

CODE OF ETHICS STANDARDS

Following are the Code of Ethics Standards for Goodwill. This list is not all inclusive, but rather is meant to set forth examples of ethical standards to which all Goodwill employees are required to adhere. All Goodwill employees are required to:

- Comply with all Agency/department rules including safety, security, and the usage of Goodwill property.
- Treat people we serve, customers, visitors, volunteers, and fellow employees in a courteous, equitable, respectful manner.
- Not engage in conduct involving dishonesty, fraud, deceit, or misrepresentation in the performance of their duties, including concealing defective work, copying company documents for personal use, falsifying any information on Goodwill paperwork, and unauthorized removal of Goodwill property.
- Not exploit relationships between employees, customers, persons served, or any individual receiving services for personal gain or private advantage. This includes borrowing from or lending money to participants or trainees or any staff.
- Not sexually harass or create a hostile environment for people we serve, customers, visitors, volunteers, or fellow employees.
- Perform all duties assigned effectively and in accordance with established quality standards.
- Conduct themselves at all times as good citizens and responsible members of the Goodwill team.
- Maintain high ethical standards with fellow employees and persons served.
- Report all issues of fraud, waste, and/or abuse to the Director of Corporate Compliance.

Note: These Code of Ethics standards also apply to online and social media presence.

Code of Ethics

We affirm our commitment to the following Code of Ethics based on the values of GNG. As board members, Emeritus Council members, employees, or volunteers, we pledge to follow both the letter and the spirit of the following code. The commitments expressed here, likewise, apply to online activities and social media.

Business Practices:

- A. We agree to engage in and promote honest and ethical conduct.
- B. We will avoid the appearance or actual conflicts of interest.
- C. We will comply with applicable laws, rules, and regulations of federal, state, and local governments.
- D. We will responsibly use and control all Goodwill assets, resources, and information.

- E. We will encourage the prompt reporting of any violations of this Code of Ethics & Accountability or other governing documents to our Audit Committee, or other so designated entity.
- F. We will use restricted funds for their requested specific purpose. We will be able to account for their activity and show how the funds were used.
- G. We commit to diversity within our workforce to effectively meet the needs of the people we serve.
- H. We commit to providing a safe, drug-free and healthy working environment.
- I. Through on-going professional development and continuing education, we will strive to remain current with our skills and abilities relevant to the services we offer.

Marketing and Communications Activities:

- A. We will practice honest, transparent and timely communication to facilitate the free flow of essential information in furtherance of the public interest.
- B. We will ensure that all services and products are promoted in a manner that promotes respect for our employees and the people receiving services, as well as sensitivity to cultural values and beliefs.
- C. We will protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.
- D. We will protect the privacy of our employees and disclose information about them as permitted or required by law and/or only with their expressed, written authorization.
- E. We will protect the privacy of people served and disclose information about them as permitted or required by law and/or only with their expressed, written authorization.
- F. We will publish accurate information and promptly correct any errors.

Professional Responsibilities:

- A. We commit to continually improving our relationship with the public, our employees and the people we serve.
- B. We will respect the tools and resources provided to meet the needs of the organization and those we serve.
- C. We will not discriminate against employees, applicants for employment or services and will prohibit discrimination and harassment of any type based on race, color, creed, religion, age, sex, domestic relationship status, parental status, familial status, sexual orientation, national origin, gender identity, age, disability, veteran status, or political affiliation.
- D. We will treat one another, persons served, customers and donors with dignity and respect.

Service Delivery:

- A. We will maintain the confidentiality of information regarding persons served and will not discuss confidential company, employee or other information regarding persons served unless related to job responsibilities.
- B. We will strive to provide quality services at all times.

- C. We will set professional boundaries between employees and participants while honoring a friendly and respectful provider/customer relationship.
- D. We will discourage personal fund raising in the workplace other than campaigns to support the needs of employees or participants who have been adversely impacted by disasters.
- E. We prohibit the exchange of gifts, money and gratuities between employees and participants and discourage the same among participants.
- F. We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services, as needed.
- G. We limit and vest authority of witnessing participant documents to those designated by the Chief Executive Officer of the organization.

Procedures to Deal with Suspected Violations of the Code:

Members of the public may report any suspected violations of the Code to Corporate Compliance at compliance@ging.org. Violations will be investigated by Corporate Compliance. Goodwill's average timeframe for investigations strives to meet the industry average or less. Investigations may take approximately 30 days to complete. At times, there may individual cases that may require more time than the average for investigation, depending on their complexity. Matters involving threats of violence will be prioritized as needing immediate attention to the assigned investigator.