



GOODWILL
CENTRAL ★ TEXAS

Goodwill Central Texas

TEAM MEMBER HANDBOOK

Goodwill Central Texas

Blue Solutions

Permanent Team Members of GSG Talent Solutions

Revised 10.25.2024



Dear New Team Member,

Welcome to our vibrant and mission-driven family at Goodwill Central Texas (GCT). As the CEO, it fills me with immense pride and joy to see compassionate individuals like you joining us in our mission of “transforming lives through the power of education and work.” Since 1958, our journey in the greater Austin area has been one of hope, change, and empowerment, and you are now an integral part of this legacy.

Your role here is more than a position; it is a commitment to our core values: Be Caring, Be Innovative, and Be Accountable.

These are not just words but the lifeblood of our work. They drive us to make a meaningful difference in the lives of thousands in our community every year. Whether you are guiding a client on their path to success, imparting a valuable skill, or processing donations, your contribution is key to our mission.

I believe wholeheartedly in the power of community and the magic of collective effort. Here at Goodwill, you are joining a movement that stretches beyond our local borders, encompassing more than 150 organizations across the United States and Canada, all dedicated to strengthening our communities. We are a sanctuary of hope, offering second chances to those facing adversity, including people with criminal backgrounds, those experiencing homelessness, disadvantaged youth, individuals with disabilities, and anyone with barriers to education or employment.

Diversity, equity, and inclusion are not just principles we uphold; they are the essence of who we are. Our culture is one where every Team Member is deeply valued and respected. As a leader, I am committed to ensuring that this culture of inclusivity and respect permeates every level of our organization.

Your journey with us at Goodwill is more than a career; it is a pathway to personal and professional transformation. I am passionate about the growth and well-being of each Team Member. We offer you not only a job, but an opportunity to learn, grow, and inspire every day. Our educational opportunities, development courses, and comprehensive benefits are designed to support your journey in every possible way.

Joining the Goodwill Central Texas family means being part of something greater than yourself. Your presence here enriches us, and I am genuinely excited to see the incredible impact you will make in our community.

With heartfelt gratitude and warmest regards,

Rob Neville

President and CEO
Goodwill Central Texas

Congratulations!

on your new position, and welcome
to the Goodwill Central Texas Family!

Get Connected

There are many ways to get the most up-to-date information about Goodwill.

COMPANY EMAIL

You can access your Goodwill email account using Outlook on a company-issued computer, in a browser at outlook.office.com on any computer, or using the Outlook app on a smartphone.

COMPANY TEXT

Opt-in for organization updates by text. It's easy! Text GCT to 512.862.9733 on your mobile device to receive Goodwill updates and breaking news!

TEAM MEMBER PORTAL

The Goodwill Central Texas Team Member Portal provides you with one-stop access to our most used software and platforms, including ADP and Outlook Web. The Team Member portal is located at: portal.goodwillcentraltexas.org.

ADP TEAM MEMBER RESOURCE

ADP is where many of you complete your timesheets, view and download your pay statements, and manage paid time off, personal days, or sick days. You can also update your emergency contacts, your mailing address, complete your benefits open enrollment, and so much more!

You can access ADP through the Goodwill Central Texas Team Member Portal or with the ADP phone app.

WEATHER HOTLINE

The number for our Severe Weather Hotline is 512.637.7575. Be sure to keep this hotline number handy. This is where we will leave update messages in the event of inclement weather.

AT-WILL EMPLOYMENT

Employment at Goodwill Central Texas (also referred to herein as “Goodwill”) is at-will. This means your employment is for an indefinite period of time and it is subject to termination by you or Goodwill, with or without cause, with or without notice, and at any time. Likewise, Goodwill has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without cause, notice, or reason, at the discretion of Goodwill. Nothing in this policy or any other policy of Goodwill shall be interpreted to be in conflict with or to eliminate or modify in any way, the at-will employment status of Team Members.

