

PUT US TO WORK FOR YOU



Goodwill Staffing
Put Us to Work For You

Employee Handbook

Goodwill Staffing (a Division of *Discover Goodwill of Southern & Western Colorado*)

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WELCOME TO GOODWILL STAFFING!

Congratulations! You are now part of a non-profit staffing firm that is a department of *Discover Goodwill of Southern & Western Colorado*. Goodwill Staffing is much more than a recruiting and placement company. We are committed to helping you fulfill your professional goals at every stage of your career. Along the way, we hope to present you with challenging and rewarding opportunities at top companies, help you earn a competitive income, and provide you with the latest skill-enhancement services and access to a full range of benefits.

This handbook explains the expectations of Goodwill Staffing for our employees and the businesses that we work with and briefly summarizes Goodwill Staffing personnel policies, procedures, rules and regulations. You are responsible for reading and understanding these materials. Please ask a Goodwill Staffing representative to clarify any area you do not understand or any questions you may have.

Our Mission for You

- To learn your needs and what is important to you in a career.
- To offer you temporary, temporary-to-hire and direct placement opportunities in a variety of industries that will meet your skills and experience.
- To match your skills and experience with the company that can best help you to be successful.
- To assist you in finding a meaningful career.

Goodwill Staffing Contact Information

This information should be utilized for any questions or concerns that you have while on assignment with Goodwill Staffing. If a staff member of Goodwill Staffing is not available immediately, your call will be returned as soon as possible. If you are on assignment and have an emergency situation, your supervisor will have an emergency contact number for Goodwill Staffing. Please remember that you are an employee of Goodwill Staffing, although you also have an obligation to the client, as an employee of Goodwill Staffing, all communications regarding your employment should be through Goodwill Staffing and not directly with our clients.

Goodwill Staffing Office

Address:	1460 Garden of the Gods Road, Colorado Springs, CO 80907
Phone:	(719) 884-7931
Fax:	(719) 442-2058
Office Hours:	8:00am - 5:00pm Monday – Friday
Website:	www.goodwillstaffing.com

Preparing for Your Assignment

When you accept an assignment with Goodwill Staffing, you are making a commitment that you will work for the duration of the assignment. To prepare you for starting a new assignment, please make sure you have:

- The client company's name
- The location, hours and anticipated length of assignment
- The specific tasks you will be doing
- The hourly rate or salary, as applicable
- The name of the person to whom you report
- Any other details that will help you on your assignment

If you do not have this information, please contact your Goodwill Staffing representative. You may request that this information be provided by email. If you are going to be late for your assignment or have any emergency or illness that prevents you from going to work, you must contact your Goodwill Staffing representative prior to the start of the assignment. Goodwill Staffing will call the client and explain the situation.

STAFFING/EMPLOYMENT POLICIES

Equal Employment Opportunity

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

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

Management is primarily responsible for seeing that equal-employment-opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that, by their personal actions, the policies are effective and apply uniformly to everyone. Any employees, including supervisors, determined by Goodwill Staffing to be involved in discriminatory practices are subject to disciplinary action and may be terminated. If you perceive any discriminatory actions or practices, please report them in accordance with the Open Door Policy in this Handbook.

Open Door Policy

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with Goodwill Staffing. First, talk to your Staffing Representative. Your Staffing Representative is most familiar with you and your job and is, therefore, in the best position to assist you. Should you not be comfortable talking with your Staffing Representative about your concerns, please call the EthicsPoint hotline at 888-291-7589 or www.ethicspoint.com.

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

Orientation

As part of the on-boarding process as a new employee, you were asked to review the Employee Handbook, personnel policies and safety issues. A New Hire Orientation that is specific to your assigned job will take place at the time of the job assignment and/or at the work site.

Ongoing: Goodwill Staffing is committed to giving you as many resources as necessary to allow you to be successful at whatever client you work with by communicating, training and development. We will continue to update you on changes and additions to this handbook and company policies and procedures as needed.

Employee Status

Goodwill Staffing is an employment agency that contracts with local businesses in various industries to meet temporary, temp-to-hire and full-time staffing needs. By completing an application with Goodwill Staffing, there is no guarantee of placement of employment. A review of applicant information will be completed and assessed to determine eligibility based on skills of the applicant and expectations of the Goodwill Staffing client. If placed on a temporary position or a temporary-to-hire position, employment for that position is for no definite period and the employee is free to resign at any time. In addition, Goodwill Staffing reserves the right to terminate employment at any time, with or without prior notice.

