediately. He or she will research the problem and report any necessary corrections to the Payroll Department. Generally, Goodwill will make needed corrections to your pay on your next paycheck.

Overtime Pay

From time to time, it may be necessary for you to perform overtime work. All overtime must be approved in advance by your supervisor. Contact your supervisor for specific instructions for obtaining overtime approval. There are two types of overtime work:

1. **Scheduled Overtime**: Scheduled overtime work is announced in advance and may involve an entire department or operation. This type of overtime becomes part of the required workweek of the people who are members of the department or operation. If you need to be excused from performing scheduled overtime, please speak with your supervisor. He or she will consider your situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.
2. **Incidental Overtime:** Incidental overtime is not scheduled, but may become necessary. Your supervisor will advise you when you are expected to work incidental overtime.

Non-exempt employees shall be paid time and one-half of the regular rate of pay for any work in excess of:
- Forty hours per workweek;
- Twelve hours per workday, or
- Twelve consecutive hours without regard to the starting and ending time of the workday (excluding duty free meal periods), whichever calculation results in the greater payment of wages.
- Overtime is computed on actual hours worked (excludes benefit time such as vacation, sick, personal, floating holiday, holiday, jury, and funeral leave time)
- **Your supervisor must approve overtime in advance.** If the employee does not receive approval and continues to work, he or she is subject to disciplinary action up to, and including, termination.

**Payroll Workweek and Hours**

As governed by federal wage and hour laws, the payroll workweek is a seven-day period that begins on a specified day of the week (Sunday) at 12:01 a.m. and ends seven days later (Saturday) at 12 midnight. This time period defines the workweek.

**Paycheck Distribution**

If you have chosen to have your wages directly deposited into your account and have elected the paperless paystub option in employee self-service, then your paystub is available online.

If you are unable or unwilling to go paperless, a paycheck statement or a live check will be given to you at your worksite.

As you share in the responsibility to ensure your pay and withholding information is accurate, please review your paycheck statement immediately for accuracy.

**Time Cards / Records**

By law, Goodwill is obligated to keep accurate records of the time worked by employees in non-exempt positions. This is done by either time clock or other written or electronic documentation. Your time card is the way Goodwill knows how many hours you have worked. Your time card indicates when you arrived at work and when you departed. You are to record time off for unpaid meal breaks and for absences. (All employees are required to keep their supervisor advised of their activities and of their
departures from and returns to the premises during the workday.)

You are responsible for your time card. Remember to record your time every day. If you make an error on your time card or forget to record a punch-in, your supervisor must make the correction.

No one, other than your supervisor, may record hours worked on another employee’s time card or otherwise log in to the timekeeping system on behalf of another employee. Tampering with another employee’s time card is cause for disciplinary action, up to and including termination of employment, of both employees. Do not alter another employee’s time card or influence anyone else to alter your time card for you.

**Deductions You Authorize from Your Paycheck**

It is possible for you to authorize Goodwill to make additional deductions from your paycheck. The amount of these deductions will also be reflected on your pay stub. Examples could include uniforms and employee-paid benefits premiums.

**Direct Deposit**

Goodwill encourages employees to have paychecks directly deposited into your checking or savings account, or into a debit-card account. For more information on this please contact Payroll.

**Pay Periods**

- The workweek is Sunday through Saturday.
- Employees are paid every two weeks.
- Paychecks are distributed on Friday for the previous two-week pay period.
- Time cards and all other payroll paperwork are due to Payroll by noon on Monday following the end of the pay period.
- Each manager will establish a departmental deadline in order to conduct appropriate review and submission to Payroll.
- There are 26 pay periods in each calendar year.
Employment Classifications

The following terms will be used to describe employment classifications and status:

- **Exempt**: employees are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and are generally compensated on a salaried basis.
- **Non-exempt**: employees are compensated on an hourly basis in compliance with federal wage and hour laws.

Each employee also has one or more of the following statuses:

- **Full-time (FT) Regular**: an employee who is classified by their supervisor as one who works a minimum of 30 hours per week on a regularly scheduled basis.
- **Part-time (PT) Regular**: an employee who works a regular schedule less than 30 hours per week is eligible to receive vacation, sick leave, and holiday benefits. If a part time employee regularly works over 30 hours they should discuss their status with their supervisor.
- **Temporary**: an employee hired, as needed, for a short-term assignment not to exceed six months. Temporary employees are not eligible to receive insurance and/or leave (i.e., vacation, sick, holiday) benefits.
- **Program Participant (FT or PT)**: Program participants have a separate employment classification as the goal is to maximize their skills and employability. A program participant accrues vacation, sick, floating holiday days.

Expense Reimbursement

Memorandum 80-07 outlines the policies and procedures for employee expense reimbursement. To be reimbursed for all authorized expenses, you must submit an expense report, with receipts, that has been approved by your supervisor. See your supervisor for details for Goodwill’s expense report format before any expenses are incurred.

Pay Increases

Pay increases are not automatic. These are based on the overall performance (“merit-based”) of the employee and the financial standing of Goodwill. An employee will be reviewed for performance and/or pay increase annually.
**Work Hours**

Hours of work vary by department. The needs of the program or facility are at the discretion of departmental management. Our main office at 1460 Garden of the Gods Road is open Monday through Friday from 8:00 a.m. to 5:00 p.m.

**Benefits – Health and Welfare Benefits**

*NOTE*: There may be exceptions to the following schedules for employees, who work on a Goodwill contract or other off-site Goodwill programs. If you are working on a Goodwill contract or other off-site facility, please see your supervisor or Human Resources for details regarding your benefit eligibility.

This section describes the fringe benefits provided by the Company and information on your eligibility for benefits. Benefit plans governed by the federal Employee Retirement Income Security Act (ERISA) may be further described in formal summary plan descriptions or other legal documents available for your review in the Human Resources Department.

Goodwill offers different benefit packages depending on your role. In general, the “Discover Goodwill” (DGW Benefits) package of benefits provides insurance plans for life and long-term disability. DGW also offers dental and vision, employee group health, short-term disability, and supplemental insurance plans to qualified full time employees.

If you are an employee working on a federal contract and governed by the Service Contract Act (SCA), then you will be offered the “Goodwill Industrial Services Corporation” (GISC Benefits) package of benefits.

Coverage is offered either on an individual or family basis, with the employee’s share of the premium paid through payroll deductions.

**DGW Benefits Eligibility**: for full-time, regular employees *(30+ hours per week)* insurance coverage begins on the first day of the first month following 60 days of full-time employment. Employees will have the opportunity to enroll prior to that date. Part-time employees who become full-time employees will become eligible on the first of the month following 60 days of full-time employment.

**GISC Benefits Eligibility**: coverage begins on the first day of the first month following 60 days of either full time or part time employment. Employees will have the opportunity to enroll prior to that date.
As a result of termination or reduction in work hours, an employee may be eligible to continue Goodwill’s group coverage through COBRA. As a result of an injury or illness or in the event that an employee is on a military, jury duty or other leave of absence an employee may be eligible to continue Goodwill’s group coverage by paying their monthly premium or through COBRA.

Wages do not increase if an employee waives coverage.

Employees are urged to consult the insurance summary plan description for details of the plan benefits. The plan document controls payment of any benefits. Benefit plans are subject to change at the sole discretion of Goodwill.

**Special Enrollment – Life Event**

Special enrollment allows individuals who previously declined coverage to enroll in the plan upon loss of eligibility for other coverage and upon certain life events, such as marriage and the birth, adoption, or placement for adoption of a child. Employees must generally request enrollment within 30 days of the loss of coverage or life event triggering the special enrollment. For specific details regarding special enrollment, please refer to your Summary Plan Description.

**Benefits, Open Enrollment**

Open enrollment is held annually (between October and December), and this is an opportunity to enroll, change, and/or cancel benefit plan coverage for you and/or your family for the following calendar year. Communication regarding this event will be provided in advance, and all employees are required to participate.

**Retirement Plans**

**401(a) Employer-Contributed Retirement Plan – DGW Plans**

For employees on the DGW Benefits plans, Goodwill provides a retirement plan (401a) that contributes the equivalent of 5 percent of your compensation after one year of service.

To become eligible for the plan:
- You must be at least 21 years of age,
- Have been with Goodwill for one continuous year, and
- Work 1,000 or more hours in the previous four quarters prior to enrollment.

You become 100 percent vested in your accrued benefits after three years and have a non-forfeitable right to receive those pension benefits when you reach retirement.
age, even if you leave Goodwill before you retire.

Should you leave Goodwill and then return, you may be immediately eligible for participation in the Retirement Plan. Please refer to the plan document for details.

403(b) Tax-Deferred Annuity Plan – DGW Plans
For employees on the DGW Benefits plans, a tax-sheltered annuity plan is also offered to all employees, allowing you to choose to contribute an IRS-allowed portion of your annual wage on a tax-deferred basis through payroll deduction. The amount contributed and the interest earnings on that amount accumulate on a tax-deferred basis until the money is withdrawn after retirement or separation of employment from Goodwill, and/or rolled over to your own individual retirement account (IRA).