Nothing in this Team Member Handbook creates an employment agreement, either express or implied. No representative of Goodwill is authorized to enter into any contract or special arrangement concerning the terms or conditions of employment except in a written agreement signed by the CEO.

Nothing in this Handbook is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act.

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Please note that the policies, procedures, and standards of conduct outlined in this Handbook are subject to change at the sole discretion of Goodwill Central Texas. We will endeavor to notify Team Members of such changes as they occur, but it is the responsibility of each Team Member to stay informed of current policies and procedures. This Handbook supersedes any previous versions. Please refer questions about the handbook to your manager or the People and Culture Department.

Note: This Handbook applies to all Employees (also referred to as Team Members throughout this handbook) of Goodwill Central Texas, Blue Solutions, Commercial Services, and to the regular, full, and part-time Team Members of GSG Talent Solutions (Goodwill Temporary Services and Goodwill Staffing Group). This Handbook does not apply to temporary Team Members of GSG Talent Solutions, Team Members of The Goodwill Excel Center, or Team Members of other Goodwill entities throughout the country.

EQUAL EMPLOYMENT OPPORTUNITY, NON-DISCRIMINATION, AND NONRETALIATION

We respect diversity and are an equal opportunity employer that does not discriminate on the basis of race, color, religion, national origin, ancestry, citizenship status, age, physical or mental disability, sex, pregnancy, gender identity, sexual orientation, veteran status, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Our management team is dedicated to ensuring the fulfillment of this policy with respect to recruitment, hiring, placement, promotion, transfer, training, termination, leave of absence, compensation, benefits, Team Member activities, access to facilities and programs, and general treatment during employment.

Team Members with questions or concerns about equal employment opportunities in the workplace, or those who believe they have experienced or witnessed discrimination, harassment, or retaliation, are encouraged to bring these issues to the attention of their manager, any next-level manager, or their Human Resources Business Partner. We will not allow any form of retaliation against Team Members who, in good faith, report perceived discrimination or harassment, cooperate in the investigation of such reports, or engage in any other protected activity as defined by state and federal law. To ensure our workplace is free of artificial barriers, violation of this policy may result in disciplinary action, up to and including discharge. If a Team Member feels that they have been subjected to any such retaliation, they should bring it to the attention of their Human Resources Business Partner.

COMMITMENT TO DIVERSITY, EQUITY, INCLUSION AND BELONGING

Goodwill Central Texas is committed to fostering, cultivating, and preserving a culture of diversity and inclusion in which all Team Members are valued for their skills, experience, and unique perspectives. This commitment is embodied in our company policies and in the way we do business. Working together as a diverse, equitable, and inclusive organization is essential to our success.

We embrace and encourage our Team Members’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, veteran status, and other characteristics that make our Team Members unique.

Our diversity and inclusion efforts are supported by a range of initiatives and programs designed to empower all Team Members and create an environment where everyone feels they belong and can thrive. These include diversity training programs, “Boost Belonging” discussions around diversity, equity, inclusion, and belonging (DEI+B), Employee Resource Groups (ERGs), and regular reviews of our policies and practices to ensure they meet our standards for equity and inclusion.

We also recognize the importance of an ongoing dialogue about DEI+B in the workplace. To this end, we encourage open and respectful communication among all Team Members and provide channels for feedback and suggestions related to DEI+B initiatives. Our leadership team is committed to listening to and learning from the diverse voices within our organization to continually enhance our culture of inclusivity.

Team Members are encouraged to engage with our DEI+B efforts by participating in programs, attending training or one of our ERGs, or simply contributing to an inclusive atmosphere through

their daily actions and interactions. By working together, we can ensure that Goodwill Central Texas not only champions diversity and inclusion but also leads by example in creating a truly equitable and welcoming workplace for all.

