

EMPLOYEE HANDBOOK



Serving the State
of Colorado

An Equal Opportunity Employer

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Letter from the President and CEO

Welcome to the team at Goodwill!

I am delighted that you have chosen to join us in helping thousands of Coloradans in need each year! Together, we ensure that Goodwill changes lives, both now and for many years to come. I sincerely hope that you will take pride in being such an important part of this mission.

Congratulations on joining an organization that has a strong reputation of outstanding leadership, innovation and excellence. Every day, our dedicated employees contribute their creativity, talents and hard work to reach their highest level of personal and economic independence. As you become familiar with our culture and mission, we hope you will take advantage of the many opportunities available to enhance your career—helping yourself, your coworkers and Goodwill achieve great things, and truly make a positive impact within the communities we serve.

Please take time to review the policies contained in this handbook. If you have questions, please contact your supervisor or our Human Resources Department.

With Gratitude,

Karla Grazier
President and CEO

Introduction

This handbook is a combined handbook for Goodwill of Colorado, Goodwill Industrial Services Corporation and Goodwill of Colorado Foundation. Throughout this handbook we will use the term “Goodwill” to collectively refer to these organizations. In places, we will describe separate rules for these different companies and will call out each of those specifically when different rules apply.

IMPORTANT NOTICE

AT GOODWILL, NEITHER THE EMPLOYEE NOR THE COMPANY IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH GOODWILL IS AT-WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF GOODWILL, OTHER THAN THE PRESIDENT, HAS 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.

THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE ARE NOT ALL INCLUSIVE. THIS HANDBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE COMPANY RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF GOODWILL. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

History of Goodwill in Colorado

Goodwill Industries of Denver began its legacy of community impact in the Mile-High City in 1918. Discover Goodwill originated in Colorado Springs in 1956 as a branch of Goodwill Industries of Denver and became an independent organization in 1961.

Our now combined organizations, Goodwill of Colorado, provide life-transforming programs and services to over 100,000 Coloradoans with disabilities and/or disadvantages each year—including individuals with developmental and economic challenges, military veterans, seniors and at-risk youth. Our collective retail/donation operations, business enterprises, corporate/community partnerships and “Green Initiatives” help ensure that every individual in our community has the opportunity to live to their fullest potential and overcome obstacles to achieve success and self-sufficiency.

Values

People Matter – We treat each person we encounter with respect, fairness and kindness

You make it happen by:

- Showing you are happy to help
- Focusing on the positive
- Really listening to others
- Keeping your promises
- Acknowledging others publicly
- Treating others the way you want to be treated
- Keeping our Goodwill family safe
- Accepting everyone for who they are



Integrity – We do the right thing, every time

You make it happen by:

- Saying what you mean and meaning what you say
- Dealing honestly with others
- Seeing something, saying something
- Acting in a way that would make your friends and family proud
- Communicating open, candid feedback with respect
- Sharing recognition



Excellence – We take the ordinary to extraordinary

You make it happen by:

- Being a team player
- Getting results
- Knowing your stuff
- Being obsessed with solutions
- Doing better than your best
- Following through, finishing well
- Working together to change more lives



Stewardship – We make the most of everything

You make it happen by:

- Treating everything with the utmost care... people, pen, donated shirt, computer, facility
- Holding yourself and others accountable
- Thanking people for what they give us
- Using your time wisely
- Doing your job well, each and every day
- Telling people how we change lives by what they give us



Collaboration – We serve many when we work together

You make it happen by:

- Communicating all decisions
- Sharing knowledge
- Working together
- Providing feedback
- Listening, acknowledging, and sharing
- Leveraging strengths
- Being open to partnerships that support our mission
- Participating in teamwork



Continuous Improvement – We are passionate about finding a better way

You make it happen by:

- Looking for answers to problems
- Training others
- Looking for ways to do your job better
- Uncovering cost savings
- Being open to change
- Learning from successes and failures
- Seeking different viewpoints
- Being a cheerleader for new ideas



Anti-Discrimination Policies

Reporting

If you feel that you have experienced or witnessed a violation of any Anti-Discrimination policy, unlawful discrimination, or harassment please use the following reporting procedure. The company expects employees to make a timely complaint to enable the company to investigate and correct any behavior that may be in violation of this policy. Report any and all incidents to your supervisor or Human Resources Representative immediately.

Goodwill has a zero-tolerance policy of unlawful discrimination, sexual harassment or harassment. Each employee is expected to report unlawful misconduct, discrimination, sexual harassment, or harassment of any kind whether you are a victim or a witness. This enables prompt investigation to correct or address any violation of this policy. Please report any known incidents immediately according to our Open-Door policy. Your complaint will be kept as confidential as possible. Goodwill prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If Goodwill determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

Goodwill will investigate the matter and take the appropriate corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to either of these individuals with your complaint, you should report the incident to the EthicsPoint hotline at **888-291-7589** or **www.ethicspoint.com**, or by using the link found on Goodwill's website home page.

As stated above, Goodwill prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above and the situation will be investigated.

Equal Employment Opportunity

Goodwill is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, genetic information, sexual orientation, gender identity, military or veteran status, or any other applicable status protected by state or local law. This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers,

and non-employees such as customers, clients, vendors, consultants, etc.

ADA and Religious Accommodation

The company will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the company or cause a direct threat to health or safety. The company will make reasonable accommodations for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on the company.

Requests for a reasonable accommodation can be sent to accommodations@goodwillcolorado.org.

Should any employee want to update their self-identification as an individual with a disability, you are able to do so by utilizing UltiPro, Goodwill's HRIS system. Updating your information allows Goodwill to ensure equal opportunity and allows us to better monitor and improve our placement, retention and promotion practices. If you need assistance in requesting an accommodation, or updating your disability status, please email Human Resources at HRHelpDesk@goodwillcolorado.org or use the following QR code:



Anti-Harassment Policy

Goodwill strives to maintain a work environment that is free of unlawful harassment. In doing so, the Company prohibits unlawful harassment because of age 40 and over, race, sex, color, religion, national origin, disability, military status, genetic information, or any other status protected by applicable state or local law.

What Is Harassment?

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's age 40 and over, race, sex, color, religion, national origin, disability, genetic information, sexual orientation, gender identity, military or veteran status, or any other applicable status protected by state or local law will not be tolerated. Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs.

- Verbal conduct such as epithets, derogatory comments, cyberbullying, slurs, or jokes.
- Physical conduct such as assault, inappropriate touching, or blocking an individual's movements.

This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

Sexual Harassment

Harassment is not limited to conduct that is sexual in nature. However, sexual harassment deserves special mention. The company strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as 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
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

All employees are always expected to conduct themselves in a professional and business-like manner. Any conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails, etc.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as inappropriate touching, groping, fondling, kissing, massaging, and brushing up against another's body.

Pregnancy Accommodation

Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy or the physical recovery from childbirth. If an employee requests an accommodation, Goodwill will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable

accommodation that will enable the employee to perform the essential functions of her position. A reasonable accommodation will be provided unless it imposes an undue hardship on Goodwill's business operations.

Goodwill may require that an employee provide a note from the health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact their Human Resources representative.

Goodwill will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.

Nursing mothers who need a private space to express milk while at work are encouraged to reach out to Human Resources if they need to discuss how this need will be accommodated.

Diversity in the Workplace

Goodwill is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our company culture, policies, practices and the way we do business at Goodwill. This is an important principle of sound business management.

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.

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 Goodwill's employee culture. These initiatives foster an inclusive work environment that embraces and accepts differences. Diversity awareness training is conducted regularly for all employees and is also available on demand.

Goodwill asks that employees also respect diversity when interfacing with customers and conduct themselves in a professional and business-like manner.

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

All employees have an opportunity to openly and professionally discuss work-related problems or concerns without fear of retaliation or prejudice. Even if the concern seems minor, we want employees to openly express any concerns in hopes that a solution can be resolved before it becomes a major issue. Open communication is critical for good employee relations. Our Open-Door policy is a key element in our communications philosophy.