All DGW employees are eligible for the 403(b) plan.

401(a) Employer-Contributed Retirement Plan – GISC Plans
For employees on the GISC Benefits plans, Goodwill provides a retirement plan (401a) that contributes fringe benefits dollars that are not otherwise allocated to the other benefits in their package.

All SCA employees are immediately eligible for the plan. All contributions are immediately 100 percent vested.

Please refer to the plan document for details.

Continuation of Health Coverage

Federal law generally requires employers with 20 or more employees to give employees, spouses (including same-sex spouses) and dependent children the right to continue group health benefits for limited periods of time under certain circumstances, such as voluntary or some types of involuntary job loss, reduction in hours worked, death, divorce and other life events. Employees ordinarily may continue their health coverage for up to 18 months when their employment is terminated. All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

Unemployment Compensation

If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Unemployment compensation provides temporary income for eligible workers who have lost their jobs, due to no fault of their own. To be eligible, you must have earned a certain amount and be willing and able to work but unable to find a job.
Benefits - Time Off

Goodwill offers different paid time off benefits depending on your role and work location. To locate your role specific benefit summary log onto Ultipro Self-Serve, navigate to “Myself” and select “document acknowledgement”. Here you will be able to review and acknowledge receipt of your specific benefit summary.

Temporary employees, Relative/Personal Care Providers in “Your Life Your Way”, and Program Participants in DGW (ReHire Colorado and Subsidized Employment) are excluded from all time off benefits below except for government required leave benefits.

Funeral Leave

Funeral Leave is available to regular DGW employees. In the event of a death of a family member, an employee who has successfully completed three months of employment will be granted paid leave within the following guidelines:

<table>
<thead>
<tr>
<th>Parents, siblings, spouse, children, step-children</th>
<th>up to 3 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandparents, grandchildren, parents-in-law within:</td>
<td></td>
</tr>
<tr>
<td>200 miles</td>
<td>1 day</td>
</tr>
<tr>
<td>200-500 miles</td>
<td>2 days</td>
</tr>
<tr>
<td>over 500 miles</td>
<td>3 days</td>
</tr>
</tbody>
</table>

The immediate supervisor must be informed of the death prior to the employee’s absence. Vacation and/or sick leave may be used to extend the funeral leave. The employee is expected to return to work after funeral leave to be eligible for payment.

Jury Duty

It is your civic duty to report for jury duty whenever called. If you are called for jury duty, we will permit you to take the necessary time off, as required by law. Notify your supervisor if you receive a jury summons.

Employees are expected to report for work if jury duty does not require your full-time service. Wages will be paid during the jury duty up to five working days. You may retain jury duty pay. You will be required to provide a juror’s certificate of service.

Maternity Leave

Maternity is considered as any other non-occupational medical disability leave.
**Leave Under the Federal Family and Medical Leave Act (FMLA)**

*Family and Medical Leave*

The federal Family and Medical Leave Act (FMLA) allows certain employees to take up to 12 weeks of unpaid leave per year for the serious health condition of the employee or an immediate family member, or for childbirth or adoption. The state of Colorado may have laws granting further leave rights. An employee who assumes the role of caring for a child is also entitled to receive parental rights to family leave, regardless of the legal or biological relationship. Either day-to-day care or financial support may establish a parental relationship when the employee intends to assume the responsibilities of a parent with regard to a child. The leave coordinator in the Risk Department will guide you in completing appropriate forms for the leave. Any paid leave that you have accrued will be exhausted as part of your FMLA leave.

To take FMLA leave, you must provide Goodwill with appropriate notice. If you know in advance that you will need FMLA leave, you must notify your supervisor or the leave coordinator at least 30 days in advance. If you learn of your need for leave less than 30 days in advance, you must give notice as soon as you can (generally either the day you learn of the need or the next work day). When you need FMLA leave unexpectedly (for example, if a family member is injured in an accident), you must inform your supervisor or the leave coordinator as soon as possible.

Employees may be eligible if they have been actively employed by Goodwill for 12 months and have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. Employees taking Family and Medical Leave will concurrently be paid any available paid time off (sick pay, vacation pay, floating holiday or personal days) as the leave occurs until all such available time is used.

Under the circumstances set forth below, each eligible employee will have a total of up to 12 weeks unpaid leave during a 12-month period, using the “rolling” method for leave as defined in the federal regulations.

Family leave will be granted (to the mother or father) for the birth of a son or daughter and to care for a newborn child, or for placement with the employee of a son or daughter for adoption or foster care, or to care for the employee’s spouse, son, daughter, or parent with a serious health condition.
Medical leave will be granted if an employee’s own serious illness makes the employee unable to perform the functions of the employee’s job. Whenever possible, and subject to your healthcare provider’s approval, absences for planned medical treatment should be scheduled so as not to unduly disrupt company operations. In appropriate circumstances, we may require you to be examined by a Company-designated physician, at Goodwill expense.

In the event that a serious illness of the employee or his or her son, daughter, spouse, or parent creates a need for unforeseeable family or medical leave, the employee should provide us with notice, as soon as possible, of any needed time off, and medical certification indicating the expected duration and nature of the illness, particularly as it relates to the employee’s ability to come to work or the need for that employee’s presence to care for a seriously ill family member. The required certification forms are available from each supervisor or manager.

Employees are required to give a 30-day advance notice in the event of a foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that you provide us with a two-week advance notification of your intended return date. Failure to do so may delay your paid return date.

For purposes of this policy, son or daughter means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis (legal guardian), who is either under age 18, or age 18 or older and “incapable of self-care because of a mental or physical disability.” A parent is defined as the biological or adoptive parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.

A serious illness is defined as an illness, injury, impairment, or physical or mental condition involving (1) inpatient care in a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care; or (2) continuing treatment from a healthcare provider.

Leave of absence rights available to you under other sections of the Handbook will be counted toward the total time off available under this section if the leave also qualifies as family/medical leave, and any available paid time off will be paid as the family/medical leave occurs until all available paid time off is used.

Before you can be reinstated after a family/medical leave that was occasioned by your own serious health condition, you will be required to present to the Leave Coordinator a medical certification that you are able to return to work (a “fitness-for-duty” report).
Where such a certification is required, you will bear the cost of the certification and you are not entitled to be paid for the time or travel costs spent in acquiring the certification.

Upon completion of a leave granted under this section, you will be reinstated to your original position or an equivalent one. Reinstatement may be denied if you are a “key employee” as defined in the FMLA regulations and if such denial is necessary to prevent substantial and grievous economic injury to the operations of Goodwill.

While on a leave of absence provided for under this policy, we will continue your group health insurance benefits under the same terms as provided to you prior to the leave, for up to a maximum of 12-weeks leave. For insurance to remain in effect, you are required to continue paying your contribution, if any, of the health insurance premiums.

Other accumulated fringe benefits, such as seniority, retirement, service credits, sick pay, vacation pay, etc., shall be preserved at the level earned as of commencement of the leave, but shall not accrue further during any such leave period.

During a period of disability, you may be eligible for disability pay benefits. Please refer to the applicable plan documents for details on eligibility, benefit amounts, and other particulars.

**Military Caregiver Leave**
The FMLA also allows an eligible employee who is the spouse, son, daughter, parent or next of kin of a member of the Armed Forces, National Guard or Reserves or of certain recent veterans with a serious illness or injury, up to 26 weeks of unpaid leave within a 12-month period to care for the injured or ill service member or veteran. A “serious illness or injury” is generally an injury or illness incurred by the covered service member in the line of duty on active duty (or that existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty) that may render the service member medically unfit to perform the duties of the member’s office, grade, rank, or rating.

An eligible employee is entitled to a combined total of 26 workweeks of military caregiver leave and leave for any other FMLA-qualifying reason in a single 12-month period, provided that the employee may not take more than 12 weeks of leave for any other FMLA-qualifying reason during this period. (For example, in the single 12-month period an employee could take 12 weeks of FMLA leave to care for a newborn child and 14 weeks of military caregiver leave, but could not take 16 weeks of leave to care for a newborn child and 10 weeks of military caregiver leave.) Generally, you must give Goodwill at least a 30-day notice before the commencement of any military caregiver leave.
Military Family Leave Entitlements

The FMLA also provides for up to 12 weeks of unpaid leave within a 12-month period when an eligible employee’s spouse, son, daughter, or parent is on (or has been notified of an impending call to) “covered active duty” in the Armed Forces. (“Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country. “Covered active duty” for members of the U.S. National Guard and Reserves means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.) The leave may also be extended to the family members of certain retired military. This leave may be used to take care of such things as child care or addressing financial and legal arrangements necessitated by the deployment of the family member or attending certain counseling sessions or post-deployment reintegration briefings.