REASONABLE ACCOMMODATIONS AND INTERACTIVE DIALOGUE POLICY

Goodwill is committed to complying with applicable federal, state, and local laws governing reasonable accommodations of individuals. To that end, we will endeavor to make a reasonable accommodation to applicants and Team Members who have requested an accommodation or for whom GCT has noticed may require such an accommodation, without regard to any protected classifications related to an individual’s: (i) disability, meaning any physical, medical, mental, or psychological impairment, or a history or record of such impairment; (ii) sincerely held religious beliefs and practices; (iii) needs related to pregnancy, childbirth, or related medical conditions, and/or (iv) any other reason required by applicable law, unless the accommodation would impose an undue hardship on the operation of our business. Any individual who would like to request accommodation based on any of the reasons set forth above should contact their Human Resources Business Partner. If an individual who has requested an accommodation has not received an initial response within 10 business days, the individual should contact humanresources@gwctx.org.

After receiving a request for accommodation or learning indirectly that an individual may require accommodation, Goodwill will engage in an interactive dialogue with the individual. Even if an individual has not formally requested an accommodation, Goodwill may initiate an interactive dialogue under certain circumstances, such as when Goodwill has knowledge that an individual’s performance at work has been negatively affected and a reasonable basis to believe that the issue is related to any of the protected classifications set forth above, in compliance with applicable law. In the event Goodwill initiates an interactive dialogue with an individual, it should not be construed as Goodwill’s belief an individual requires an accommodation but will serve as an invitation for the individual to share with Goodwill any information the individual desires to share, or to request an accommodation.

The interactive dialogue may take place in person, by telephone, email, or other electronic means. To the extent necessary and appropriate based on the request, the Company will attempt to explore the existence and feasibility of alternative accommodation. Goodwill is not required to provide the specific accommodation sought by an individual, provided the alternatives are reasonable and either meet the specific needs of the individual or specifically address the individual’s limitations. As part of the interactive dialogue, Goodwill reserves the right to request supporting medical documentation to the maximum extent permitted by applicable law.

The Company will endeavor to keep confidential all communications regarding requests for reasonable accommodation and all circumstances surrounding an individual’s underlying reason for needing accommodation.

We will not allow any form of retaliation against individuals who have requested accommodation, for whom Goodwill has noticed may require such an accommodation, or who otherwise engage in the interactive dialogue process.

REASONABLE ACCOMMODATIONS FOR PREGNANT WORKERS POLICY

Purpose

As required by the federal Pregnant Workers Fairness Act (PWFA), GCT will provide reasonable accommodations to Team Members and applicants with limitations related to pregnancy, childbirth, or related medical conditions, unless the accommodation will cause undue hardship to GCT’s operations.

Policy

A Team Member or applicant may request accommodation due to pregnancy, childbirth, or a related medical condition by submitting the request in writing to Human Resources (HR). The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation needed and any alternative accommodation(s) that might be reasonable. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a health care provider substantiating the need for the accommodation.

Upon receipt of a request for accommodation, the Human Resources Business Partner will contact the Team Member or applicant to discuss the request and determine if an accommodation is reasonable and can be provided without significant difficulty or expense, i.e., undue hardship.

While the reasonableness of each accommodation request will be individually assessed, possible accommodations include allowing the individual to:

- Sit while working.
- Drink water during the workday.
- Receive closer-in parking.
- Have flexible hours.
- Receive appropriately sized uniforms and safety apparel.
- Receive additional break time to use the bathroom, eat, and rest.
- Take time off to recover from childbirth.
- Be excused from strenuous activities and/or activities that involve exposure to compounds deemed unsafe during pregnancy.

A Team Member may request paid or unpaid leave as a reasonable accommodation under this policy; however, GCT will not require a Team Member to take time off if another reasonable accommodation can be provided that will allow the Team Member to continue to work.

Lactation/Breastfeeding Policy

As part of our family-friendly policies and benefits, GCT supports breastfeeding Team Members by accommodating a Team Member who needs to express breast milk during the workday.

Accommodation for Lactating Team Members

For up to one year after the child’s birth, any Team Member who is breastfeeding will be provided reasonable break times to express breast milk. GCT will designate a room that is shielded from view and free from intrusion from coworkers and the public. There will be a place to sit, and a flat surface and the room will lock from the inside.