Whenever an employee has a problem or complaint, we expect the employee to speak up and communicate directly with Goodwill. First, the employee should speak with their immediate supervisor. The supervisor is most familiar with the employee and the job description, therefore, is in the best position to assist the employee. If, however, an employee is not comfortable speaking with their supervisor about their concerns, please contact another/appropriate member of Goodwill management, a Human Resources Representative, the EthicsPoint hotline **1-888-291-7589**, or on-line at www.ethicspoint.com.

All employees should have an opportunity to openly discuss work-related problems or concerns without fear of retaliation or prejudice.

Code of Business Conduct and Ethics

Goodwill's leadership team and Board of Directors have adopted a Code of Business Conduct and Ethics. It's important that you review this material and, more importantly, do your job every day with these principles in mind; we know the vast majority of our employees already do. However, we must be certain that we have clearly communicated our expectations and that you know what they mean.

Goodwill is a great place to work. In return, we expect our employees to conduct themselves in a professional and business-like manner. For the protection of our property, business interests and people, we must establish rules and procedures for employee conduct.

No written list of organizational rules can replace good judgment, nor can any list be exhaustive. We outline some of these rules below. Others may be posted, they may be part of your departmental rules, or simply a best practice. The following list is used in conjunction with our Code of Business Conduct and Ethics. Violations can result in corrective action, up to and including termination:

- Goodwill provides equal employment opportunity in all aspects of employment. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, genetic information, sexual orientation, gender identity, military or veteran status, or any other applicable status protected by state or local law.
- Employees may not fail to or refuse to truthfully cooperate in a Goodwill investigation or interfere with an investigation.
- Employees cannot use, sell, transfer, dispense, distribute, manufacture or possess alcohol, drugs or controlled substances, to include marijuana, during working time or on any Goodwill premises, work site or customer location. This includes Goodwill-owned vehicles, or personal vehicles being used for Goodwill business or personal vehicles parked on Goodwill property.
- Any employee who refuses to be tested for reasonable suspicion (drug/alcohol) will be treated as a voluntary resignation
- Employees must abide by all safety rules and practices. Employees assume all responsibility for taking necessary precautions for themselves, co-workers, program participants, customers, vendors and volunteers.
- Employees cannot possess or remove any Goodwill property from their work area without authorization. All items donated or purchased by Goodwill are Goodwill property, including items determined to be trash or surplus.
- Employees are to conduct Goodwill operations in accordance with applicable city, county, state and federal laws and regulations, as well as Goodwill policies and procedures.
- Employees must report all information accurately and honestly. This includes reporting of time worked, business expenses, production data, store sales, financial reporting and all business-related data. False or improper reporting that affects Goodwill transactions are prohibited.

- Employees must reflect all financial transactions accurately and conform to generally accepted accounting principles. No undisclosed or unreported funds or assets may be established.
- Employees must maintain confidentiality of information both during and after employment at Goodwill, including employee/participant records, research and development, strategic planning, future plans, finances, donor lists, business prospects. Only those persons with a “need to know” can have access to confidential information.
- Goodwill recognizes that personal relationships may exist in the workplace and considers them acceptable as long as they do not create actual or potential conflicts of interest. If these relationships create, or appear to create a business conflict, they are not acceptable.
- Employees, or members of an employees’ household, cannot own or be involved in any business, occupation, organization or activity that represents a potential or direct conflict of interest with Goodwill, including a competitor or supplier of goods and/or services. Any exceptions must be approved by a vice president.
- Employees cannot sell merchandise, borrow or collect money, or participate in religious, public, political or unauthorized events, raffles or pools. The public may not be present on Goodwill property for these types of activities.
- Employees cannot accept or witness legal documents (including personal matters, including being served court papers) other than those designated by the Chief Executive Officer or as permitted by other Goodwill policies (i.e. case management involvement in client/participant information).
- Employees cannot accept gifts from other employees, volunteers, outside vendors or any other organization which would represent a conflict of interest with Goodwill. Please inform your division vice president immediately if a situation should occur. Employees should refrain from developing personal relationships with individuals outside the organization that could affect judgement in purchasing or accessing goods and services from those individuals or their companies.
- Employees in leadership positions and other employees responsible for Goodwill communications must promote inclusiveness and diversity. As well, these employees must positively advocate for the program participants Goodwill serves.
- Employees are expected to follow the directions of their manager unless these directions are unlawful, unethical or create a threat to health or safety.
- Employees are expected to maintain satisfactory work performance which includes all aspects of any employee’s work and behavior in the workplace. Regular and reliable attendance is considered a component of work performance.

Goodwill is committed to honesty and the highest standards of business ethics and employee conduct. Conducting our business with absolute integrity is a fundamental duty to our customers, to our communities and to all our stakeholders. Our business practices must not only comply with the letter of the law, but also the spirit of the law.

All those employed by Goodwill must accept personal responsibility for compliance with Goodwill's Code of Business Conduct and Ethics and strive for the highest ethical standards, not just the minimum required to meet legal or procedural requirements. Goodwill reserves the right to exercise discretion in discipline. **Prior warning** is not a requirement for termination decisions. If you are disciplined in writing, copies of your warning are placed in your personnel file. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

Policy 45-61 (Code of Business Conduct and Ethics) is available for all employees via your UltiPro HRIS system. Employees may also contact HR at HRhelpdesk@goodwillcolorado.org or by using the following QR code:



Personnel Administration

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, work performance and discipline should be directed to that individual. The individual may contact (or may direct you to contact) Payroll or Human Resources.

Your supervisor is in charge of your work and 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 from Human Resources or your supervisor as necessary. Any problem

that hinders the efficient completion of your job responsibilities should be taken up with your supervisor immediately

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, even if this is only a pending change in status
- Emergency contact information, including name and phone number
- Exemptions on your W-4 tax form
- Home address
- Phone numbers
- Legal name
- Marital status
- Number of dependents
- Updating disability 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 their 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 and Verifications of Employment/Income

Goodwill does not provide job references. We will provide employment and income verification through our partnership with Verification Manager. Verification of Employment information is available on the Wednesday after your hire date. Verification of Income information is available each Wednesday after payday.

To submit a verification of employment or income, direct your Lender/Verifier to VerificationManager.com. Active and separated employees will need to create an account or login to approve requests submitted by your Lender/Verifier. For questions or assistance, please email Help@VerificationManager.com.

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

Access to your paystubs and W2 is available through our HRIS, UltiPro, for all active and separated employees. For assistance logging into UltiPro, please email Human Resources at HRHelpDesk@goodwillcolorado.org or use the following QR code:



Subpoenas

Any individual who presents themselves at any location other than Goodwill's Administration Offices 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.

Wage and Salary Policies

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period.

Employment Classifications

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

- **Exempt:** employees are exempt from the overtime provisions of the 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 is either full time or part time:

- **Full-time (FT):** an employee who regularly works a minimum of 30 hours per week
- **Part-time (PT):** any employee who regularly works less than 30 hours per week. For example, part time employees may work for more than 30 hours during multiple weeks of an annual measurement period without being reclassified a full-time employee.

AND each employee has one of the following statuses...

- **Regular:** An employee whose position is scheduled to last more than six months and is expected to work a standard schedule.
- **Variable Hour/Temporary:** An employee working a pattern of weekly hours such that Goodwill cannot determine the employee will have an average of 30 hours per week during a formal Affordable Care Act measurement period, **or** an employee who is hired for a short-term assignment not to exceed six months.
- **Program Participant:** An employee within the GISC program who has a disability that meets the Ability One requirements.

Deductions from Pay – General Information

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 within the information you furnish on your W-4 form regarding the number of dependents or

exemptions you claim.

Goodwill is required by law to honor any wage assignments that come from various child enforcement agencies, state and federal Internal Revenue Services, student loans and court-ordered credit garnishments for consumer debts.