**Goodwill Leave of Absence (Non-FMLA)**

Based on the needs of the business, Goodwill may allow an employee to remain an active employee for up to 30 days away from work. This time will be unpaid time unless the employee has available, accrued benefits. If there is applicable, accrued paid time available then the employee must use that accrued time off before going on unpaid leave time. This category of leave may be used in addition to FMLA or when the employee does not qualify for FMLA. The employee’s supervisor along with the HR Vice President or an HR Business Partner must approve this type of leave.

**Voting**

In accordance with state law, time off will be granted for employees to vote if they are unable to vote prior to reporting to work or after work hours.

Up to two hours of your available paid time off may be used during the time the polls are open to allow an employee to vote.

An employee must request time off, in advance, for voting.

Time off for voting will be scheduled at the discretion of the supervisor, either at the beginning of the day/shift or at the end of the day/shift.

**Military Service Leave**

Employees who are a member of the U.S. Armed Forces Reserve, National Guard or
are performing other protected uniformed service are granted an unpaid leave of absence to fulfill this obligation, and will retain all of their legal rights for continued employment under Uniformed Services Employment and Reemployment Rights Act (USERRA). If you are called to serve in a branch of the U.S. Armed Forces for an extended period, you may be reinstated, in accordance with the provisions of the law, upon returning to the Company after separation from military service.

*Nonexempt employees* have the option of taking the leave without pay or applying any available paid time off to the leave.

Military leave for *exempt employees* will be paid (although their salary may be offset by any military pay received) unless the leave is for a full week or more; if the leave is unpaid, exempt employees will have the option of applying any available paid time off.
Workplace Safety

Entry After Hours

You are not allowed to enter Goodwill property after normal working hours for any reason without the express approval of your supervisor or the supervisor on duty.

Occupational Safety and Health Administration (OSHA) Programs

Goodwill has established OSHA programs to minimize safety hazards in the workplace. You are responsible for reading and abiding by any such programs. Please speak with your supervisor if you have any questions about OSHA programs.

General Safety

Safety is everybody’s business and is to be given primary importance in every aspect of planning and performing all company activities. Safety violations will be taken seriously, and employees who violate safety rules will be disciplined, up to and including termination. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

Report safety hazards or dangerous conditions to your supervisor or the Risk Department immediately. Below are some general safety rules that you are expected to follow. Your supervisor or department head may post other safety procedures in your department or work area.

- Ask for assistance when lifting heavy objects or moving heavy furniture. Don’t assume that you are expected to do such things alone.
- Avoid “horseplay” or practical jokes.
- Avoid overloading electrical outlets with too many appliances or machines.
- Do not drink alcohol during working hours or report to work under the influence of alcohol.
- Do not use illegal drugs at work or report to work under the influence of illegal drugs.
- Should your Doctor require you to take prescribed medications at work you must notify your Supervisor, Manager or the Risk Department before beginning work.
- Keep cabinet doors and file/desk drawers closed when not in use.
- Keep your work area clean and orderly and the aisles clear.
- Operate motorized equipment only if authorized by your immediate supervisor.
- Report to your supervisor and/or the Risk Department if you or a coworker becomes ill or is injured.
- Sit firmly and squarely in chairs that roll or tilt.
- Smoke only in designated smoking areas. Smoking is not permitted indoors. Never place ashes into a wastebasket or open receptacle.
- Stack materials only to safe heights.
- Start work on any machine only after safety procedures and requirements have been explained (and you understand them).
- Use caution when working with flammable items, such as cleaning fluids.
- Use the right tool for the job, and use it correctly.
- Use stairs one at a time.
- Walk — don’t run.
- Watch out for the safety of fellow employees.
- Wear appropriate personal protective equipment, e.g., shoes, hats, gloves, goggles, and hearing protectors, etc., in designated areas or when working on an operation that requires their use.
- Wear or use appropriate safety equipment as required in your work.

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and may result in disciplinary action, up to and including termination.

**Violence-free Workplace**

It is Goodwill’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, Goodwill will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to Goodwill employees, clients, customers, guests, vendors and persons doing business with Goodwill.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax or e-mail).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a coworker.
- Possession of firearms or any other lethal weapon on company property, in a vehicle being used on company business, in any company owned or leased parking facility or at a work-related function.
- Any other conduct or act that management believes represents an imminent or potential danger to workplace safety/security.

Anyone with questions or complaints about workplace behaviors that fall under this policy may discuss those with a supervisor or a Risk Department representative. Goodwill will promptly and thoroughly investigate any reported occurrences or threats.
of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, Goodwill will take action appropriate for the circumstances. Where appropriate and/or necessary, Goodwill will also take whatever legal actions are available and necessary to stop the conduct and protect Goodwill employees and property.

Emergency Action Plan

Goodwill is committed to proactively protecting the health and safety of all employees, program participants, volunteers and visitors. Employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions.

Know important emergency numbers:
- Fire/Police/Ambulance 9-1-1
- Risk Department
- Front Desk

Be aware of your surroundings:
- Know where exits are located.
- In the event of any emergency, do not take elevators, use only stairs.
- Do not hesitate to call/alert others if you believe that an emergency is occurring.

Fire is one of the greatest potential hazards; you must constantly maintain fire safety precautions and seek out, report, and/or eliminate fire hazards in your work area. Report any fire immediately. Report any expired fire extinguishers. Familiarize yourself with the posted evacuation routes and fire-drill procedures. Fire drills are scheduled on a regular and consistent schedule. You are required to leave the building during these drills. Visitors must also vacate the building during these drills.
If you discover a fire:
- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911 and call the Front Desk.
- If you have been trained to use a fire extinguisher and feel comfortable doing so, following these instructions (remembered by the letters P-A-S-S):
  - Pull the safety pin.
  - Aim the nozzle at the base of the fire.
  - Squeeze the operating lever.
  - Sweep side to side, covering the base of the fire.

When using a fire extinguisher, always stay between the fire and an exit. Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky or you are frightened, evacuate immediately. You are not required to fight a fire, you are required to evacuate safely.

Evacuation

- Employees are notified of a fire by either the fire alarm system, communication from a member of management or other employee.
- Upon hearing the alarm, immediately evacuate the building using the closest exit, do not use the elevators. Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.
- Safety Representatives and Department Leaders should check in conference rooms, lavatories, and offices to be sure all employees have evacuated. All doors should be closed after the Safety Representatives or Department Leader clears an area.
- Any employee having mobility, visual, hearing, or other conditions that may hinder him or her from becoming aware of an emergency or evacuation should disclose this condition to Human Resources at the time of hire so that special assistance can be rendered in time of emergency.
- Upon exiting the building, report to your assigned meeting area for headcount confirmation by a Facilities Leader.
- If any employee or known guest/visitor is missing, immediately report the missing person’s name to a Facilities Leader who will in turn report it to the proper Company and civil authorities.
- All employees who are not members of a response team should stay together in the location deemed appropriate so periodic updates on the situation can be communicated. Do not go home, do not wait in your car, do not return to the building or go to another building unless directed by a Facilities Leader to do so.
Medical Emergency

- Upon discovering a medical emergency, call 911.
- Call the Front Desk.
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.
- Send one person to alert Risk and Human Resources so they can notify family members of the ill/injured person.
- Employees who were in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather

- In the event severe weather conditions occur at a time when you have not yet reported to work (or are not at work), you should report to work unless otherwise notified, if able to do so safely.
- In the event of a tornado warning, employees should immediately seek shelter in the main hallways or appropriately identified safe zones away from all windows.
- When the severe weather warning is canceled, a Facilities Leader will advise that it is safe to return to office and work areas.

Workplace Violence

- Stay away from the person exhibiting the threatening behavior.
- Any employee who feels that he or she has been threatened should immediately report their concern to their manager and the Risk Department.
- If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify the Risk Department.
- Depending upon the level of concern, 911 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with Risk and/or Human Resources so that a prevention plan can be developed.

Health and Safety

Health and safety conditions and practices on Goodwill premises are recognized as the mutual obligation and responsibility of the Company and its employees. If you observe unsafe conditions, inform your supervisor immediately.

Failure to follow these rules will result in disciplinary action and can result in penalties in receipt of workers' compensation benefits. Additional safety rules may be required.
in certain work areas, but the following rules generally pertain to all employees:

**Safety and Operating Procedures**

Drivers and ADC Associates have access to copies of procedure manuals (in each trailer and truck), which specifically state the standard operating procedures for these listed positions. Goodwill Drivers and ADC Attendants are expected to follow the procedures in the manuals.

**“Right-to-Know”**

Goodwill has a Hazard Communication Program (HCP) to provide information to employees about known hazardous chemicals. The program identifies hazardous chemicals, maintains Safety Data Sheets (SDS), provides for proper labeling of chemical containers, and gives instruction to ensure the safe handling of these materials in the workplace. Risk Department will ensure that employees are periodically trained.
**Bomb Threats**

Goodwill also conducts bomb threat evacuation drills. You must leave the building using the same exit procedures as for fire drills.