If an employee is placed on assignment with a client of Goodwill Staffing, the Goodwill Staffing employee is obligated to the policy and procedures established by Goodwill Staffing which may include not becoming an employee of the client until released by the contract of Goodwill Staffing (temp-to-hire timeframe is complete or the contracted hours have passed since the employee was placed at the client). If the Goodwill Staffing employee rejects this policy, the employee will be ineligible for future employment through Goodwill Staffing and the client will be invoiced for the remaining hours of the contract.

Family and Medical Leave Act (FMLA)

Family and Medical Leave

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

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

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

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

Family leave will be granted (to the mother or father) for the birth of a son or daughter and to care for a newborn child, or for placement with the employee of a son or daughter for adoption or foster care, or to care for the employee’s spouse, son, daughter, or parent with a serious health condition.

Medical leave will be granted if an employee’s own serious illness makes the employee unable to perform the functions of the employee’s job. Whenever possible, and subject to your healthcare provider’s approval, absences for planned medical treatment should be scheduled so as not to unduly disrupt company operations. In appropriate circumstances, we may require you to be examined by a Company-designated physician, at Goodwill expense.

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

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

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

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

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

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

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

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

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

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

Should you require an extended leave beyond the period of time described in this policy, we may be able to return you to a suitable position, but cannot guarantee that one will be available. Nevertheless, you may be eligible for continuing disability pay benefits during this period in accordance with applicable insurance coverage.

Military Caregiver Leave

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

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

Qualifying (Military) Exigency Leave

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

WAGES & COMPENSATION

Mandatory Deductions

Certain deductions from your paycheck are made as required by law: Federal Income Tax Withholding, State Income Tax Withholding, Federal Social Security Tax (FICA), Garnishments. If you have any questions concerning payroll or your paycheck, please contact a Goodwill Staffing representative.

Pay Period

Goodwill Staffing's pay period will begin on Sunday and end on Saturday. Your total hours worked the previous week will be entered on Mondays, and payday will be the following Friday.

For example: If you start an assignment on Saturday - you are starting at the end of the pay period. You will submit the hours you worked on the following Monday. You will get paid for Saturday on the next Friday. If you start an assignment on Sunday, you are starting on the first day of a pay period. Any hours you work from Sunday thru Saturday will be processed on the following Monday and paid on Friday. If you have questions, please contact a Goodwill Staffing representative.

Payment Methods

With your new hire paper work you will receive a timesheet that you are responsible for tracking and completing each week. A timesheet is not considered complete until you have received your immediate supervisor's signature and you have signed in the designated approval area. In addition, you are responsible for dropping off or faxing your completed timesheet to Goodwill Staffing offices by 9:00 a.m. each Monday in order to receive pay on Friday unless other timekeeping arrangements have been made with the client. We offer three preferred payment methods:

- **Direct Deposit:** This is the preferred method of payment. Funds, normally, will be available to the checking or savings account of your choice by Friday, 12:01 a.m. It may take 2-4 pay periods for Direct Deposit to go into effect. Once set up, your direct deposit stub will be mailed to the address on file. A live check will be issued until direct deposit processing is complete.
- **Pay Card:** Funds will be added to your card each week. A live check will be issued until pay card processing is complete. The Pay card will arrive for pick-up at the Goodwill Staffing office. You will be notified when the card is ready for pick-up.
- **Pay Check:** Checks for are mailed unless alternative arrangements are made. Arrangements to pick up your paycheck at in the Goodwill Staffing branch office will need to be made no later than Wednesday by 12:00am, prior to that week's payday.

Schedules, Lunches and Breaks

Your lunch and break schedules will be assigned by the company where you are working, but will always be dependent upon business requirements. Please remember that your peers rely upon your prompt arrival to work and return from breaks and meals-just as you depend on their promptness; it is important to be punctual at all times.

Overtime

Employees will be paid time and one-half of the regular hourly rate for any work in excess of forty (40) hours per work week (Sunday - Saturday). Overtime is computed on hours actually worked which excludes hours paid for holidays, sick and/or vacation, as they apply. Overtime must be approved in advance by the client's supervisor.