Deductions from Pay - Safe Harbor Exempt Employees

The Company does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions

The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes;
- Deductions for employee benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability;
- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees, or for military pay; or
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

Deductions from Pay – Improper Deductions

If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the HRHelpDesk@goodwillcolorado.org. The report will be promptly investigated and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

Overtime

When required due to the needs of the business, you may be asked to work overtime. Whenever practical, your manager will give you advance notice of required overtime. Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for:

- Actual hours worked in excess of forty in a single workweek or
- Actual hours worked in excess of twelve in a workday or
- Actual hours worked in excess of twelve consecutive actual hours worked 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.

Paid leave, such as holiday, vacation, sick, bereavement time, and jury duty does not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

Paycheck Distribution

If you have chosen to have your wages directly deposited onto your debit card/pay card or into your bank account then your paystub is available online. As you share in the responsibility to ensure your pay and withholding information is accurate, please review your paycheck statement immediately for accuracy.

If you do not choose to go paperless, a paycheck statement, or a live check will be given to you at your worksite. Your check will only be given to you, unless an authorization to do otherwise is received in advance. Written authorization must be given to your manager or to payroll if you wish to have someone else pick up your check. If you are absent from work on pay day and there is no written authorization to the contrary, your check will be held until you return. If the check is not picked up by the Monday following payday, it will be mailed to you using the address in Goodwill's records.

Time Records

All nonexempt employees are required to complete accurate weekly time reports showing all time physically worked. This is done by either time clock or other written electronic documentation. These records are required by governmental regulations and are used to calculate regular and overtime pay. All nonexempt employees must be paid for all time worked. Do not work off the clock and do not clock out before you are done working. You must be clocked out during your designated meal period.

You are responsible for your timecard. All employees must remember to record your

time every day. If you make an error on your timecard or forget to record a punch-in/out, your supervisor must make the correction.

You should not record another person's timecard or permit anyone else to record yours. Tampering with another employee's timecard is cause for disciplinary action, up to and including termination of employment.

If you're an exempt employee, you are not required to complete time records except for paid time-off, such as vacations and sick days, and as otherwise required by location-specific policies.

Pay Periods

- Employees are paid every two weeks on Fridays.
- The work week begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59 p.m.

Pay Changes

In your position at Goodwill, you may be eligible for salary increases according to your overall job performance, contribution, location, and responsibilities. Our salary ranges are periodically addressed to try to remain competitive with our identified market. Salary increases are not automatic and are awarded only when merited.

Employee Benefits – General Information

Goodwill recognizes the value of benefits to employees and their families. For employees in many parts of the organization, in many classifications, Goodwill offers a comprehensive and competitive benefits program. Employees should receive information about benefit offerings that are available to them upon becoming a new hire or when they are changed to a benefits eligible position. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPD) and other useful communications which are available by contacting the Benefits team within Human Resources. To the extent that the information provided in this handbook or elsewhere conflicts with the SPD or full plan document, the full plan document will control.

Benefits - Open Enrollment

Employees will have an opportunity to make changes to their benefit selections during the Company's annual open enrollment period. During this time, Human Resources or your supervisor will provide you with communication on the specific process.

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.

Paid Time Benefits – Variations Based on Your Role

Goodwill offers different paid time off benefits depending on your role and work location. Goodwill reserves the right to change these benefits at any time.

At the back of this employee handbook you will find descriptions of the various packages of paid time off benefits. Please be sure that you are reviewing the information that is applicable to your department and your role. If you are not sure what your role is or which set of information below applies to you, please ask your supervisor for clarification.

For role specific information, see one of the following appendices at the end of the handbook:

- [APPENDIX A](#): Non-Management Employees in Sales/Operations and Commercial Contracts
- [APPENDIX B](#): Federal Contractors - Service Contract Act Employees
- [APPENDIX C](#): Variable Hour/Temporary Employees
- [APPENDIX D](#): Workforce Development Enclave Employees
- [APPENDIX E](#): All Other Regular Full Time and Regular Part Time Employees

Paid Sick Leave

As of implementation of the HFWA, January 1, 2021

All employees begin accruing sick time upon hire and may be used as it is earned. Sick time accumulates at the rate of 1 hour per 30 hours worked, up to 48 hours in a year. Paid sick leave may be used in one-hour increments.

For those under the Service Contract Act, please see [APPENDIX B](#) for full details.

Paid sick leave may be used if an employee:

(1) has a mental or physical illness, injury, or health condition that prevents them from working;

(2) needs to get preventive medical care, or to get a medical diagnosis, care, or treatment, of any mental or physical illness, injury, or health condition;

(3) needs to care for an immediate family member who has a mental or physical illness, injury, or health condition, or who needs the sort of care listed in category (2);

(4) the employee or the employee's immediate family member having been a victim of domestic abuse, sexual assault, or criminal harassment, and needing leave for related medical attention, mental health care or other counseling, victim services (including legal services), or relocation; or

(5) due to a public health emergency, a public official having closed either (A) the employee's place of business, or (B) the school or place of care of the employee's child, requiring the employee needing to be absent from work to care for the child.

It is the employee's responsibility to notify their manager each day at the beginning of the shift when unable come to work because of an illness, injury, medical care or domestic violence. **Departmental rules may still apply when calling in to work.** Also, they must let the manager know when expected to return to work. In the event of an absence of four or more consecutive days, medical or legal certification is required. This certification should indicate that the employee was unable to work due to medical or domestic violence reasons and the length of time this restriction lasted.

If the employee has an extended illness, accumulated sick time currently provides pay while away from work. Unused sick hours currently are carried over from year to year up to 48 hours so they can be accumulated and used when needed. Employees will not accrue additional sick time until the balance falls below 48 hours.

Because paid sick time can be accumulated to be used if you are personally sick or injured; the employee will not receive extra pay or extra time off for unused sick time. Paid sick time may not be used for vacation time and will not be used in the calculation of overtime. Also, unused sick time is not paid upon leaving employment.

Additional rules may apply in the case of a public health emergency.

Bereavement Leave

Goodwill offers up to four (4) paid scheduled workdays away from work in the event of a death in an employee's immediate family. For the purposes of this policy, immediate family includes: parents, siblings, spouse, children, step-children, grandparents, grandchildren, parents-in-law and those who stood in loco parentis to the employee when the employee was a minor.

- a) Eligibility: All Regular Status employees who have been employed for at least thirty (30) continuous calendar days are eligible to receive bereavement pay. Employees that are on an unpaid Leave of Absence, Short Term Disability Leave, or Long-Term Disability Leave at the time of death are not eligible for

bereavement leave. Bereavement leave must be taken within 30 days after the event.

- b) Employees that typically work less than 40 hours per week will be paid a prorated amount of bereavement hours not to exceed eight (8) hours at the employee's regular rate of pay. The prorated amount will be based on the employee's average hours per week during the preceding month.
- c) Bereavement Hours are to be recorded on the timecard or timesheet on the day(s) actually taken off by the employee.

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. Please promptly notify your supervisor if you receive a jury summons

Employees are expected to report for work if jury duty does not require your service. Wages will be paid during the jury duty up to five working days. Employees who are on jury duty in excess of five working days may use vacation or floating holiday time to extend payment. The employee will be required to provide a juror's certificate of service.

Leave Under the Federal Family and Medical Leave Act (FMLA)

The Company provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

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

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to

26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

*The FMLA definitions of “serious injury or illness” for current servicemembers and veterans are distinct from the FMLA definition of “serious health condition.”

Benefits and Protections

During FMLA leave, the company maintains the employee’s health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse the Company for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer’s jury duty pay are not granted on unpaid leave. Employees who are receiving paid leave will continue to accrue additional time off while using those paid time benefits.

Eligibility Requirements

Employees are eligible if they have worked for this Company for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing

treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents a qualified family member from participating in school or other daily activities.

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

Use of Leave

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by the Company, or 26 weeks as explained above. Goodwill uses a 12 month "rolling" method for leave as defined in the federal regulations. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary.

Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with the company's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

Substitution of Paid Leave for Unpaid Leave

The Company requires employees to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with the company's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as defined in the company's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted. Before an employee may begin an unpaid leave of absence, they must exhaust available sick leave, then vacation, then other paid time off benefits while on FMLA.

Employee Responsibilities

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

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

Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

The company may require second and third medical opinions at the company's expense. Documentation confirming family relationship, adoption, or foster care may be required to be provided to the company. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with the Company's attendance guidelines. Employees on leave must contact the Human Resources Manager at least two days before their first day of return.

The Company's Responsibilities

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

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

Unlawful Acts

FMLA makes it unlawful for the company to: interfere with, restrain, or deny the exercise of any right provided under FMLA. Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a

private lawsuit against the Company.

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

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 accrued paid leave available. 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 HR Director must approve this type of leave.

The Company may reinstate an employee ready to return from a non-FMLA leave of absence when, in the opinion of the company, it is practical to do so. The company does not guarantee reinstatement of an employee to the former job. When the employee is available to return to work, the employee is free to apply for any vacancy available and may be considered along with other applicants.

Voting

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections.

Under most circumstances, it is possible for employees to vote either before or after work. Goodwill also encourages our employees to take advantage of mail-in ballots as a simple/convenient method to vote. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the two days prior to Election Day.

Military Service Leave

If you are a member of the U.S. Armed Forces Reserve or the National Guard, or you are performing other protected uniformed service, you are granted an unpaid leave of absence when called for active or inactive duty training.

This time is granted in addition to earned vacation time. However, if you desire to use your vacation time for this purpose, you may voluntarily do so if you make a request in writing.

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.

The Company prohibits retaliation against any employee for taking time off under this policy. If you believe there has been a violation of our retaliation standard, please contact the Human Resources Department.

Domestic Violence Leave

Goodwill provides leave to employees who are the victims of domestic violence or abuse, stalking, sexual assault, or a crime found by the court to include an act of domestic violence. To be eligible for this leave, an employee must be employed for at least 12 months preceding the leave. Upon reasonable advance notice (except in cases of imminent danger to the health or safety of an employee), an employee may take up to three working days of leave in any 12-month period. The 12-month period will be measured forward from the date the first domestic violence leave begins. Please contact Human Resources or refer to Policy 45-51 for assistance.

Workplace Safety

Goodwill has established safety and Occupational Safety and Health Administration (OSHA) programs to minimize safety hazards in the workplace. All employees are responsible for reading and abiding by any such programs. Many of our Standards of Conduct are intended to provide a safe work environment so please refer to that section for additional information.

Safety is everybody's business and is to be given primary importance in every aspect of planning and performing all company activities. We want to protect you against work-related injury and illness, as well as minimize the potential loss of production.

Please report safety hazards or dangerous conditions immediately to your supervisor, Safety Representative or Risk Department. Report all accidents in writing, no matter how minor, to your supervisor as soon as practicable. We want to provide you with prompt medical treatment from one of our designated physicians. Treatment for on-the-job injuries must be obtained from one of these physicians or else you may be responsible for the cost of medical treatment. Prompt reporting of the accident will help us to take steps to reduce the possibility of future accidents.

Remember safety rules are only as effective as you make them. Safety is a cooperative endeavor and must be kept constantly in mind by all of us. Exercise common sense and good judgment in all that you do on the job. Then, we all can enjoy a safe working environment. Safety violations will be taken seriously, and employees who violate safety rules will be disciplined, up to and including termination.

Violence-free Workplace

Any action, which in management's opinion is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons, and bullying. Also prohibited is the carrying of weapons onto company property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to their supervisor or to the Human Resources Department. The Human Resources Department will promptly investigate complaints. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel are subjected to workplace bullying, please contact human resources immediately

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.

“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. The Risk Department will ensure that employees are periodically trained.

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. Smoking is prohibited on company grounds and in company vehicles. This prohibition includes all forms of tobacco and e-cigarettes. This restriction applies to all employees and visitors. Employees who smoke, use chewing tobacco, vapor cigarettes or similar devices may only do so in designated outdoor smoking areas away from front and rear entrances.

Workers' Compensation

For information on rules related to Workers' Compensation, please refer to the official guide provided by the State of Colorado.

https://www.colorado.gov/pacific/sites/default/files/Employees_Guide_2016_English.pdf

Workplace Search

Goodwill may question employees and other persons entering and leaving our premises. Entry onto the company's premises constitutes consent to searches or inspections.

This process includes the inspection of items such as packages, parcels, purses, handbags, briefcases, lunch boxes, or other possessions or articles carried to and from company property. In addition, the company reserves the right to search company property that is used by the employees, such as an employee's locker, office, desk, files, computer, e-mail, voice mail, and Internet files. Inspections may be conducted at any time at the discretion of the company. A company-initiated search does not necessarily imply an accusation of theft or that an employee has broken a rule. Refusal to cooperate with or submit to a search will not be tolerated.

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 and immediately report the loss of license, and pay any moving violation or parking tickets; keep the vehicle clean at all times and wash/vacuum 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.

Alcohol / Drug-free Workplace

Goodwill strives to provide a safe, drug-free work environment for all employees and program participants.

Abuse of alcohol, drugs, and controlled substances impairs employee judgment, resulting in increased safety risks, injuries, and faulty decision making. Therefore, the possession, use, sale of controlled substances, marijuana, or alcohol on company premises or during company time is prohibited. This includes working after the apparent use of marijuana, regardless of marijuana's legal status. Furthermore, working after the use of alcohol, a controlled substance or abuse of any other substance is prohibited.

Employees are prohibited from having any detectable amount of drugs in their system during work hours. Leaders in the organization will be monitoring for signs of impairment. An employee will be subject to drug and alcohol testing if there is a perceived impairment that could be caused by drug use or alcohol abuse.

In accordance with the Drug-Free Workplace Act of 1988, the company prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during company time, on company premises, or other work sites. Any employee who is convicted or pleads guilty or no contest under a criminal drug statute

for a violation occurring in the workplace must notify the company within five days of such conviction or plea.

Any employee in positions affecting public safety, who is taking a drug or medication, which is known or advertised as possibly adversely affecting the employee's ability to safely, productively perform their essential job functions, 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. Any employee who refuses to be tested for reasonable suspicion (alcohol/drugs) will be treated as a voluntary resignation. Rehire consideration may be given after six (6) months of separation.

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 standards.

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

To create a favorable impression, one must always be well groomed. Body odor, bad breath, cigarette smoke, and excessive use of perfume or cologne are offensive to co-workers and to the public. Please take the necessary precautions with regular bathing, unscented deodorants, and good dental hygiene. Should you need confidential assistance, please reach out to Human Resources who can put you in contact with your area's GPS Resource Navigator.

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.

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, candles, essential oils, 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 their supervisor.

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 that are not 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 – HR.

Relationships in the Workplace

Relatives, domestic partners and those in an intimate or personal relationship may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship or (2) the employment will not pose difficulties for supervision, security, safety, or morale.

For the purposes of this policy, “relatives” are defined as 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, stepsibling, or half-sibling. A “domestic partnership” is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements. An “intimate or personal relationship” is generally defined as persons who live together or have a relationship that is close in nature.

Current employees who marry each other or become involved in a domestic partnership or move in together will be permitted to continue employment with the company provided they don’t work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above.

If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position or location for which they are qualified if such a position or location is available. If no such position is available, the employees will be permitted to determine

which one of them will resign from the company.

An employee is strictly prohibited from any form of “intimate or personal” 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 about this policy 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. All employees should understand that Donors give us material and financial donations that they then expect us to use for mission. Losses from theft directly jeopardize our mission and our ability to fund the mission of Goodwill.

Property theft of any type will not be tolerated. We consider property theft to be the unauthorized use of company property, services or facilities, including material donations received at any of our locations, 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 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 (culls, salvage, etc.) 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.