A small refrigerator reserved for the specific storage of breast milk will be made available. Any breast milk stored in the refrigerator must be labeled with the name of the Team Member and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Team Members storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering.

Breaks of more than 20 minutes in length where the Team Member was fully relieved of job duties will be unpaid and recorded on timesheets where appropriate.

GCT prohibits any retaliation, harassment or adverse action due to an individual’s request for accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

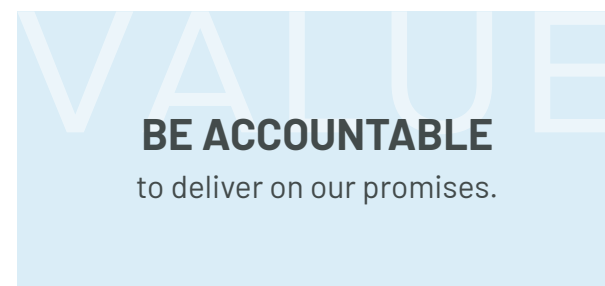
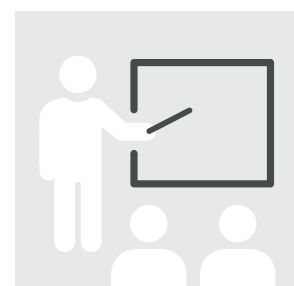
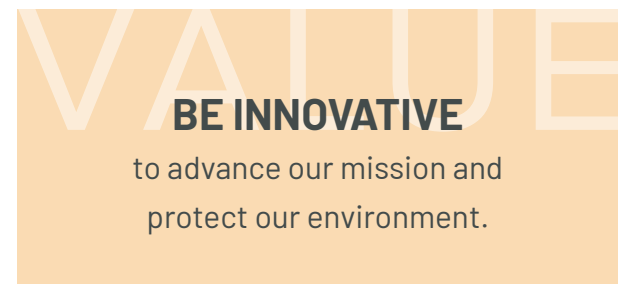
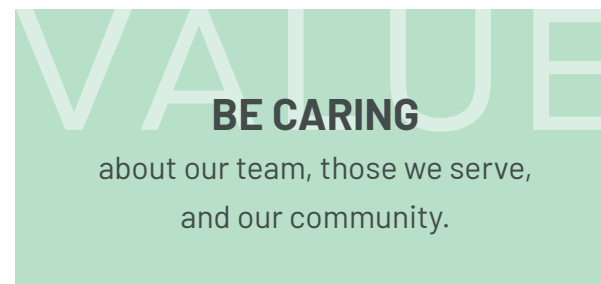
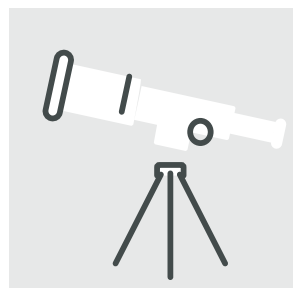
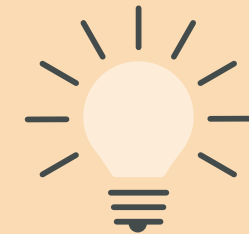
About Goodwill

Established in Austin, Goodwill Central Texas, a private, non-profit, 501(c)3 organization, has become a multi-dimensional nonprofit, deeply entwined with business and job growth, the environment, and the overall spirit of Central Texas. Goodwill empowers more than 10,000 people each year, helping them fulfill their potential, improve the lives of their families, and contribute to the growth of the community. Goodwill, in collaboration with an extensive network of practical, thoughtful assistance providers, actively strives to broaden its scope of education, job training, and business services in alignment with the core mission of transforming lives through the power of education and work.

Education and work are the true pathways to breaking the cycle of poverty and creating long-term generational change for the underserved in our community: people who are undereducated, people with a disability, people with a criminal background, people facing homelessness, and youth lacking opportunity. We work every day to make a difference in Central Texas by holistically strengthening and protecting both the people in our community, and the environment they live in.