BENEFITS

The Affordable Care Act (ACA)

Beginning in 2015, The Affordable Care Act (referred to as ACA or Obamacare) mandates that employers offer Medical Insurance coverage to individuals that work an average of 130 hours per month during a one-year period (or company measurement period). Because we value you and your contributions toward making Goodwill Staffing a success, we have taken the Affordable Care Act benefit a step further and will also offer Dental and Vision to those same individuals that meet the 130 hours per month criteria. Each December, we will notify those individuals who meet the annual eligibility requirements and offer the aforementioned insurance plans. In addition, Goodwill Staffing will recognize and adhere to all Local and Federal Government benefits as they relate to employment with Goodwill Staffing. Any questions regarding benefit details should be directed to a Goodwill Staffing Representative.

Jury Duty

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

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

Retirement Plans

401(a) Employer-Contributed Retirement Plan

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

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

You become 100 percent vested in your accrued benefits after three years and have a non-forfeitable right to receive those pension benefits when you reach retirement age, even if you leave Goodwill before you retire. Should you leave Goodwill and then return, you may be immediately eligible for participation in the Retirement Plan. Please refer to the plan document for details.

403(b) Tax-Deferred Annuity Plan

For employees on the DGW Benefits plans, a tax-sheltered annuity plan is also offered to all employees, allowing you to choose to contribute an IRS-allowed portion of your annual wage on a tax-deferred basis through payroll deduction.

The amount contributed and the interest earnings on that amount accumulate on a tax-deferred basis until the money is withdrawn after retirement or separation of employment from Goodwill, and/or rolled over to your own individual retirement account (IRA).

Vacation Pay for Goodwill Staffing Employees

- Employees are eligible to receive Vacation Pay after working 1,000 and completing 12 months of service
- Vacation Pay will accrue from date of hire
- The Vacation Pay accrual is 0.01923 hours of vacation per each hour worked up to a maximum of 40 hours. Vacation time will not accrue for overtime hours or "E-Severance" hours.
- All accrued but unused vacation will be paid-out after seniority date in the form of a check following the completion of eligibility criteria.
- Vacation Pay cannot be carried over from year to year.
- Vacation hours will not be available to use as time off from an assignment.

Workers' Compensation

Any and all on-the-job injuries and illnesses must be reported immediately to the client's worksite supervisor and a Goodwill Staffing representative. You will be given further instructions at that time. If you are injured or become ill as a result of your work, you may be eligible to receive insurance benefits as provided under applicable State workers' compensation laws. Goodwill Staffing pays all costs for providing this insurance protection. It is important that you immediately report any accident or injury that occurs on the job to the client supervisor and a Goodwill Staffing representative. Goodwill Staffing works with local agencies in regard to processes associated with work place injuries. If you fail to notify the clients supervisor and/or a Goodwill Staffing representative immediately, there may be a delay in processing your information and benefits, and possible termination of employment.

STANDARDS OF CONDUCT

Attendance

Attendance is a crucial key to your success with Goodwill Staffing. It is mandatory that you are present and on time every day you are scheduled to work. Remember, you are part of a team, and your tardiness or absence affects your team and the morale of your teammates at the company you are on assignment with.

Employee Conduct

Goodwill Staffing is committed to a Standard of Excellence. Our clients and employees have come to expect the highest standard of ethics, honesty and professional behavior. In an effort to live up to our client's and employee's expectations, this list is not all inclusive and management reserves the right to terminate at will. While on assignment:

- ✓ Arrive on time each day of your assignment.
- ✓ Follow Goodwill Staffing's dress and grooming policy. Your Goodwill Staffing Representative will tell you what to expect, but when in doubt always dress more conservatively.
- ✓ Follow and comply with the rules, policies, procedures, and working conditions established by Goodwill Staffing's clients for their premises.
- ✓ Promptly bring any and all complaints or disputes about your assignment or working conditions to your Goodwill Staffing Representative.
- ✓ Promptly bring any and all questions or disputes about your pay to Goodwill Staffing.

While on Assignments

- Behave in a professional manner. This means that your personal conduct, including conversations in the workplace, must not violate Goodwill Staffing policies including, but not limited to, Goodwill Staffing's Anti-harassment policy contained in this handbook. You must also refrain from threatening action, conduct or language.