Confidential Information

Confidential information is defined as any information or item that is valuable, special, and/or unique property that is vital to the interests and success 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, passwords/passcodes, 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, including verbally transmitted information, 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.

As an employee, you 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.

Performance Feedback, Promotion, Transfer, Realignment

Evaluating employee job performance and consistent communication/feedback is an important factor in making employment-related decisions. Employees are encouraged to ask performance-related questions of your manager regularly. We encourage a formal feedback session at least annually.

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/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. Position changes may be subject to additional background and drug testing based on position requirements. 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 may 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 six (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. If you do apply for another position within Goodwill, please ask your current supervisor for a Transfer Request Form and submit the completed form to 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. Limited amounts of personal mail may be placed in outgoing mail as long as it has the appropriate postage. Please 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 the security, care, safety, loss, or damage to personal property to include your vehicle or its contents.

Goodwill provides lockers in some areas and *may* provide padlocks and keys for company lockers. Goodwill prohibits employees from bringing items to work that may be offensive to others not sharing similar views. If an employee is unsure as to this qualification, they should refrain from bringing that item.

Gifts

Advance approval from your supervisor is required before an employee may accept,

for their 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. We recommend gifts, including seasonal gifts, be shared with all employees. Occasionally, free tickets and gifts of that nature are offered. Those items should be directed to the Executive Office Manager to be used for reward and recognition.

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.

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. Employees accept full responsibility for any and all liabilities for injuries or losses that occur when you use company property for personal use. Employees 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.

Failure to adequately secure company property when off-premises and its theft may result in a request for reimbursement of that property. Examples of this situation would

be leaving computers, iPad, phones and paper documents with sensitive information in vehicles.

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, employees 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, credit cards, access and identification cards, confidential/proprietary information 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.

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 always prohibited.

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 work-shift 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, tables in break rooms, etc., must be approved by a Human Resources Director 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.

Gifts among Co-Workers

Goodwill recognizes that holidays and birthdays represent opportunities to share good things with our teammates. The camaraderie that comes from celebrations is welcome. We also want to be respectful that not all employees wish to provide gifts to others nor are they always in a position to contribute. We neither encourage, or discourage purchasing gifts for co-workers but request that employees adhere to the following guidelines:

- Gifts for subordinates or peers should be paid for personally and should not use company funds.
- Gifts to superiors, if any, should be joint gifts from teams or departments and should come from personal funds. Solicitations for purchasing these types of gifts should be a simple ask with no pressure. This avoids any unintended perceptions including unintended pressure to compete to provide the highest value gift.

Reward and recognition funds accumulated for the purpose of rewarding individuals

or teams for great performance, adherence to values, etc. should continue to be used for those purposes and are not governed by these guidelines.

Visitors

To avoid interruptions in your work and the work of others, personal visits must be kept to a minimum. Personal visits should be arranged during your break time or lunch at a place that does not disturb the work of others. For the safety of yourself and your co-workers, all visitors must be authorized/checked in prior to visiting your work location. Extended personal visits should be discussed with your manager prior to the visit to ensure the visit will not conflict with Goodwill business.

Attendance Policy

Attendance

Regular and reliable attendance is considered an essential function of your job. You are expected to be at your workstation 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. For instance, the attendance standards for Sales/Operations employees are contained in Appendix G at the end of this handbook. Please see your supervisor for details related to the standards for your role.

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 although this may vary. Please review the specific call in procedures for your designated location. Leaving messages with other employees or on voice mail is not acceptable.

Failure to make proper notification to your supervisor could result in disciplinary action, up to and including termination. Please give your supervisors 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. They 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. If they are not available, please ask for the designated alternate. 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 two (2) consecutive workdays 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. 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 four (4) days due to illness, they may be required to furnish a "Return to Work" note from a medical provider which states the employee has been under a physician's care and may return to work as long as any restrictions can be accommodated. Your supervisor/manager may also require a doctor's note for intermittent absence(s).

Meal Period and Rest Period

Meal Period

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 walk 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 period 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.

Rest Period

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

Company Closure

In the rare event Goodwill is unable to be open for normal business hours, for any reason, such as inclement weather, damage or severe threat, etc., the Director of Facilities will update the phone message on Goodwill's emergency hotline, 1-855-603-HELP (4357) indicating the change. Since Goodwill has many locations, each location has a decision and action procedure for closure. Employees should follow the closure information for their individual location.

In the event the entire organization (all locations) close, instructions on radio stations and/or TV stations will be broadcast by Goodwill's Marketing and Communications Department as well as posted on Goodwill's website www.goodwillcolorado.org.

Situations vary for each individual and location (i.e. military installations) during severe weather events, such as blizzard-like conditions, those who feel they can travel safely to work should do so. Employees who feel they cannot travel safely to work should not. Each employee is responsible for making their own decision; paid time off will be used for time missed from the employee's regular schedule.

If conditions cause the company to officially close a business unit early or open late, full-time and part-time status employees may be paid for the closure time during their regular scheduled shift. This non-worked, time does not factor into the overtime calculation. See your appropriate Time Away from Work Appendix at the back of this handbook.

If the company does not open a location all day, employees may use available paid time off. Salaried employees may be asked to continue to work from home or may be required to fulfill responsibilities regardless of location closure and should discuss with their manager whether earned paid time benefits will need to be used.

When Goodwill is officially open, employees who come to work late or leave work early, may use available paid time off.

If it is necessary for an employee to be absent or late from work because of bad weather, the employee must notify their supervisor using the call off procedure described in the Absence and Lateness section above.

Employees charged with care for clients/program participants may have additional

requirements in the event of late opening or early closure. See Policy 40-123 for details.

Leaders will refer to Policy 45-10 for detailed instructions but may need to make good judgement calls based on the conditions at their work location.

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, policies, 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). Read 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

Goodwill 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 *Code of Business Conduct and Ethics* along with 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

Please be smart in your online activities. These activities reflect on both the employee 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 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.
- 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.
- Be respectful to Goodwill, fellow team members, program participants, all other stakeholders, and competitors.
- 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. Failure to comply with these policies may lead to disciplinary action, up to and including termination.

Communication for those with Hearing and Speech Impairments

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 1460 Garden of the Gods Road, Colorado Springs, CO. The front desk and Human Resource personnel are familiar with the equipment. For additional or remote assistance, please utilize Relay Colorado at 1-800-659-3656 or contact Human Resources.

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 two (2) weeks written notice.

Requested time-off, within a two (2) week notice period, may be considered on a case-by-case basis and is subject to time-off guidelines.

We request that employees who wish to resign their positions notify the company of their anticipated departure date and make arrangements to return company property.

Employees may be considered for re-employment provided they qualify for the position of interest and while they were employed with the company maintained satisfactory performance and attendance.

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 two (2) consecutive scheduled workdays is considered to have voluntarily abandoned their job.

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, unless the employee is involuntarily separated at a remote location, or when the Payroll department is not regularly scheduled to be operational, then the wages due the separated employee shall be made available in accordance with current state and federal regulations

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 may be required to provide a picture ID and personal signature to receive 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 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.

- If a former employee is rehired within six (6) months of separation, the employee's original seniority will be bridged. Service recognition will include prior service for years of service, accrued leave plans and no new waiting period for benefits.
- If a former employee with more than six (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.

Rehire Eligibility

Former employees may be considered ineligible for rehire due to prior separation circumstances. Goodwill will consider rehiring, ineligible, former employees on a case-by-case basis and only after completing the rehire eligibility process.

It is a former employee's responsibility to disclose their prior Goodwill employment in their application and interview process. Failure to disclose is in violation of Goodwill policy and will result in disciplinary action, up to and including termination.

Data Disposal Policy

During the course of your employment, the company will collect certain information that is classified as “personal identifying information,” or PII, under applicable laws. Such information may include, but is not limited to:

- Your first and last name or initials;
- Username(s) and password(s);
- Social security number;
- Driver license or other identification card number;
- Medical documentation;
- Biometric data;
- And more.