MISSION

Transforming lives through the power of education and work.





Every day at Goodwill Central Texas, we aim to live by our important values: to be caring, innovative, and accountable. Our special way of doing things makes Goodwill an amazing place to work. It is where all of us get the chance to grow and help others do the same.

We are here to help people in our community change their lives for the better—and we are changing ours too! As leaders in helping people find jobs and learn new skills, we work hard to give opportunities to our Goodwill family and the people we serve.

Our Goodwill family is full of different and talented people who bring excitement and a strong will to do good things. This makes Goodwill one of the best places to work. Our values are not just words we talk about; they are the building blocks of our organization.

Together, we are making an impact and showing that through education and work, awesome changes can happen. Let's keep encouraging and helping each other; always aiming to do our best, and making our mission come true. At Goodwill Central Texas, making a difference is not just something we say—it is what we do every day.

Division Overview

WORKFORCE ADVANCEMENT (WFA)

Workforce Advancement provides services and programs designed to help people get career ready—creating career pathways for the people we serve is the reason we exist.

We focus on the under-served populations in our community—including people who have disabilities, people with limited education, people with criminal backgrounds, people facing homelessness, and youth lacking opportunity.

Goodwill offers educational and career-training opportunities including:

- Career advancement training
- Individualized coaching
- Internship opportunities
- Training for technical certification

Workforce Advancement also includes Goodwill Counseling, Grant Writing, and Upward.

Goodwill Counseling provides confidential support and counseling to help Team Members and program participants navigate personal challenges. Appointments are available during both work and non-work hours. Note: Time spent utilizing Goodwill Counseling is considered uncompensated time.

Upward provides coaching and resources for eligible Team Members to deepen their education and career paths. Upward coaches are available to meet Team Members at the work locations or at our career centers.

Grant Writing is responsible for submitting numerous funding proposals to governmental agencies, corporations, and foundations to fund our programs and services.

EDUCATION

The Goodwill Excel Center is the first free, public charter high school in Texas that provides adults ages 18-50 the opportunity to earn their high school diploma, complete an in-demand professional certification, and begin postsecondary education. There are seven campuses within the charter district. Two campuses are in Austin: one at the Goodwill Community Center and one in South Austin in partnership with American YouthWorks. The other five campuses are located within correctional facilities across the state.

The Goodwill Career & Technical Academy (GCTA) offers accelerated training for occupational certifications in high-demand industries like healthcare, skilled trades, and technology. By working closely with our Business Solutions team, GCTA meets employer needs with a direct line to both current and future employment opportunities crafting a win-win collaboration.

MISSION OPERATIONS

Mission Operations includes Donated Goods Retail, Post-Retail Operations, Facilities, Property Services, Blue Solutions, Commercial Services, and GSG Talent Solutions.

The **Donated Goods Retail Division** consists of Retail, E-Commerce, and E-Books.

- **RETAIL STORES** generate revenue to fund our mission through the processing and reselling of donations of gently used goods.
- **E-COMMERCE** offers high-value donations found in-store for sale online through shopgoodwill.com/austin.
- **E-BOOKS** similarly generate revenue through the sale of books, music, and movies online via multiple internet commerce sites.

Supply Chain includes Post-Retail Operations, New Goods, Recycling, Logistics, Attended Donation Centers, and Donation Acquisition Programs.