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- During working hours, avoid making personal calls, using personal cell phones/electronic equipment to send emails, or using other personal electronic communications, except in case of an emergency.
- If you have any questions regarding your current assignment's work hours, overtime, meal and/or rest periods, please contact your Goodwill Staffing Representative.
- Your employment with Goodwill Staffing requires you to comply with our policies and procedures and those of Goodwill Staffing's clients for which you are working. Failure to comply with these policies and procedures may result in termination.
- Your employment with Goodwill Staffing is at-will and may be terminated at any time.
- Follow the time submittal procedures described in the handbook or provided to you by your Goodwill Staffing Representative to ensure we have the information required to pay you.
- Obtain advance approval from the client's supervisor to perform work during overtime hours. Anytime you work overtime, you are required to report those hours when you submit your hours worked.
- Do not be afraid to ask questions on the job about the tasks you are performing. If you are unsure of something, check with the client/worksites supervisor.
- Do not approach the client about full-time employment. If you have an interest in a position; let your Goodwill Staffing Representative know.

Grounds for Termination

- Use of profanity anywhere on client property.
- Theft or dishonest or misappropriation of company or client funds or property.
- Leaving the job or premises without prior approval from a GSS representative or a client supervisor.
- Insubordination or disrespect of company or client work rules, employees, and/or property.
- Restriction, delay or error in processing company or client work.
 - This includes withholding of work in progress, refusal to do regularly assigned tasks, deliberate interference with another employee's work.
- Intentionally negligently performing duties or willfully hindering or limiting production.
- False statements made on employment applications, background checks, education or previous employment, time records or any formal or informal document of GSS or client of GSW.
- Assault, attacks or threats of bodily harm against others while on any part of company or client premises.
- Use of drugs and/or possession or drugs or alcoholic beverages on company or client premises or during company paid time while away from the premises. Inebriation on company or client premises.
- Disclosing confidential and proprietary information to unauthorized third parties.
- Possession of weapons and/or firearms on company or client property.
- Excessive tardiness or irregular attendance at work.
- Failing to report absences (No Call/No Show).
- Harassing or abusing others.
- Misusing trade secrets, customer lists and other confidential or proprietary information.
- Correcting, or making changes to any of Goodwill Staffing systems for another employee.
- Being rude, argumentative or disrespectful to a customer, fellow employee or supervisor.
- Refusal to work mandatory overtime.
- Destruction, damage or defacement of company or client property or the property of others.
- Sending personal e-mails (access to e-mail is to be used for business purposes only) or socialization and or/personal phone calls for purpose not directly related to training or employment during work hours.
- Walking off the job is considered voluntary resignation.
- Failing to adhere to the required weekly check-in for future work assignments is considered a voluntary resignation

If an employee is terminated, all following paychecks owed will be mailed to the address the employee listed on file. Paychecks will not be available for pick-up.

Disciplinary Action

Hours of work will be determined by the client. Any and all absences or tardiness, which is defined as arriving late to work or back from schedule breaks, or violations of schedule adherence (deviating from your assigned schedule) may result in and may lead to removal from your assignment with Goodwill Staffing which may bar you from future placement with Goodwill Staffing. We want you to be successful, so it is very important that you are prepared to be a reliable, professional and a committed member of our staff.

We understand that most emergencies and illnesses are unforeseen. If you must miss scheduled work for any reason, and are unable to give advanced notice, you must contact a Goodwill Staffing representative and if directed, the client's supervisor. Please make every attempt to notify Goodwill Staffing as soon as possible so that we have time to notify

our client and arrangements can be made to cover your area. Failure to call will be considered a No-Call/No-Show and may result in immediate termination from Goodwill Staffing.

WORKPLACE SAFETY

Safety

Health and safety conditions and practices on the assignments are recognized as mutual obligation and responsibility of the Company and its employees. Should you observe an unsafe condition, please inform the client supervisor and Goodwill Staffing immediately. General safety rules to follow include but are not limited to:

- ✓ Obey visual and audio warning systems immediately
- ✓ Keep work areas clear of obstructions at all times
- ✓ Keep aisles, stairs and exits clear
- ✓ Obey posted instruction signs on machines and elsewhere
- ✓ Observe wet floor signs. Do not walk on wet areas
- ✓ Do not remove guards or safety equipment from machines and equipment
- ✓ Running, jumping and horseplay are prohibited
- ✓ Safety glasses and gloves must be worn when necessary
- ✓ No food or drink is allowed in work areas
- ✓ If an employee has documented lifting limitations, he/she should never lift more than their limit. Proper lifting methods should be utilized at all times
- ✓ Drug and Alcohol use is prohibited

Maintaining a good safety record is an important goal of Goodwill Staffing. You can help by spotting and reporting potential hazards. If you are involved in a work related accident or sustain an injury of any degree, you must report it immediately to your site supervisor and a Goodwill Staffing representative. You will be required to complete an Accident Report. If the injury is minor, first aid may be administered and based on the injury you may be allowed to return to work. If the injury requires more than routine first aid, the client's supervisor will refer you to Goodwill Staffing. In the event you require further medical attention, Goodwill Staffing will refer you accordingly and a post-accident urine drug screen may be completed.