The Company may keep these records in paper and/or electronic format.

When such documentation is no longer needed, pursuant to records retention requirements and best practices, the company will either (a) destroy the records or (b) arrange for their destruction, e.g. by shredding, erasing, or otherwise modifying the personal identifying information in such a manner as to render it unreadable or indecipherable through any means.

APPENDIX A

Non-Management Employees in Sales/Operations and Commercial Contracts

Time-Off Benefit Summary

All Employees working in Goodwill's Sales/Operations and Commercial Contracts departments are subject to the following time-off policies except for Managers, Assistant Managers, Manager-in-Training, and Specialist positions. Please note:

1. Some Commercial Contracts allow for additional/different holidays – please check with your supervisor for the current list.
2. When we refer to “Commercial Contracts” above this does not include anyone working under a wage determination on a government contract.

Holidays

Both Full-time and Part-time Employees will receive three paid holidays each year when the stores are closed. The Commercial Contracts Division may or may not be working on these paid holiday days, based on the contract, but they will remain aligned with the Sales and Operations Holiday plan.

These are the three days that regular employees will receive holiday pay:

1. New Year's Day
2. Thanksgiving Day
3. Christmas Day

If an employee misses a scheduled workday immediately before or after a holiday, depending on the circumstances, he or she may not be eligible for the holiday pay.

Regular status employees are eligible for holiday pay usually based on scheduled work hours. The timekeeping system reviews the past seven (7) days and pays out for the holiday based on the average hours worked per day over that time period.

The supervisor is responsible for documenting the correct information on/in the time keeping system.

Floating Holidays

Floating Holidays allow employees to designate days off based on personal preference and are subject to the guidelines below:

- Regular, full-time employees receive up to two (2) floating holidays each calendar year.
- One (1) floating holiday is made available on January 1st to those hired on or before January 1 and another is made available on July 1st to those hired on or before July 1.
- Advance approval from supervisors is required to observe Floating Holidays and the request process is similar to vacation time.
- Employees who start during the year will need to wait until the next date of availability (January 1 or July 1) for their Floating Holiday to become available.
- Floating holidays must be used in the year that they become available, nothing is accrued, and nothing carries over to the following year.
- Floating holidays cannot be used to extend the final date of employment beyond the last day worked.
- Unused floating holidays are not paid out upon separation of employment.

Sick Time

See page 27 for details on paid sick leave.

Vacation Time

Vacation time allows employees to designate days off for personal needs not applicable to Floating Holidays or Sick time. Goodwill wishes to stress wellness and encourages employees to take advantage of the vacation time they have earned. Use of vacation time is necessary because time away from work often improves physical and mental well-being.

Vacation time will be earned according to the following schedule:

Job Families	Length of Service	Days Per Year (Based on 40 hours per week)	Hours Accrued Per Hour Worked	Maximum Accrual Balance
Tier 1	0-12 Months	5	0.0192	120
	12+ to 24 Months	7	0.0269	120
	24+ to 48 Months	10	0.0384	120
	48+ to 108 Months	15	0.0577	120
	108+ to 228 Months	17	0.0654	120
	228+ Months	20	0.0769	120
Tier 2	0-24 Months	7	0.0269	120
	24+ to 48 Months	12	0.0461	120
	48+ to 108 Months	15	0.0577	120
	108+ to 228 Months	17	0.0654	120
	228+ Months	20	0.0769	120

Vacation time is subject to the guidelines below:

- Regular, full-time employees begin to accrue vacation time whenever they become full-time if not full-time immediately upon hire.
- During the first year of regular employment the employee is accruing vacation, which will become earned time following one year of regular employment and may be used beginning the first full pay period following his or her anniversary date. Thereafter, vacation time becomes earned as it is accrued.
- Vacation accrues each pay period. If your available vacation time is at 120 hours or greater, the system will “freeze” and will not add any additional time to your total available time. If you take time and your available vacation time goes back down below 120 hours, then for that pay period you will accrue time. Any accruals that are lost due to a “freeze” in accruals will not be retroactively added back in when the available balance goes back down below 120 hours.
- When there is no sick time available, vacation time may be used to cover sick time, with supervisory approval.
- Vacation time must be scheduled in advance and approved by your supervisor. The Company will try to accommodate each employee’s request to take vacation time when desired. However, vacation requests are approved based on business requirements. Advance notice is determined by each department.
- Unused, accrued vacation time will be paid out upon separation of employment.

Company Closure Policy

See Appendix G for details pertaining to the Retail Sales/Operations groups.

APPENDIX B

Federal Contractors–Service Contract Act EE’s/Program Participants

Time-Off Benefit Summary

Below is a description of all paid time-off benefits for all employees working on a federal contract and governed by the Service Contract Act (SCA). Where these benefits differ from the Wage Determination for the contract, the Wage Determination will be followed.

Holidays

Depending on the appropriate wage determination, there are usually ten (10) paid holidays for a regular status employee who works in the workweek in which the named holiday occurs or is on paid sick leave or vacation (i.e., employees on a Leave of Absence are not actively working). Part-time and/or temporary employees are eligible to receive a proportion of the holiday pay based on the number of hours that employee worked in the workweek prior to the workweek in which the holiday occurs.

- | | |
|---------------------------|---------------------|
| 1. New Year’s Day | 6. Labor Day |
| 2. Martin Luther King Day | 7. Columbus Day |
| 3. Washington’s Birthday | 8. Veterans’ Day |
| 4. Memorial Day | 9. Thanksgiving Day |
| 5. Independence Day | 10. Christmas Day |

Example of Part-Time/Temporary Holiday Calculation:

An employee works 10 hours during the week preceding July 4th, a designated holiday. The employee is entitled to 10/40 of the holiday pay to which a full-time employee is entitled. [(10/40 x 8 = 2 hours holiday pay)]

If scheduled to work on a holiday, the employee is also paid regular pay for the hours worked.

Sick Time

Employees performing work on, or in connection with, a covered contract, including employees exempt from overtime and minimum wage requirements, are eligible for paid sick leave in accordance with this policy.

1. Eligible employees will accumulate one hour of paid sick leave for every 30 hours worked on, or in connection with, a covered contract. When employees have

accumulated 56 hours of paid sick leave, they shall not accumulate additional sick leave during any calendar year, until some sick leave is taken.

2. The accumulation of paid sick leave will be based on a calendar year from January 1st through December 31st of each year, and eligible employees hired after January 1st of any year will accumulate paid sick leave by the same method.
3. “Hours worked”, that allow the accumulation of sick leave, do not include the hours when an employee is on paid time off, of any kind.
4. For employees exempt from overtime, paid sick leave will be accumulated based upon the assumption that the employee works 40 hours per week.
5. Paid sick leave accumulated will be calculated no less frequently than the end of each pay period.
6. Accumulated and unused paid sick leave will be carried over to the next calendar year. Nevertheless, employees, who have accumulated a full 56 hours of leave, will not begin to accumulate additional hours. As an example, if an employee, at the end of a year, had 30 hours of accumulated, but unused paid sick leave, he or she could only accrue 26 more hours in the following year, unless he or she used some of those hours. Then, he or she could accumulate up to 56 hours as described in 1, above.
7. Paid sick leave may be used for absences from work for any of the following reasons:
 - a. The employee’s own physical or mental illness, injury, or medical conditions;
 - b. The employee’s obtaining a diagnosis, care, or preventative care from a health care provider;
 - c. The employee’s caring for the employee’s child, parent, spouse, domestic partner, or anyone related to the employee by blood or affinity, whose close in association with the employee is the equivalent of a family relationship, for any of the conditions or reasons described in subparagraphs 7.a and b. above; or,
 - d. For absences due to conditions or circumstances, resulting from described in subparagraphs 7.a. and b., above or to obtain additional counseling, relocation, or assistance from victims’ service organization, or take related legal action, or to assist someone described in subparagraph c., above, who is engaging in any of these activities.
8. Eligible employees may request paid sick leave either orally or in writing in a manner that provides sufficient information to inform his or her supervisor the

employee is seeking to use paid sick; leave and the estimated duration of that leave. Employees must request the leave at least 7 calendar days in advance of the first day of leave, if the need for leave is foreseeable, but as soon as practicable if the need for leave is not foreseeable.