- **POST-RETAIL OPERATIONS**
 - **Goodwill Outlet Stores** at the Goodwill Distribution Center (GDC) and the Goodwill Resource Center (GRC) receive unsold merchandise from our retail stores and sell those items by the pound, providing a unique shopping experience for our customers and creating increased revenue opportunities.
 - **Recycling** generates revenue through the sale and responsible recycling of salvage goods—goods that are neither sold in our retail stores nor the outlets, and consciously works toward reducing our environmental footprint. Goodwill strives to be a ‘Zero Waste Organization.’
- **NEW GOODS** is the team responsible for purchasing and distributing new items to stores, including mattresses, line queue items, or seasonal items.
- **LOGISTICS** ensures that the thousands of pounds of donations, salvage, recycling, and supplies are moved safely and efficiently between Goodwill locations.
- **ATTENDED DONATION CENTERS (ADCs)** provides another convenient way for donors to give goods and donations and small retail stores in certain areas.
- **DONATION ACQUISITION PROGRAMS** consist of partnerships in Central Texas and community events, such as donation drives. Through these programs, we raise awareness for Goodwill’s work in the community, which is funded by the sale of donated items.

Facilities provides maintenance to all buildings.

Property Services manages the selection of properties and construction of all building sites, including remodels.

Blue Solutions and Commercial Services provide contract workforce solutions for governmental agencies and local businesses.

GSG Talent Solutions places job-ready talent into open positions with governmental and private businesses, creating opportunities for Goodwill students, program participants, and local employers.

PEOPLE AND CULTURE (PAC)

The People and Culture Team is comprised of People and Culture and Organizational Development. People and Culture includes the functions essential for coordinating individual and organizational success in a constantly changing environment. These functions include Benefits Management, Team Member Relations, Talent Acquisition, Onboarding, Performance Management, and Human Resources Information System Management. For every function within People and Culture, the focus is three-fold: the organization, the Team Members, and compliance with all local, state, and federal laws and regulations.

Organizational Development includes Leadership Development, Learning and Development, Culture, and Engagement, and Organizational Effectiveness. This team is essential for providing vital job training and nurturing the growth of Team Members at every level within an organization. Additionally, the team is dedicated to promoting Diversity, Equity, Inclusion, and Belonging initiatives, guaranteeing equal treatment and inclusivity for everyone. These combined efforts help cultivate a work environment where Team Members feel not only included but also appreciated, valued, and a sense of belonging through diverse engagement strategies and activities.

FINANCIAL SERVICES

Financial Services consists of Finance and Accounting.

Finance collects and analyzes financial data from across the organization to manage our fiscal health. Finance helps the organization achieve its strategic goals by measuring the performance of the organization and identifying opportunities for continuous improvement.

Accounting tracks money that is earned, where it is spent, and provides important payroll, purchasing, grant reporting, and financial information services for the entire organization.

LEGAL, RISK MANAGEMENT, AND LOSS PREVENTION

Legal provides comprehensive legal support and guidance to ensure compliance with all relevant laws and regulations. The department is dedicated to protecting the organization’s interests, managing legal risks, and offering advice on legal matters related to operations, employment, and contracts.

Risk Management is responsible for developing compliance policies, monitoring legal developments, assessing risks, and conducting Internal Investigations to recommend corrective actions, thereby maintaining a safe and legally compliant work environment.

Loss Prevention is responsible for protecting Goodwill assets through the development and oversight of loss prevention initiatives, ensuring compliance with relevant laws and regulations, and has investigative authority throughout all Goodwill properties.

INFORMATION TECHNOLOGY (IT)

Information Technology provides technological support and guidance to the organization to reach our strategic goals. IT manages all computer hardware, software, company phone systems, and security systems.

MARKETING, COMMUNICATIONS, AND DEVELOPMENT

Marketing shapes and conveys the Goodwill Central Texas brand image and message, it drives and protects the Goodwill brand, and provides retail and mission support through advertising, in-store campaigns, online channels, external communications, and public relations. The department is responsible for developing and executing strategies that promote the organization’s brand, products, and services. The department aims to increase awareness, engage audiences, and drive business growth through various channels and tactics.

Internal Communications ensures an effective flow of information across the organization, such as notifying Team Members about new initiatives or policy changes. Internal Communications refers to any form of communication that happens within Goodwill of Central Texas rather than outside of it. This covers communication between leaders, management, and Team Members, between colleagues, teams and departments. This also encompasses company-wide communications or communicate an opportunity to celebrate an organization’s success together.