**Smoke-free Workplace**

In order to promote the general health, well-being, and working conditions of all employees and program participants, Goodwill is a smoke-free environment. It is also policy that employees who smoke may only do so in designated outdoor areas away from front and rear entrances.

**Safety — General**

- Obey visual or audio warning systems immediately.
- Keep work areas clear of obstructions at all times.
- Keep aisles, stairs, and exits clear.
- Do not place tools or other heavy items where they might fall and injure someone.
- Obey posted instruction signs on machines and elsewhere.
- Observe “wet floor” signs. Do not walk on wet areas.
- Do not remove guards or safety devices from machines and equipment.
- Running, jumping, and horseplay are prohibited in work areas.
- Safety shoes, boots, and/or closed-toe/heel shoes (as specified) should be worn in production areas, such as operations and ADCs.
- Store personnel should wear sensible, low-heeled shoes. (Inappropriate footwear includes high-heels, sandals, open-toe/heel shoes)
- Do not wear dangling jewelry and large rings that could be caught in machinery.
- All dock workers, drivers, truck helpers, and ADC Attendants personnel will wear work gloves when handling donated goods.
- Safety glasses must be worn when grinding, sanding, drilling, sawing, welding, working with caustic chemicals, or operating any machinery with moving parts.
- Smoking is allowed only in designated outdoor smoking areas.
- If an employee has documented lifting limitations, he or she should never lift more than that limit. All employees should use proper lifting methods.

**Safety — Material Handling** (Pallet Trucks/Jacks, Dollies and Hand Carts)

- Operators of motorized material handling equipment such as forklifts, electric pallet jacks, electric pallet stackers, are required to be fully trained, tested and certified by the Risk Department before operating such equipment.
- Material handling equipment (dollies, carts, hydraulic lift/pallet jack) should be used whenever possible and always for awkward or heavy (over 50 lbs.) materials.
- Materials must be loaded or stacked on equipment so that they will not fall off.
Hand-operated material handling equipment (carts and dollies) will be pushed, not pulled. Pallet trucks/jacks will be pulled, not pushed.

- Materials that are light, small, or difficult to stack must be carried on a pallet or in a gaylord-style cart.
- Material handling equipment must not be loaded over the rated capacity.
- Heavy and hard-to-handle loads should be handled by at least two employees.
- Unauthorized employees riding on any material-handling equipment — e.g., carts, hydraulic lifts, etc. — is strictly prohibited.
- Straps on dollies must be utilized to stabilize heavy or awkward items.

Workers’ Compensation

What Is Workers’ Compensation?
Workers’ compensation coverage is a no-fault insurance plan that is supervised by the state and is paid by your employer. It is designed to provide you with benefits for injuries that you may suffer in connection with your employment. If you are injured while at work, and such injury is compensable under the applicable law, you will receive benefits in accordance with state law.

Who Is Covered?
Every Goodwill employee is covered by workers’ compensation insurance policy unless waiver of coverage is permissible under state law and you execute a waiver of coverage prior to being injured.

What Is Covered?
Generally, any injury or work-related illness that occurs while you are performing your work duties is covered. The main question is whether the injury or illness is the direct result of the performance of your job. Coverage and compensability of injuries is determined under state law.

When Am I Covered?
Coverage begins when you become a Goodwill employee and continues during your employment with Goodwill.

What Are the Benefits?
The primary benefit is authorized medical care to take care of the injury or work-related illness, including doctor bills, medicines, hospital costs, fees for lab tests, X-rays, and crutches. If you receive a bill directly, be sure to submit it to the Risk Department.

Rehabilitation services, if necessary to return to work (for example, physical therapy to strengthen muscles), are also covered.

Partial payments for lost wages can also be made after you are off work due to the
injury for the time period required by law. Additional payments may be made if you are permanently disabled — for example, the amputation of a finger or loss of sight. If the injury results in death, payments will be made to surviving dependents.

How Do I Get the Benefits?
All injuries should be reported immediately to your supervisor or the Risk Department. You must tell your supervisor or the Risk Department what, where, when, and how the injury happened — enough information so that medical treatment can be arranged for you. Goodwill will make you aware of where you can go to receive medical treatment. In an emergency, go directly to one of the medical facilities nearby. You will be required to furnish Goodwill with written statements regarding the work-related accident so that we may accurately document it and so that you may receive any benefits to which you are entitled. Failure to immediately report to Goodwill an accident that results in an injury could result in a loss of benefits.

Will I Be Required to Take a Post-Accident/Injury Drug Test?
Yes. You may be required to submit to a post-accident/injury drug and alcohol test where permitted by law. Your failure to submit for drug screening in a timely manner will be considered a refusal to test, which will result in disciplinary action, up to and including termination. If you test positive, you may be denied a portion of your workers' compensation benefits for the injury. If, upon investigation, it is determined you have violated our policy against illegal drug or substance abuse, you may be disciplined, up to and including termination.

What If There’s a Problem?
Fortunately, most claims are handled routinely. Workers' compensation benefits are scheduled in accordance with state law. If you believe you have not received all of the benefits that are due, please contact Goodwill’s Risk Department.

Confidentiality
Information gathered in the course of the administration of benefits will be respected as confidential and will be disclosed only as necessary in the course of the administration of benefits.

Return to Work
When you return to work after being absent due to an injury, you must report to your supervisor prior to beginning work. You must also bring a release to return to work from your healthcare provider.
**Workplace Search**

Goodwill has the right to make reasonable efforts to provide security for its property, employees, and visitors.

Goodwill may conduct a worksite search:

- Randomly, or
- When there is reasonable cause for suspecting that an employee may be guilty of work-related misconduct, or
- When the search is necessary for a non-investigatory work-related purpose.

All employees are subject to search, whenever necessary and based on reasonable grounds, to promote the efficient and proper operation of the workplace. A search in and of itself does not imply or constitute an accusation of wrongdoing.

Areas subject to workplace search may include, but are not limited to:

- Employee workstations,
- Employer-provided lockers,
- Personal belongings on Goodwill property,
- All areas that constitute Goodwill property or are on Goodwill premises, including but not limited to parking lots.

All packages being taken from any Goodwill premises are subject to search.

An employee taking a package from Goodwill premises containing goods purchased from a Goodwill store must be able to provide a dated sales receipt for the item(s).

**Traffic Violations**

If you are authorized to operate a Goodwill vehicle in the course of your employment, or if you operate your own vehicle in performing your job, you may be considered completely responsible for any accidents, fines, or traffic violations incurred. If you are involved in an accident, please take care of any medical emergencies immediately. Please fill out the accident report and get names of witnesses and any other relevant information. Report the accident to the police first, then to Risk Management and to your supervisor.
**Use of Goodwill Vehicles**

If you are authorized to use a company vehicle for company business, you must adhere to the following rules: maintain a valid driver’s license; maintain weekly mileage reports; pay any moving violation or parking tickets; keep the vehicle clean at all times and washed/vacuumed as often as necessary; and do not permit unauthorized persons to operate or ride in a company vehicle.

**Use of Personal Vehicle for Company Business**

If you are using your personal vehicle in the course of your employment you must adhere to the following rules: maintain a valid driver’s license; maintain valid motor vehicle insurance; provide copies of both to the Risk Department annually for the driver’s license and upon renewal for insurance.
Standards of Conduct

Expectations in the Workplace

By accepting employment with Goodwill you have a responsibility to adhere to certain standards of conduct. The purpose of these standards is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each employee is aware that he or she can fully depend upon fellow workers to follow expected standards of conduct, then the Company becomes a better place to work for everyone. If you have a question regarding any work or safety standard, please see your supervisor for an explanation.

Goodwill reserves the right to terminate employment at any time for any lawful reason with or without prior disciplinary counseling or notice. Nothing in this Handbook or any other Goodwill document is intended to:

- Modify this “at-will” employment.
- Promise progressive discipline or disciplinary counseling.
- Promise notice in circumstances where Goodwill considers immediate termination or discipline to be appropriate.

Disciplinary actions may entail verbal, written, final warnings, suspension, or termination. All of these actions may not be followed in some instances. Goodwill reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

Work Performance

Performance depends on a strong work ethic and a job well done fosters a sense of personal satisfaction. Failure of an employee to maintain satisfactory work performance standards may result in corrective action up to and including discharge. The term “work performance” includes all aspects of an employee’s work and behavior in the workplace. Furthermore, regular and reliable attendance is an essential and critical function of every position at Discover Goodwill.