It is imperative that you contact a member of Goodwill Staffing prior to accepting any changes in job duty or assignment. Goodwill Staffing will contact a client representative to determine the job duties and the employee's safety needs before making any adjustments to your assignment. Goodwill Staffing must make the final decision on changing any or all of your assigned duties.

Harassment

Goodwill Staffing strives to provide a work environment that is free from discrimination and harassment where all employees are able to devote their full attention and best efforts to the job. Any form of harassment of or by any employee will not be tolerated. Harassment includes, but is not limited to, offensive language, jokes or other verbal, written, graphic or physical conduct relating to an employee's race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, protected veteran or other legally protected status. Similarly, conduct which creates an intimidating, hostile or offensive work environment or interferes with the person's job performance and/or employment opportunities will be considered harassment. Any employee who feels he/she is being harassed or who has witnessed harassment of other employees at work, should bring the matter to the attention of a Goodwill Staffing representative. Complaints of harassment will be thoroughly and promptly investigated and treated as confidential to the extent possible. No employee will be subjected to retaliation of any kind because he/she has reported what he/she believes to be an incident of harassment. If an investigation confirms that harassment has occurred, Goodwill Staffing will take appropriate action.

Investigative and Complaint Procedures

Any employee who believes that he/she is being harassed should immediately report any incidents to his or her client supervisor at the Goodwill Staffing office. In the event that an employee believes that his/her immediate supervisor is involved in the harassment, or that a previously reported complaint has not been satisfactorily resolved, the employee may contact the Manager of Goodwill Staffing.

Protection Against Retaliation

The filing of a harassment complaint with the Goodwill Staffing and/or the participation in a harassment investigation conducted by Goodwill Staffing will not have a negative impact on an employee's employment status, nor will

participation in a sexual harassment investigation conducted by an outside agency such as the Equal Employment Opportunity Commission.

Smoking Policy

Smoking is only permitted in the designated areas as established by the client/work site supervisor.

Firearms

Under no circumstances may any employee be in possession of a firearm on Goodwill Staffing or a client's property. The police will be contacted immediately should individuals refuse to comply with our weapons policy. Employees who violate this policy will be subject to immediate removal from the property and termination of employment. Your personal safety is of great importance to us; please notify a representative if you see anything suspicious or concerning.

Misuse of Company Assets

All of the equipment, i.e., computers, telephones, etc. is to be used for "management approved" business purposes only. The misuse or purposefully altering or deleting of any client or company software is considered a serious offense and will result in disciplinary action, up to and including termination of employment.

Workplace Expectations

Goodwill Staffing expects employees to be professional and to perform job duties to the highest standard at all times. When Goodwill Staffing determines that an employee's job performance, conduct or behavior does not meet the expectation of the Company the employee will be subject to termination.

Goodwill Staffing does not intend this guideline to create an expectation that an employee will be assured of various forms of disciplinary action, as noted above, prior to termination. Nor does this guideline intend to create a contract or to alter an employee's status as an "employee at will," whose employment may be terminated at any time without prior notice or warning by Goodwill Staffing.

Examples of unacceptable performance, conduct, or behavior which will be subject to termination are included below. Goodwill Staffing reserves the right to discipline employees for reasons not specified below and for reasons different in nature or seriousness from those shown below:

- Absence, lateness or chronic absenteeism
- Insubordination
- Failure to follow procedures or instructions
- Smoking, drinking or eating in prohibited areas
- Inadequate or poor work performance
- Conducting personal business during work hours
- Unauthorized release or breach of confidential information
- Failure to maintain satisfactory and harmonious work relationships with trainees, public or coworkers
- Carelessness or neglect resulting in damage to property belonging to Goodwill Staffing or the property of the client employee is assigned
- Violation of safety regulations and guidelines
- Violating any human rights
- Carelessness resulting in injury to self or coworkers
- Unprofessional conduct, rude or offensive behavior
- Theft
- Unauthorized removal of property without proof of purchase
- Failure to cooperate in an investigation
- Violation of Goodwill Staffing guidelines, policies or work site employer policies or procedures