Development works to raise funds through informational tours, annual campaigns, and fundraising events.

EXECUTIVE MANAGEMENT SUPPORT

The **Executive Management Support (EMS)** team provides administrative support for the CEO, Board of Directors, and Chief Officers. They are often the ‘front line’ of Goodwill Administration, as the primary contact for the Executive Team.



Success
at Work

Orientation Period

The first 90 days (about 3 months) of employment are considered an orientation period during which new Team Members and Goodwill can evaluate job performance, suitability for continued employment, and any development opportunities. The orientation period may be extended as determined at the Company’s sole discretion. Completion of the introductory period does not guarantee continued employment and does not change the at-will nature of the employment relationship. Team Members will become eligible for certain benefits after completion of the 90-day orientation period, as described in this Handbook.

Hours and Attendance

FULL-TIME AND PART-TIME

Goodwill hires Team Members on either a full-time or part-time basis. Full-time Team Members are scheduled for 30 or more hours per week; part-time Team Members may work no more than 29 hours per week or 129 hours per month. All Team Members are responsible for knowing and working their scheduled hours.

In addition to the above classifications, all Team Members are categorized as either “exempt” or “non-exempt.” Pursuant to federal and state wage and hour laws, exempt Team Members do not receive overtime pay. Team Members classified as exempt generally receive a salary, which is intended to cover all hours worked, including any hours worked more than 40 in a workweek or overtime, as otherwise defined by applicable state law.

Team Members are informed of their initial employment classification and status as exempt or non-exempt upon commencing employment. If a Team Member changes roles during the Team Member’s employment because of a promotion, transfer, change in job responsibilities or otherwise, management will inform the Team Member of any change in the Team Member’s job classification.

SCHEDULED HOURS

Goodwill has many locations and work sites that require Team Members to work different schedules. Your supervisor will inform you of the days and times you are scheduled to work. In some locations, schedules may vary from week to week. Team Members are responsible for knowing and adhering to their work schedule.

UNSCHEDULED ABSENCE

The ability to work scheduled hours is an essential function of every position at Goodwill. However, we recognize an occasional emergency or illness may interfere with working a scheduled shift. An unscheduled absence occurs when a Team Member misses work, is late for the start of their work shift, or leaves work early without prior notice or approval. An unscheduled absence is considered missing more than two hours of time scheduled.

If a Team Member is unable to meet the start of their scheduled shift they must communicate with their supervisor at least two hours before the start of their shift. Except in emergency situations where a Team Member is physically unable to call in, it is unacceptable to have anyone else call in on their behalf. In the event of an emergency, proper documentation from a licensed healthcare provider or other supporting documents may be required to substantiate the situation. Examples of emergencies include hospitalization or incarceration. Additionally, absences required by state or federal entities, such as jury duty or probation/parole, are considered excused unscheduled absences, however, Team Members must communicate resulting absences as far in advance as possible.

Excused unscheduled absences will not be subject to the points system outlined below. Team Members may use their available sick time, for which no documentation is required, for instances less than three (3) days in duration. However, more than two (2) instances of excused unscheduled absences within a rolling six (6) month period will be considered excessive absenteeism and may result in progressive disciplinary procedures.

All unscheduled absences, late arrivals, and early departures will be documented according to the policies described below.

HOURLY TEAM MEMBER ATTENDANCE POLICY

Point accumulation will be tracked based on a six-month rolling calendar. The six-month rolling calendar will be determined by looking back six months from the current violation of the policy.

No Call No Shows significantly impact our business operations and are treated more severely than unexcused unscheduled absences. A No Call No Show occurs when a Team Member misses their shift without prior notice to their supervisor and cannot provide proper documentation as explained in the Unscheduled Absence section. At Goodwill Central Texas, two consecutive days of No Call No Show is considered job abandonment and will result in termination.

Each unexcused unscheduled absence will be documented, warning the Team Member of the consequences of additional unscheduled absences within a six-month rolling period. Any unexcused absences during this period will be considered when determining the status of the current absence.