Misconduct

It is expected that employees’ personal and professional behavior reflect favorably on the employee and Goodwill at all times. Goodwill reserves the right to take any disciplinary action it considers appropriate, including termination, at any time. In addition to those situations discussed elsewhere in this Handbook, listed below are some examples where disciplinary action, up to and including termination, could result. This list is general in nature and is not intended to be all-inclusive, but merely to provide guidelines:

- Violation of Goodwill’s Ethic Code.
• Any conduct deemed by Goodwill as unbecoming a Goodwill employee
• Violation of written or verbal policies, directives or procedures
• Any act of dishonesty, including, but not limited to, falsification or misrepresentation on your application for employment or other work records, lying about leave, giving false reasons for a leave of absence, or alteration of company records or other company documents.
• Fraud, falsification, deceit, or departing from the truth.
• Sexual harassment and other forms of illegal harassment.
• Being intoxicated, impaired or under the influence of alcohol or illegal drugs while at work.
• Engaging in criminal conduct or acts of violence.
• Failure to keep proper time records or alteration of your own time card, records, or attendance documents.
• Altering another employee’s time-card records or attendance documents.
• Fighting or provoking a fight on Company property.
• Insubordination or refusing to obey instructions issued by your supervisor pertaining to your work.
• Making threats of violence toward anyone on Company premises or when representing the Company away from those premises.
• Willful or negligent action at work that endangers the life or safety of another person.
• Willful or negligent damage of Company property.
• Conducting personal business while on Goodwill’s time.
• Theft of company property or the property of fellow employees.
• Unauthorized possession or removal of any Company property from the premises — without prior permission from management.
• Unauthorized use of Company equipment or property for personal reasons.
• Violation of Goodwill’s cyber assets policies which include, but not limited to, the internet, computer systems, computer network, technology tools, and social media.
• Possession of dangerous firearms, weapons, or explosives on Company property or while on duty.
• Use, possession, or sale or illegal drugs while on Company premises.
• Use of alcohol during company functions without prior approval from a Vice-President.
• Willful violation of any company rules or deliberate action that is extreme in nature and is obviously detrimental to Goodwill’s efforts to operate continuously and profitably.
• Willful violation of security or safety rules or failure to observe safety rules or safety practices.
• Excessive absences or lateness – Abuse of the Company’s Attendance Policy.
• Unsatisfactory work habits including but not limited to: tardiness, violation of break and lunch policy, departing prior to the designated time, not maintaining regular and reliable attendance, neglecting work duties, or wasting time during working hours.
• Failure to cooperate in a Goodwill investigation.
Creating or contributing to an unproductive work environment, unreasonably using one’s position to harass another, participating in or allowing horseplay, hazing and/or disorderly conduct

Abusive, offensive, or obscene language or conduct towards customers and other employees

Bullying behaviors including, but not limited to, derogatory remarks, humiliation, ridiculing, insults, spreading rumors, and any other conduct that is hostile, offensive, physical, threatening, or unrelated to Goodwill’s legitimate business interest

Excessive use of Goodwill’s telephone or personal cell phones while on Company time.

Failure to immediately report damage to or an accident involving Company equipment.

Failure to report the loss of a required license or certification.

Failure to immediately report a conviction for traffic related offenses as a CDL holder or while driving and conducting business on Company time.

Failure to report criminal charges and/or conviction of criminal charges.

Failure to maintain a neat and clean appearance or any departure from accepted conventional modes of dress or personal grooming.

Interfering with the work of another employee on the job.

Leaving work before the end of a workday or not being ready to work at the start of a workday — without approval of your supervisor.

Leaving your work during work hours without the permission of your supervisor.

Loafing during working hours.

Unsatisfactory or careless work.

Malicious gossip, spreading rumors, or engaging in behavior that could create employee discord and lack of harmony.

Neglect of duty.

Use of obscene or abusive language.

Smoking in restricted areas or at non-designated times.

Speeding or careless driving on any worksite.

Unauthorized soliciting for another business during working hours and/or in working areas.

Violation of the policy against solicitation and distribution.

The items listed above are examples of employee actions that could result in disciplinary measures, up to and including termination.
Expectation for Reporting Suspected Policy or Ethical Violations

All employees have a duty to further Goodwill’s mission and goals, and to work on behalf of the Company’s best interest. Employees should not place themselves in a position where an employee’s actions or personal interests may be in conflict with those of Goodwill. Examples include soliciting or profiting from the Company’s client/prospect base or other company asset for personal gain, acting on behalf of the Company in servicing or obtaining a client and limiting the best solution for the client/prospect for personal financial gain, and acting as director, officer, employee, or otherwise for any business or institution with which the Company has a competitive or significant business relationship without the written approval of the President/CEO.

Employees should report to their supervisor any situation or position (including outside employment by the employee or any member of the employee’s immediate household) that may create a conflict of interest with the Company. If you hear, see, or become involved in any situation that may be in violation of Goodwill’s policy and/or procedure, it is your responsibility to let us know what happened. You may report it to a supervisor, manager, director, vice president, or you may refer to the Open Door Policy for additional reporting options.

Goodwill has partnered with EthicsPoint to provide a confidential telephone and online reporting system where employees are able to anonymously communicate practices and situations that appear to be in conflict with ethical and legally compliant business practices. There are three ways to access this resource:

- Call 888-291-7589.
- Go online to the Goodwill home page and follow the link.
- Visit the EthicsPoint website at www.ethicspoint.com.
**Alcohol / Drug-free Workplace**

Goodwill strives to provide a safe, drug-free work environment for all employees and program participants. These guidelines are established to allow consistent management throughout the Company regarding alcohol and drug use; to comply with the Drug-Free Workplace Act of 1988, and the Department of Transportation (DOT) regulations concerning alcohol and drug testing of drivers.

No employee, contractor, or consultant for this organization will report to work impaired* by any substance, alcohol, or drug, lawful or unlawful. Disciplinary action, up to and including termination, may be deemed appropriate should this occur on Company property or during working hours.

* **Impaired** is defined as being under the influence of a substance such that the employee’s motor senses (i.e., sight, hearing, balance, reaction, reflex) or judgment are or may be reasonably presumed to be affected.

Any employee who is taking a drug or medication, which is known or advertised as possibly adversely affecting the employee’s ability to safely, productively perform the job, must notify his or her immediate supervisor. Management will decide if the employee may remain at work and what restrictions or reassignment, if any, are deemed necessary.

Goodwill has the right to conduct unannounced searches for drugs and/or alcohol on its premises. The Company may require employees to submit to testing at our expense, where cause exists to suspect alcohol or drug use. Testing “positive” for alcohol and illegal drugs on the job is in violation of Goodwill policy and will result in disciplinary action, up to and including termination.

The following are grounds for disciplinary action, including but not limited to termination:

- The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance by employees while on Goodwill property or on company business is prohibited. Any employee who violates this clause will be immediately terminated.

- Some Goodwill locations/programs may require individuals to have no history of criminal convictions. Therefore, an employee convicted of any criminal drug statute occurring on or off the job must notify the organization within five days. Failure to inform the organization subjects the employee to disciplinary action, up to and including termination of employment. Any appropriate local or federal contractors will be notified within 10 calendar days of receiving such notice from an employee or otherwise receiving notice of such a conviction.
Goodwill encourages employees with drug or alcohol abuse problems to seek professional help. The Human Resources department will work confidentially with any employee who seeks help. If the employee does not seek help and the problem comes to our attention through attendance or performance issues, disciplinary action may result.

When there is reasonable cause to send an employee for a drug/alcohol test, the Risk Department will coordinate with the designated physician’s office.

**Dress Code / Personal Appearance**

You are expected to dress and groom yourself in accordance with accepted business standards, particularly if your job involves meeting with clients, customers or visitors. Goodwill may establish a specific dress code appropriate to the job you perform. Your supervisor will inform you as to any particular dress standards.

Standards for personal appearance exist to ensure your safety and security as well as promote a positive and professional working environment at Goodwill.

In general, the dress code is casual at Goodwill. On days that you are *unscheduled* to meet with the public, dress may be casual as long as it displays good taste. Departmental restrictions may supersede this general policy.

**Program Participants — Socializing Restrictions**

Experience has shown that socialization between employees and program participants is not beneficial to the parties involved and such socialization or fraternization is prohibited. This refers to social interactions/relationships between employees and program participants and not to social activities arranged by Goodwill or an activity that is part of a specific Workforce Development or Community Program (WD/CP) or Contracts division.

Staff is expected to remain professional in attitude relating to program participants at all times, on and off duty. If for good reason, a Goodwill employee desires to have social interaction with a Goodwill program participant, the employee must first obtain approval from the Vice President—WD/CP or the Vice President’s designee.

**Employment of Relatives**

Members of your immediate family will be considered for employment on the basis of their qualifications. Your immediate family may not be hired, however, if it would:

- create a direct supervisor-subordinate relationship with a family member,
- have the potential for creating an adverse impact on work performance, or
- create a conflict of interest.
This policy must also be considered when hiring, assigning, or promoting an employee.