Appearance and Attitude

Goodwill Staffing takes pride in the relationships that we have built in the community and in the employees we have chosen to represent us. Proper dress and courteous behavior help assure our business partners that we are committed to professionalism and promote harmonious working environment. Appearance should be neat, professional, clean and in good taste. You may be required to wear specified clothing which will be reviewed prior to placement on an assignment. The wearing of short shorts, open toed shoes, tank tops and certain "uniforms" or parts thereof are strictly prohibited.

PERSONNEL ADMINISTRATION

Personal Information Changes

It is very important that Goodwill Staffing has accurate information to reach you regarding matters of your employment. Be sure to notify Goodwill Staffing if you change your name, address, and phone number or wish to change your emergency contact information or your tax information. These changes will be made immediately upon receipt.

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 plans
- Driving record or status of driver's license, if you operate any vehicles
- 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

Personal Property

Goodwill Staffing is not responsible for lost, stolen or damaged personal items brought to work. Such a loss would have to be covered by your own personal property insurance, and will not be covered by Goodwill Staffing property insurance.

End of Assignment Requirements

It is required on a weekly basis (upon conclusion of each assignment) that you must contact your Goodwill Staffing Representative by telephone (between the hours of 8am and 5pm). Your representative's contact information is provided during the new hire orientation. If your representative is not available, please leave a message on voicemail indicating that your assignment has ended and your contact information.

- Failure to contact Goodwill Staffing by phone within two business days of completion of assignment may jeopardize eligibility for future assignments.
- If a suitable assignment is available with Goodwill Staffing upon conclusion of your assignment and you refuse an offer of suitable work, then it is considered a voluntary resignation. Failure to contact or accept a new position, is considered a voluntary resignation.
- It is required that you contact your Goodwill Staffing Representative weekly to indicate your availability for work.

Employees should not contact Goodwill Staffing's clients directly, unless expressly directed to do so by a Goodwill Staffing Representative. Upon conclusion of your assignment, your Goodwill Staffing Representative will arrange for the return of any personal items that may remain at the client site and for the return of any client issued IDs, badges, etc. Employees are prohibited from contacting Goodwill Staffing's clients regarding the reasons for the assignment's completion.

Discover Goodwill of Southern and Western Colorado has Resources and Services available to provide career counseling, training, and development. Please contact a Staffing Representative to determine how we may be able to assist you in other areas of your career development. All services offered at no cost to you.

Thank you for choosing Goodwill Staffing! We know just how hard you work and how much time you spend in the workplace. That's why we want to make sure you have the right position at the right company. It's no wonder top candidates keep coming back to Goodwill Staffing for help in finding a job or managing their career. Best of luck in your new assignment!

IMPORTANT PAYROLL INFORMATION

- Employee timecards should be submitted every Monday by 9:00am via in person (Dropbox), fax (719) 442-2058 or by email to: gss@discovermygoodwill.org
- It is the employee's responsibility to insure that Goodwill Staffing received his or her approved timecard.
- Goodwill Staffing pay period will begin on Sunday and end on Saturday. All time is calculated on the quarter hour (i.e. 8:10 will be rounded to 8.25) unless client requests alternate calculation.
- Timesheets are not considered complete until it is approved by your worksite supervisor.
- Goodwill Staffing currently offers two (2) preferred pay methods: Direct Deposit and Pay Cards, we have a continued effort to remain paperless and avoid issuing live checks. Direct Deposit and Pay Cards are the recommended payment methods.
- Live Checks are mailed on Monday unless alternative arrangements are made.
- Arrangements to pick up your paycheck at Goodwill Staffing branch office (1460 Garden of the Gods) will need to be made no later than Wednesday by 12:00am, prior to that week's payday.
- If you've made arrangements to pick up your check, the check will be available for pick up between the hours of 8:30am and 4:30pm on Friday at the Goodwill Staffing branch office. If your check is not picked up, it will be mailed on Monday.
- If your check has been mailed and you do not receive the check, there is a three-day processing period before a replacement check can be issued.

If you have questions regarding your check or deposit, please contact our Staffing Specialist:

GOODWILL STAFFING CONTACT INFORMATION

Goodwill Staffing

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