9. Any leave taken must be during the time an employee would be working on a covered contract.
10. If an employee has requested paid sick leave for 3 or more consecutive, full, workdays for medical reasons, he or she must provide a certification issued by a healthcare provider informing the need for leave. Employees will have a maximum of 30 days from the first day of leave to obtain that certification. Additionally, employees seeking leave to provide care or assistance for persons described in subparagraph 7.c., above, will be required to provide documentation establishing the requisite relationship with those persons.
11. Paid leave accumulated under this policy is not accrued, nor is it vested and determinable under Colorado law, and will not be paid out upon termination of employment for any reason. Nevertheless, if an employee is rehired within 12 months after his or her separation from employment with Goodwill, Goodwill will reinstate any accumulated, unused paid sick leave, up to 56 hours, remaining on the previous separation date.

Vacation Time

Goodwill wishes to stress wellness and encourages employees to take advantage of the vacation time they have earned. Use of vacation time is necessary because time away from work often improves physical and mental well-being.

Vacation time will generally be earned according to the following schedule, but each contract is governed by its own SCA Wage Determination, which may vary:

Eligibility Year	1-4 years	5-14 years	15-24 years	25+ years
Eligible Days	10	15	20	25

Vacation time is subject to the guidelines below:

- Employees are eligible to receive vacation with pay after their first 12 months of working on an applicable SCA contract.
- On the SCA employee's first anniversary, vacation is front-loaded for the employee to use during the second service year
- At the end of each additional service year (3 years and beyond), the employee receives pay for any unused vacation for their prior service year and vacation hours are calculated and again front loaded for the next service year.

- Vacation time may be used to cover time lost due to illness or injury (some contracts also provide sick time, check with your supervisor).
- Vacation time must be scheduled in advance and approved by your supervisor. The Company will try to accommodate each employee's request to take vacation time when desired. However, vacation requests are approved based on business requirements. (Advance notice is determined by each department.)
- Employees are not permitted to take unpaid time away from work, if they have benefit hours available.
- Unused, accrued vacation time will be paid out upon separation of employment.

Company Closure Policy

See the section on "Company Closure Policy" earlier in this handbook for details or see Policy 45-10.

APPENDIX C

Variable Hour/Temporary Employees

Time-Off Benefit Summary

Temporary employees and Variable Hour employees are eligible for accumulated sick leave as of January 1, 2021 per the HFWA. See page 26 for details on paid sick leave.

Employees classified as “Variable Hour” will be classified as part-time when initially hired. If, during an ACA measurement period, of one year, their variable hours average over 30 hours per week, they will be considered full-time from that point.

Employees classified as “Variable Hour” employees will not become eligible for paid vacation time unless during an Affordable Care Act measurement period they are determined to be a full-time employee. In that case, we will reclassify that employee from “variable hour employee” to be considered a regular, full-time employee and will offer the vacation benefits appropriate to their role, job family and seniority.

Company Closure Policy

See the section on “Company Closure Policy” earlier in this handbook for details or see Policy 45-10.

APPENDIX D

Workforce Development Enclave Employees

Time-Off Benefit Summary

Workforce Development Enclave / DVR DD Enclave Employees are eligible for accumulated sick leave as of January 1, 2021 per the HFWA. See page 26 for details on paid sick leave.

All employees under the DVR DD Enclave roles will accrue 10 days of vacation per year. Enclave hourly employees are eligible to receive vacation pay from the date of their six-month anniversary. At their six-month anniversary, Enclave employees will have accrual plans created that include a pro-rated amount of Vacation hours. The amount of pro-rated hours is based on actual hours worked since their date of hire. Unused, accrued vacation is paid out upon separation.

Company Closure Policy

See the section on “Company Closure Policy” earlier in this handbook for details or see Policy 45-10.

APPENDIX E

All Other Regular Full Time and Regular Part Time Employees

Time-Off Benefit Summary

Regular employees who do not fall into one of the classifications detailed in Appendices A, B, C or D will generally fall in the description of paid time-off benefits detailed here.

Holidays

There are eight (8) paid holidays for a regular status employee who is actively working (i.e., employees on a Leave of Absence are not actively working):

- | | |
|---------------------------|---------------------|
| 1. New Year's Day | 5. Independence Day |
| 2. Martin Luther King Day | 6. Labor Day |
| 3. President's Day | 7. Thanksgiving Day |
| 4. Memorial Day | 8. Christmas Day |

If an employee misses a scheduled workday immediately before or after a holiday, depending on the circumstances, he or she may not be eligible for the holiday pay.

Regular status employees are eligible for holiday pay usually based on scheduled work hours. The timekeeping system reviews the past seven (7) days and pays out for the holiday based on the average hours paid per day over that time period.

The supervisor is responsible for documenting the correct information on/in the time keeping system.

- If scheduled to work on a holiday, the employee is paid regular pay for the hours worked.
- The employee may ask their Manager if they can schedule a day off for the holiday and be paid holiday pay (overtime does not apply) for that time, within the same pay-period.
- Or, the employee may ask the Manager if they may forfeit the holiday time off and be paid up to eight hours holiday pay. Paid time off or pay in lieu of time off does not count toward the overtime calculation.

Floating Holidays

Floating Holidays allow employees to designate days off based on personal preference and are subject to the guidelines below:

- Regular employees are eligible to receive up to 2 floating holidays each calendar year.
 - Full-time employees receive 8 hours; Part-time employees receive 6 hours
- One floating holiday is made available on January 1st to those hired on or before January 1st and another is made available on July 1st to those hired on or before July 1st
- Advance approval from supervisors is required to observe Floating Holidays and the request process is similar to vacation time.
- Employees who start during the year will need to wait until the next date of availability (January 1st or July 1st) for their Floating Holiday to become available.
- Floating holidays must be used in the year that they become available, nothing is accrued, and nothing carries over to the following year.
- Floating holidays cannot be used to extend the final date of employment beyond the last day worked.
- Unused floating holidays are not paid out upon separation of employment.

Sick Time

See page 27 for details on paid sick leave.

Vacation Time

Goodwill wishes to stress wellness and encourages employees to take advantage of the vacation time they have earned. Use of vacation time is necessary because time away from work often improves physical and mental well-being.

Vacation accrual is generally based on job family and seniority. Vacation time will be earned according to the following schedule:

Job Families	Length of Service	Days Per Year (Based on 40 hours per week)	Hours Accrued Per Hour Worked	Maximum Accrual Balance
Tier 1	0-12 Months	5	0.0192	120
	12+ to 24 Months	7	0.0269	120
	24+ to 48 Months	10	0.0384	120
	48+ to 108 Months	15	0.0577	120
	108+ to 228 Months	17	0.0654	120
	228+ Months	20	0.0769	120
Tier 2	0-24 Months	7	0.0269	120
	24+ to 48 Months	12	0.0461	120
	48+ to 108 Months	15	0.0577	120

	108+ to 228 Months	17	0.0654	120
	228+ Months	20	0.0769	120
Tier 3	0-24 Months	10	0.0384	120
	24+ to 48 Months	15	0.0577	120
	48+ to 108 Months	17	0.0654	120
	108+ to 228 Months	20	0.0769	120
	228+ Months	23	0.0885	120
Tier 4	0-120 Months	20	0.0769	120
	120+ Months	25	0.0962	120

Vacation time is subject to the guidelines below:

- Regular employees are eligible to receive vacation with pay after 90 days of employment.
- During the first 90 days of regular employment the employee is accruing vacation, which will become earned time following 90 days of employment and may be used beginning the first full pay period following the 90 days. Thereafter, vacation time becomes earned as it is accrued.
- Vacation accrues each pay period. If your available vacation time is at 120 hours or greater, the system will “freeze” and will not add any additional time to your total available time. If you take time and your available vacation time goes back down below 120 hours, then for that pay period you will accrue time. Any accruals that are lost due to a “freeze” in accruals will not be retroactively added back in when the available balance goes back down below 120 hours.
- When there is no sick time available, vacation time may be used to cover sick time, with supervisory approval.
- Vacation time must be scheduled in advance and approved by your supervisor. The Company will try to accommodate each employee’s request to take vacation time when desired. However, vacation requests are approved based on business requirements. (Advance notice is determined by each department.)
- Exempt employees may take vacation time in minimum increments of 4 hours.
- The job family you are in determines your tier of accrual in the table below. The groupings of job families into Tiers is detailed in the “Benefits – Pay for Time Not Worked” section of the employee handbook and the Tier will be listed on the employee’s job description.
- Employees in Tiers 3 and 4 are expected to take at least one block of vacation each year that is at least 5 business days in continuous duration. The system will not enforce this rule, but it is an expectation of leadership.