If a circumstance arises that results in a direct supervisory relationship between immediate family or close personal relatives (e.g., marriage, reduction-in-force, reorganization, priority placement), one of the relatives may be reassigned to an appropriate vacancy.

Within the Retail/Sales and Operations division of the company we will not employ relatives in the same department. Each Retail Center is a department; the Retail Support Center has multiple departments.

For purposes of this policy, your immediate family includes: mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepchild, stepparent, or grandparent. This policy also applies to close personal relatives such as uncle, aunt, first cousin, nephew, niece, step-sibling, or half-sibling.

An employee is strictly prohibited from any form of “intimate or romantic” relationship with an individual whom they directly supervise and/or have authority for hiring, firing, and/or disciplinary action. Breaches of this policy are grounds for immediate termination. (In accordance with Colorado state law, Goodwill will not discharge or refuse to hire a person solely on the basis that such person is married to or plans to marry another employee of the employer.)

Questions should be directed to Human Resources.

**Theft**

Internal theft is a serious concern for Goodwill. Although taking small items of company property may seem inconsequential, the cumulative effect can be very large. Losses from theft directly affect the ability to increase salaries and can jeopardize the mission and profitability of Goodwill.

Property theft of any type will not be tolerated. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities that are unacceptable:

- **Use of company copy machines and fax machines for personal use.** The office copiers and fax machines are not provided as a free service to employees. If you wish to use a company copier or fax machine, contact your supervisor for permission.
- **Use of computers.** Goodwill’s computers (the computers in the office or laptops made available for work away from the office) are to be used exclusively for business purposes unless you receive prior permission from your supervisor.
- **Long distance telephone use.** You are not permitted to make unauthorized personal long distance telephone calls.

- **Taking of company property.** No item purchased or supplied by Goodwill should ever be removed from company premises without a business purpose. This applies to all company property, including raw materials used in manufacturing plants, mechanics’ tools, computers, and even pens and paper. All employees may be subject to random searches as they leave company facilities. A checkout procedure may be used, and if you fail to return any item removed, you will be expected to reimburse Goodwill for the value of the item. Consistent with applicable state law, the value of the items may be deducted from your paycheck. You also may be subject to disciplinary action for theft.
**Penalties for Unauthorized Possession or Removal of Company Property**

The penalty for any incident of unauthorized possession or removal of company property may be immediate dismissal. In addition, you may be subject to prosecution.

**Donated Items**
Donated items are the exclusive property of Discover Goodwill. This includes any item received:

- From a donor, or
- Placed in or at a Goodwill deposit box or Attended Donation Center, or
- Brought to any Goodwill facility.

Any moneys or valuables found with or in any donated item in or around Goodwill property will be turned over to your supervisor who will initiate the proper disposition.

When purchasing merchandise from a store, a receipt must be obtained. No donations or other property, including discards, will be given to employees and employees may not consider discards as available for their taking. Employees may not purchase donated items from customers.

Employees who receive, transport, process, stock, sell, or otherwise handle donated goods are responsible for maintaining and providing for the safekeeping of those donated goods.

Sale of donated goods is a major source of income at Goodwill. Unauthorized removal of Goodwill property without proof of purchase is strictly prohibited. Any violations of this policy will be grounds for immediate termination.

**Garage Sales / Resale of Donated Goods**

This Company is financially supported by funds received for providing rehabilitation services to persons with disabling and disadvantaging conditions and by the sale of donated materials and goods. Goodwill prohibits the purchase or acquisition by an employee of any donated item for the sole purpose of reselling it.

Persons who take advantage of their position as Goodwill employees to obtain materials for resale at garage sales, flea market sales, etc., are in violation of Goodwill policy and disciplinary action may be taken, up to and including termination of employment.
Confidentiality and Anti-Piracy

Confidential information is defined as any item that is valuable, special, and unique property of Goodwill. Any unauthorized disclosure of the aforementioned by the employee will result in irreparable harm.

Confidential information consists of proprietary information and information that is not generally available to the public and gives the person who uses it an advantage over competition. Confidential information may include methods, products, trade secrets, formulas, resources, databases, internal office structure, personnel, financial data, price lists, technical data and other information, marketing, marketing research and practices, business plans, prospects, client/customer lists of Goodwill, and personal or financial information concerning customers. Confidential information can be in any form and on any medium, whether written or otherwise tangible. Proprietary information can be information that an employee, acting alone or together with any other persons, may discover, create, develop, or improve while employed by Goodwill.

You, the employee, shall not, during the term of your employment or thereafter, disclose to others or use any confidential information belonging to Goodwill, or a customer or client of Goodwill, except as authorized in writing by a Vice President or the President/CEO.

The employee acknowledges that a violation of this confidentiality agreement could result in action taken by Goodwill against the employee in order to compensate for damages in accordance with state law. This will include recovery of reasonable attorney’s fees and costs.

This agreement will be binding on the employee individually and in his or her capacity as a partner, joint venture, employee, agent, consultant, officer, director, shareholder, or other equity owner, or debtor or creditor of a corporation, associations, or other entity.

If a court determines that any provision or portion of a provision of this Agreement is not enforceable for any reason, then the courts may strike from this Agreement the unenforceable phrase or language. All remaining portions of the Agreement will continue in full force and effect, and the Agreement will be interpreted as enforceable to the broadest extent possible, in order to adequately maintain confidentiality of Goodwill.

This agreement in no way alters the “at-will” employment status of the employee to the employer.
**Performance Feedback, Promotion, Transfer, Realignment**

When you begin working with Goodwill, you are in a learning stage and encouraged to ask questions. This is a time when you are getting to know us as your employer, and Goodwill is getting to know you as an employee. A formal performance feedback interview will be conducted at the conclusion of three months of employment or six months for Supervisor and above. You will then meet for formal performance feedback discussions on an annual basis thereafter.

The performance feedback process provides the opportunity for you and your supervisor to discuss your job performance, strengths, and developmental areas. Goals will be set to ensure your continued growth and development. Your compensation and continued employment are based on your job performance as rated on this performance feedback.

**Promotion, Transfer, Realignment**

Goodwill supports your growth in your job and the opportunity for advancement. Job openings are posted on Goodwill’s web page. Employees and Program participants who have established a good work record at Goodwill and have demonstrated the ability to assume greater responsibilities are encouraged to apply for jobs for which they are qualified and interested.

Goodwill adheres to a policy of selecting the best-qualified applicant. Management reserves the right to place an individual in a position when it is deemed necessary to the continued program/departmental success. There are three types of transfers:

**Promotion:** movement to a position that may be one or more levels higher than the position previously held. An employee who receives a promotion usually will be granted a wage increase. Performance feedback will begin from the effective date of the promotion.

**Lateral:** movement to a job of the same job family as the previous position. A wage increase is not granted for a lateral move. A lateral transfer is not a promotion, but may be a career path decision/movement. Performance feedback will generally be cumulative from both pre and post transfer.

**Realignment:** movement to a position in a lower job classification than previously held. The wage may be lowered or may remain the same, based on management discretion and business needs. Performance feedback will be based on the new position.

In order for all departments to function as efficiently as possible, you are generally required to have worked in your current position for 6 months before you are eligible for a promotion or transfer to another position. This requirement can be waived by a Director of Human Resources.
**Personal Mail**

Goodwill is a business and therefore personal mail should be directed to the employee’s home address. Personal mail, addressed and delivered to Goodwill, is subject to being opened and screened. Do not put personal mail in the stacks that are to be run through the postage meter.

**Personal Property**

Goodwill will not be responsible for lost, stolen, or damaged personal items brought to work. Goodwill provides lockers in some areas and may provide padlocks and keys for company lockers. Goodwill discourages employees from bringing items to work that may be offensive to others not sharing similar views.

**Gifts**

Advance approval from your supervisor is required before an employee may accept, for his or her personal benefit, a gift of any kind from a client, customer, supplier, or vendor representative. If you receive an unsolicited gift from a client, customer, vendor, or supplier, notify your supervisor immediately.

**Personal Phone Calls and Texting**

Generally, employees are not permitted to use personal cell phones during work time. You must also keep necessary personal phone calls to a minimum. This must not interfere with your work. You are permitted to make limited local area calls on designated telephones for essential personal business, but are encouraged to do so during meal breaks or scheduled breaks only. Emergency calls regarding illness or injury to family members, or calls for similar reasons, may be made at any time. Incoming urgent calls will be directed to you. No unauthorized personal outgoing long distance calls are allowed.

**Licensing Requirements**

You will be informed if there are any licensing requirements for your job. For instance, drivers in certain work locations may be required to meet licensing or insurance qualification. If you fail qualification or fail to maintain your license, there may be sufficient cause for removal from the position or termination of employment.
**Fragrance Sensitivity**

Recognizing that employees and visitors to our locations may have sensitivity and/or allergic reactions to various fragrant products, Goodwill encourages all employees to be considerate of the needs of those around you in the workplace. Personal fragrant products (fragrances, colognes, lotions, powders, and other similar products) that are perceptible to others should not be worn by employees or should be used in moderation.

Any employee with a concern about scents or odors should contact his or her supervisor.

**Housekeeping**

You are expected to keep your work area neat and orderly at all times. Please immediately report to your supervisor anything that needs repairing or replacing.

**Personal Use of Company Property**

In some instances, employees may be allowed to borrow certain Goodwill tools or equipment for their own personal use. In no instance may equipment be used off the premises without prior management approval. Goodwill is not liable for personal injury incurred during the use of company property for personal projects. You accept full responsibility for any and all liabilities for injuries or losses that occur when you use company property for personal use. You are responsible for returning the equipment or tools in good condition and you will be required to pay for any damages that occur while using the equipment or tools for personal projects.
Electronic Workplace Policy

Within Goodwill’s offices, employees are provided access to a variety of electronic devices designed to improve efficiency and productivity. Such devices include voice mail, electronic mail, computers, and internet access (collectively, “electronic media”).

The use of electronic media for the transmission of offensive comments, discriminatory language, vulgarities, and/or obscenities is strictly prohibited. In addition, using Goodwill’s electronic media for purposes of obtaining or transmitting materials of a sexual nature is strictly prohibited.

Because all electronic media are the property of Goodwill, you should have no expectation that any messages or information communicated via these means is confidential. Goodwill reserves the right to access any such electronic communications at any time.

Employees violating this policy will be subject to disciplinary action, up to and including termination of employment and, where appropriate, criminal prosecution.

Return of Goodwill Property

Any company property issued to you, such as tools, keys, uniforms, mobile devices, computers, or cars must be returned at the time of your dismissal or resignation, or whenever this is requested by your supervisor or a member of management. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck.

Personal Property

Goodwill is not liable for the security, care, safety, loss, or damage of any employee’s personal property, vehicle, or its contents.

Solicitations and Distributions

Goodwill believes that employees should not be disturbed or disrupted in the performance of their job duties. For this reason, solicitation of any kind by one employee of another employee is prohibited while either person is on working time. Solicitation by non-employees on Goodwill’s premises is prohibited at all times.

Employees may not distribute or post any literature or solicit or sell items of any kind during work hours.

- Employees are not permitted to solicit others during working time.
- Employees are not permitted to distribute literature during working time or in working areas.
Non-work time includes meals, breaks, or other specified times during the workshift when employees are not engaged in performing their work tasks.

Working areas are defined as areas of the premises where employees perform their work tasks, but do not include break rooms, restrooms, parking lots, or other non-work areas.

Non-employees are not permitted to solicit or distribute literature on the Company premises at any time.

Off-duty employees are not permitted in areas closed to the public without proper authorization and/or a visitor’s badge.

All materials posted in public places, such as bulletin boards, etc., must be approved by Human Resources prior to posting.

Soliciting money from employees for the benefit of another employee (i.e., to purchase a gift, to assist with a family member’s fundraising efforts, or for any other purpose) is not considered to be in the best interest of the majority and will not be permitted, unless approved in advance by the Vice President–Human Resources.

Borrowing or lending money between employees of Goodwill is discouraged. Goodwill will not intervene in any issue where this guideline has been violated. Employees are prohibited from borrowing monies from a program participant — any violation is subject to immediate termination.

**Visitors**

Visitors at the Garden of the Gods campus are required to sign in at the Front Desk where they will receive a visitor’s badge. This badge should be worn at all times while on Goodwill property. All visitors are to be escorted to and from the lobby area. Visitors are not permitted in areas not open to the public without prior permission from your supervisor. If you are expecting visitors, request permission from your supervisor before giving your visitor access to areas that are not open to the public.
Attendance Policy

Attendance

Regular attendance is considered an essential function of your job. You are expected to be at your workstation and ready to work at the beginning of your assigned shift. Any time you leave your worksite for reasons other than scheduled breaks or meal periods, let your supervisor know where you are going, the reason for leaving, and how long you expect to be gone.

Additionally, Goodwill may have other attendance standards that must be followed. See your supervisor for details.

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. Goodwill recognizes that emergencies, illnesses, or pressing personal business may arise that cannot be arranged outside your scheduled work hours.

If you are unable to report to work, or if you will arrive late, please contact your supervisor or designated alternate no later than one (1) hour prior to the beginning of your scheduled shift. Failure to make proper notification to your supervisor could result in disciplinary action, up to and including termination. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your supervisor. He or she will determine the most suitable time for you to be absent from your work.

When you call in to inform of an unexpected absence or late arrival, ask for your supervisor directly. For late arrivals, please indicate when you expect to arrive for work. **Texting or emailing your supervisor, notifying the Front Desk, posting on Facebook or notifying a fellow employee is not considered proper call in.** If you are unable to call in yourself because of an illness, emergency, or for some other reason, be sure to have someone call on your behalf. If your supervisor is not available when you call, you may leave the information with another supervisor, however, you must leave a phone number where your supervisor may promptly contact you.

If you are absent from work for three consecutive work days without notifying your supervisor, then this will be considered a voluntary resignation and your employment will be terminated.
Record of Absence or Lateness

Your supervisor may make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record may be considered when evaluating compensation, promotions, transfers, leaves of absence, and approved time off.

Excessive absenteeism will be grounds for termination.

If an employee is absent for longer than three days due to illness, he or she will be required to furnish a “Return to Work” note from the provider which states the employee has been under a physician’s care and may return to work.

A physician’s written verification will be required to confirm such condition and, again, prior to returning to work. Your supervisor/manager may also require a doctor’s note for intermittent absence(s).

Breaks and Meals

Meals
Maintaining and consuming food and beverages in work areas may be prohibited for health and hygiene reasons. However, water bottles are permitted.

It is important that the employee get away from the work area during meals. It is therefore, requested that you refrain from eating near your desk or work area. You may either leave the premises or utilize the break area based on departmental policy.

Employees may receive an unpaid 30-minute meal break during any shift of more than five hours. If the workday will be completed in five hours or less, the meal period is optional and at the employers’ discretion. Any meal period taken under 30 minutes will be paid as time worked as required by federal and state wage and hour laws.

Breaks
An employee will receive a paid 15-minute break in the middle of each four hours of work (i.e., two 15-minute breaks in an eight-hour shift).

Inclement Weather

Goodwill does not normally close due to inclement weather. Retail and other locations may make individual closure decisions, based on severity of weather and operational needs. Please consult with your supervisor for location-specific closure issues. During such times, communications are difficult and people could come to work and find themselves locked out in inclement weather. All persons are encouraged to listen to weather reports of school and other closings and decide if they can get to work safely. Each employee will notify his or her own supervisor if they are unable to travel safely.

If weather conditions cause the organization to officially close early then employees
who reported to work will be paid for their regular workday.

If weather conditions cause the organization to officially open late then employees will be paid for their hours worked.

When the Company is officially open, employees who must come to work late, do not choose to report or leave early due to inclement weather will use available paid time.
Employee Communications

Successful working conditions and relationships depend on successful communication. Not only do you need to stay aware of changes in procedures, policies, and general information, you also need to communicate your ideas, suggestions, personal goals, or problems as these affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes that occur daily, make certain you are aware of and utilize all methods of communication, including this Handbook, discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, and bulletin boards.

Employee Self Service, bulletins and bulletin boards are official ways of keeping everyone informed about new policies, changes in procedures, and special events. Information of general interest is posted regularly on the bulletin board(s). Please form the habit of reading the bulletin board(s) regularly so that you will be familiar with the information posted. Only authorized personnel are permitted to post, remove, or alter any notice on the bulletin board(s). If you want to have notices posted on bulletin board(s), contact Human Resources for instructions.

Social Media Philosophy

Discover Goodwill of Southern & Western Colorado recognizes the importance of social media in shaping public thinking about our organization. Goodwill also recognizes the importance of our employees joining and helping shape industry conversation and direction through interaction in social media.

This social media philosophy outlines Goodwill’s guidelines and principles of communicating in the online world and extends to all forms of communication both inside and outside the workplace. It is intended to help employees make appropriate decisions about work-related social media and the contents of communication.

This philosophy is an extension of the Ethics Code and the Computer & Communications Systems Usage policies that all employees sign upon being hired.

Goodwill respects employees’ online activity as a medium of self-expression. These guidelines provide helpful, practical advice — and protect employees and Goodwill. Every online interaction that includes reference to Goodwill impacts how people view the organization.

Common sense is the best guide as you decide to post information in any way relating to Goodwill. If you are unsure about any particular communication, please contact the Marketing and Communications Department or your supervisor for guidance.

Employees should follow the following philosophy regarding use of social media both in and out of the office. Supervisors are responsible for monitoring employees’ use of
social media during work hours. Please be aware that violation of Goodwill’s philosophy may result in disciplinary action, up to and including termination.