Unused, accrued vacation time will be paid out upon separation of employment.

Company Closure Policy

See the section on “Closure Policy” earlier in this handbook for details or see Policy 45-10.

Appendix F

Paid Time Benefit - Variations Based on Your Job Family

One specific form of pay for time not worked is your vacation accrual plan. The amount of vacation accrual varies based on your job family. If you are not aware of your job family, please review your job description with your supervisor.

The job families have been grouped into Tiers according to the following table:

	Job Families		
Tier 1	<ul style="list-style-type: none"> • Admin Assistant I-II • Assembler • Helper 	<ul style="list-style-type: none"> • Janitor • Lead I • Maintenance I 	<ul style="list-style-type: none"> • Operator • Retail Associate I-II
Tier 2	<ul style="list-style-type: none"> • Admin Assistant III • CNA I • Dispatcher • Driver • Lead II-IV 	<ul style="list-style-type: none"> • Maintenance II-IV • Mechanic • Program Support Asst 1 (DSP) • Program Support Asst I-II 	<ul style="list-style-type: none"> • Retail Supervisor • Shift Supervisor • Skilled Care • Supervisor I
Tier 3	<ul style="list-style-type: none"> • Accountant • Admin Assistant IV • Analyst I-IV • Case Manager I-II • Coordinator E • Coordinator I-III • Child Care Lic. • District Manager 	<ul style="list-style-type: none"> • Engineer • GPS/ESS • Instructor • Liaison I-II • Manager I-III • LPN • Program Manager • Program Support Asst III 	<ul style="list-style-type: none"> • Purchaser • Registered Nurse • Retail Asst Manager • Retail Manager I-III • Specialist • Supervisor II-III • Scheduler • Systems Administrator
Tier 4	<ul style="list-style-type: none"> • Director I-II 		

APPENDIX G

Attendance Policy for Sales/Operations Employees

Punctual and regular attendance is an essential responsibility of each employee Goodwill of Colorado. Any tardiness or absence causes problems for fellow employees and supervisors. When an employee is absent, others must perform the work, which diminishes the smooth functioning of Goodwill.

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees are also expected to remain at work for their entire work schedule.

Any employee who is absent for two (2) consecutive workdays without notifying his or her supervisor, will be considered to have voluntarily resigned and your employment will be terminated. This may include calling in or reporting to work more than one (1) hour after the start of your scheduled shift. Any period of incapacitation will be taken into consideration.

To call off a scheduled shift, employees must call in and speak directly with a supervisor. Employees may not text, e-mail nor post on Facebook or Twitter to call off. If the employee is scheduled for an opening shift, they must call in as soon as a supervisor is on premises.

Employees must take earned paid time off (Vacation or Sick Time) for every absence unless otherwise designated, such as FMLA, Leave of Absence, Bereavement or Jury Duty.

Absence

An "Absence" is defined as the failure of an employee to report for work for one scheduled shift or several consecutive scheduled shifts. There are two types of absences as defined below:

- Excused Absence – There are two sets of circumstances for which an absence may be excused depending on whether the absence is planned or unplanned.
 - Planned Absences (Excused): For a planned absence to be excused, all of the following conditions must be met:
 - The employee must provide sufficient notice to his or her supervisor. "Sufficient notice" means:
 - If the employee will miss an entire scheduled shift the employee should give at least two weeks' notice (14 days).
 - If the employee will miss less than an entire shift, the

employee should give at least two days' notice.

- Exceptions may be available for immediate needs related to the Family and Medical Leave Act or for reasonable accommodation purposes under the American's with Disabilities Act.
 - The reason must be found credible and acceptable by his or her supervisor.
 - The absence must be approved by his or her supervisor.
 - The employee must have sufficient accrued time to cover such absence.
- Unplanned Absences (Excused): For an unplanned absence to be excused, all the following conditions must be met:
 - If it is necessary for an employee to be absent or late from work because of an illness, injury or bad weather, the employee must notify his or her supervisor no later than one (1) hour prior to their scheduled shift. If the employee is incapacitated (i.e. in the emergency room or unconscious) they should call as soon as they have the ability.
 - In the case of injury or illness, the employee must provide a note from a licensed medical provider stating that the employee was under the provider's care for an illness or injury at the time of the absence. For weather related absence the supervisor may apply their discretion.
 - The employee may only have three (3) unplanned absences in a rolling 6-month period.
 - A No-Call/No-Show occurs when an employee fails to report to work and does not notify his or her supervisor.
 - If an employee does not have sufficient accrued time to cover such an absence, the absence will be unpaid.
- Unexcused Absence – Any absence that is not excused based on the conditions above is considered unexcused. An injury or illness that lasts for consecutive days is considered an “occurrence” of unexcused absence. Unexcused absences will be subject to progressive four (4) strike accountability during a rolling six (6) months period as follows:
 - First Occurrence – Verbal Warning - Upon the first occurrence of an

unexcused absence, the supervisor should have a conversation with the employee to deliver a verbal warning. This includes instances for which an employee has taken sick time and has time available but did not need to consult a licensed medical provider.

- Second Occurrence – Written Warning - The second occurrence of an unexcused absence will result in a written warning.
- Third Occurrence – Final Warning - A third occurrence of an unexcused absence will result in a final written warning.
- Termination - Additional occurrences after the final written warning will result in termination.
- Any single (1) occurrence of a No-Call/No-Show will be grounds for skipping a step in the progressive 4-strike process related to unexcused absences. For instance, the first occurrence of a No-Call/No-Show could result in a final warning.

Tardy

- Five (5) minutes late is considered tardy
- After being late for one (1) hour, the employee will be considered absent and the rules above will apply
- Coaching is issued when three (3) tardies fall during the same period
- 4 strike accountability during a six (6) month rolling period
 - Verbal Warning
 - Written Warning
 - Final Warning
 - Termination

Holiday

- If the employee has an unexcused absence on the day before or after a holiday, then that employee will not be paid for the holiday.

Company Closure – due to weather

- If the employee is at work and chooses to leave due to weather, the employee may use available paid time off.
- If the employee calls off work due to weather, they may use available paid time off.
- If the employee is at work and the location is closed early, the employee will be paid for their scheduled shift.
- If the employee's shift is cancelled at least one hour prior to the scheduled start time, the employee may use available paid time off.

If the employee's shift is delayed, the employee may work past their normal scheduled shift to work a full shift, or they may use available paid time off for the difference.

ACKNOWLEDGEMENT OF RECEIPT

I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK DATED JANUARY 1, 2022. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

- **EMPLOYMENT WITH GOODWILL IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE COMPANY HAS THE SAME RIGHT.**
- **THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.**
- **THE HANDBOOK IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE COMPANY'S GUIDELINES.**
- **THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE COMPANY THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.**
- **NO REPRESENTATIVE OF GOODWILL, OTHER THAN THE PRESIDENT OF THE COMPANY, 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 MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.**

Employee Name

Date