**Social Media Code of Conduct**

Be smart in your online activities. These reflect on both you and on Goodwill. The ability to publish things that may never go away and can be forwarded endlessly should give all of us pause. Make sure your online brand doesn’t diminish or tarnish your offline brand. Goodwill’s social media philosophy is based around two principles: integrity and confidentiality.

**Integrity:** Employees should be honest and open in their use of social media; have regard for the public interest; and be accurate when disseminating information.

**Confidentiality:** Material posted using social media should not disclose privileged information. Care should be taken to avoid using confidential information to the disadvantage of any party.

**Personal Use of Social Media During Working Hours**

Personal use of social media during work hours is not permitted. Think of your personal time online just as you think of personal phone calls or e-mails.

**Blogs and Websites, Facebook, LinkedIn, Twitter, etc.**

While you are employed with Goodwill, please observe the following online guidelines:

- Because Goodwill formally utilizes platforms such as Facebook, Twitter, and YouTube, you may visit and communicate on the company sections of these sites during business hours as a way of bringing value to your position as well as the organization.
- Unless given permission by your supervisor or the Marketing and Communications Department, you are not authorized to speak on behalf of Goodwill nor represent yourself as a spokesperson.
- If you identify yourself as a Goodwill employee on a personal social media platform, refer to the work done by Goodwill or provide a link to a Goodwill website, you are required to include the following disclaimer in a reasonably prominent place: “The views expressed are mine and do not necessarily reflect the views of Discover Goodwill.”
- Respect Goodwill’s confidentiality and proprietary information (to include any third party that has disclosed information to Goodwill).
- Because you are legally responsible for your postings, you may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law.
o Ask your supervisor or the Marketing and Communications Department if you have any questions about what is appropriate to include in your social media communication.

o Be respectful to Goodwill, fellow team members, program participants, all other stakeholders, and competitors.

o Comply when/if Goodwill asks that topics not be discussed for confidentiality or legal reasons.

Goodwill reserves the right to suspend, modify, or withdraw this social media philosophy. Employees are responsible for regularly reviewing the terms of the philosophy.

**Communication for those with Hearing and Speech Impairments**

Discover Goodwill utilizes a Video Phone System (VPS) to assist the needs of hearing and speech impaired individuals. Our VPS system replaces all previously used TDD and TTY systems. Our VPS system is located at our Main Campus at 1460 Garden of the Gods Road. The front desk and human resource personnel are familiar with the equipment. For additional assistance, please utilize Relay Colorado at 1-800-659-3656.
Separation of Employment

Voluntary Separation

Resignation: While we hope that you will continue to enjoy and benefit from your employment with Goodwill, we realize that it may become necessary for you to leave your job. If you anticipate having to resign your position, we ask, but do not require, that you notify your supervisor and give 2 weeks written notice.

At its discretion, Goodwill may decide to make your last day of employment effective on an earlier date. The termination date will be determined by the last day worked in your current position and may not be post-dated to include anything such as a holiday or a sick day.

Exit Interview: If you leave your employment, Goodwill may wish to discuss your reasons for leaving and/or any other impressions that you have about Goodwill. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us facilitate an amicable separation, as well as provide insights into possible improvements we can make. Please feel free to schedule an appointment with Human Resources prior to your last day of employment.

Job Abandonment: Any employee who does not call or report for work for three consecutive work days is considered to have voluntarily abandoned their job. Your final paycheck will be mailed to you on the next scheduled payroll date.

Involuntary Separation

If it is determined that an employee must be involuntarily separated the manager will communicate this to the employee and have the final paycheck prepared.

All Goodwill property must be returned. For any monies owed or property unreturned, those monies may be deducted from the final check in accordance with state and federal law.

Any wages or compensation for labor or service earned, vested, determinable, and unpaid at the time of such discharge are due and payable immediately, EXCEPT:

- When Payroll is not regularly scheduled to be operational, then the wages due the separated employee shall be made available to the employee no later than six hours after the start of Payroll’s next regular workday.
- If the employee is involuntarily separated at a remote location, we will deliver the check for wages due the separated employee no later than twenty-four hours after the start of Payroll’s next regular workday to one of the following locations selected by Discover Goodwill:
a) the work site,
b) the employee’s last-known mailing address.

If the position is located at the main campus, the check will be ready for pick up the same day. Your paycheck will be available at the Front Desk of the Main Office after 3:00pm.

If you are due a reimbursement for mileage or other business expenses those will be paid out on the next regularly scheduled payment date.

You will be required to provide a picture ID and sign before receiving your final check.

**Service Restoration Rules for Eligible Employees**

The following rules apply wherever there is no other document controlling the treatment of service restoration such as a retirement plan document, benefit summary plan description or government guidance under the Service Contract Act. Generally, within Discover Goodwill, the rule below governs the treatment of service restoration related to recognition awards and years of service for vacation accruals not governed by the Service Contract Act.

- Time worked as a temporary or seasonal employee will not count towards years of service. Only time worked as a regular employee will be counted for years of service.
- If a former employee with less than 6 months prior service is rehired, the employee will be considered a new employee and will not be eligible for prior service recognition.
- If a former employee with more than 6 months prior service is rehired, the employee’s original seniority will be bridged if the employee is rehired within six (6) months of termination. Service recognition will include prior service recognition for accrued leave plans.
- If a former employee with more than 6 months prior service is rehired and the duration of the period of absence exceeds six (6) months, the employee will be considered a new employee and will not be eligible for prior service recognition for seniority purposes.

**Rehire Service Date Adjustment**

When recognition of prior service is granted, a rehired employee’s “adjusted seniority date” will be changed in accordance with the service restoration rule.
## Appendix 1 - DGW - BENEFIT ELIGIBILITY CHART

<table>
<thead>
<tr>
<th>Eligibility:</th>
<th>Date of Hire</th>
<th>Completion of 30 Days</th>
<th>1st of Month after Completion of 60 Days</th>
<th>1st of Month after Completion of 90 Days</th>
<th>Completion of Six Months</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holiday Pay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacation</td>
<td></td>
<td>Available After</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floating Holiday</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 days on January 1 based on FT/PT status</td>
</tr>
<tr>
<td>Jury Duty (paid up to five days)</td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sick Time</td>
<td></td>
<td></td>
<td>Accrual begins</td>
<td>Available After</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family &amp; Medical Leave (FMLA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1 year and 1250 hours. Up to 12 weeks (All available sick, vacation, floating holiday time must be taken in conjunction with FMLA)</td>
</tr>
<tr>
<td>Medical, Dental &amp; Vision Insurance - DGW</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voting</td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retirement Plan 401(a) Employer Only Contribution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(Fully vested at three years)</td>
</tr>
<tr>
<td>403(b) Employee Only Contribution</td>
<td></td>
<td></td>
<td>(No vesting for employee contributions)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 2 - DGW - SICK LEAVE ACCRUAL CALCULATION

Maximum Carryover: 480 Hours (60 Days)

<table>
<thead>
<tr>
<th>Length of Service (Months)</th>
<th>Calculation Per Hour Worked</th>
<th>Annual (Hours) Maximum</th>
<th>Annual (Days) Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Eligible</td>
<td>0-999</td>
<td>0.0231</td>
<td>48</td>
</tr>
</tbody>
</table>
### Appendix 3 - VACATION ACCRUAL CALCULATION FACTORS

<table>
<thead>
<tr>
<th>Tier</th>
<th>Length of Service</th>
<th>Calculation Per Hour Worked</th>
<th>Annual (Hours) Maximum</th>
<th>Annual (Days) Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>0-24 months</td>
<td>0.03846</td>
<td>80</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>0 to 2 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>25-48 months</td>
<td>0.05769</td>
<td>120</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>2 to 4 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>49-108 months</td>
<td>0.07692</td>
<td>160</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>4 to 9 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>109-228 months</td>
<td>0.08846</td>
<td>184</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>9 to 19 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>229-999 months</td>
<td>0.09615</td>
<td>200</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>19 + years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>0-24 months</td>
<td>0.03846</td>
<td>80</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>0 to 2 years</td>
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<td>2 to 4 years</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>49-108 months</td>
<td>0.06538</td>
<td>136</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>4 to 9 years</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>109-228 months</td>
<td>0.07692</td>
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<td>184</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>19 + years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>0-24 months</td>
<td>0.02692</td>
<td>56</td>
<td>7</td>
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<tr>
<td></td>
<td>0 to 2 years</td>
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<td></td>
<td>25-48 months</td>
<td>0.04615</td>
<td>96</td>
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<td>0.07692</td>
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<td>20</td>
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<tr>
<td></td>
<td>19 + years</td>
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<td></td>
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<tr>
<td>1</td>
<td>0-24 months</td>
<td>0.01923</td>
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<td>5</td>
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<tr>
<td></td>
<td>0 to 2 years</td>
<td></td>
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<td></td>
</tr>
<tr>
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<td>25-48 months</td>
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<td>19 + years</td>
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