Regardless of the rolling six-month period, repeated patterns of unscheduled absences will result in disciplinary action, including termination. The use of Paid Time Off or fulfilling the callout requirement does not negate an unscheduled absence; however, Team Members are not expected to work when sick.

Scheduled absences, such as pre-approved Paid Time Off or schedule modifications, are not counted toward excessive absenteeism. Examples of scheduled absences include approved requests for time off or changes in the work schedule for personal or other reasons.

We understand that life’s challenges can sometimes impact your ability to maintain regular attendance. To support our Team Members during such times, we offer access to Team Member assistance programs and other support services. These resources are designed to help you manage personal or family issues, health concerns, or any other difficulties that might affect your work. If you are facing challenges that could lead to attendance issues, we encourage you to reach out to your Human Resources Business Partner for confidential assistance and guidance. Our goal is to provide the support you need to overcome these challenges and succeed in your role.

POINT ACCUMULATION SYSTEM

TYPES OF VIOLATION	POINTS ACCUMULATED PER VIOLATION
No Call No Show	10
Unscheduled unexcused absence	4
Arrives more than 7 minutes after start of shift	2
Departs more than 7 minutes before end of shift	2

**Points will not be accumulated if Team Members utilize their sick days. Consecutive scheduled absences count as one occurrence.*

PROGRESSIVE DISCIPLINARY PROCEDURE

4 POINTS IN A ROLLING 6-MONTH PERIOD	Verbal warning.
8 POINTS IN A ROLLING 6-MONTH PERIOD	First written warning.
12 POINTS IN A ROLLING 6-MONTH PERIOD	Second written warning.
16 POINTS IN A ROLLING 6-MONTH PERIOD	Final written warning. Manager issuing documentation will explain that if the Team Member should accumulate 20 points, this will be grounds for termination pending review by the Human Resources Business Partner Team.
20 POINTS IN A ROLLING 6-MONTH PERIOD	Termination pending review by the Human Resources Business Partner.

Overtime

Our general policy is to avoid overtime unless overtime work is required for Goodwill to achieve goals and provide superior service. Blue Solutions and Commercial Services Team Members will encounter periods of mandatory overtime due to business and contractual demands.

Non-exempt Goodwill Team Members may work overtime only when authorized in advance by their supervisor. Working overtime without authorization may result in disciplinary action, up to and including termination.

Any non-exempt Team Member who works overtime is compensated at the rate of one and one-half times (1½) the Team Member’s normal hourly wage rate for all time worked more than 40 hours each workweek beginning on Sunday and ending on Saturday, unless otherwise required by applicable law. Unpaid leave, Paid Time Off, holidays, or any other time away from work are not considered hours worked to calculate overtime.

Team Members in positions that qualify for exemption from the Fair Labor Standards Act (FLSA) are exempt from overtime pay and are not subject to this policy.

BREAKS

With a focus on providing superior service, Goodwill Team Members may receive scheduled breaks based on their work schedule.

For **every four (4) hours worked**, Team Members are authorized to have one 15-minute paid rest break. Rest breaks are scheduled by management to ensure minimal disruption of service, and Team Members must remain on-site. Breaks may not be scheduled at the start or end of the shift, or in conjunction with lunch.

For shifts lasting six (6) hours or longer, an unpaid meal break of at least 30 minutes must be taken as scheduled by your manager. Meal breaks may not be scheduled for the first or last half-hour of the assigned shift. Team Members must clock out and clock in for their meal break. Team Members are not permitted to work during the unpaid meal break. Working during the unpaid meal break will result in disciplinary action. Meal breaks may be extended at the discretion of the manager. Management has the authority to modify break schedules based on business conditions.

TIMESHEETS

It is your responsibility to keep track of your time by following these guidelines to ensure you are paid accurately and timely. You are responsible for ensuring your time is complete and accurate.

- Hourly Team Members are expected to accurately track all work hours in the ADP timekeeping system.
- It is your responsibility to record and review your time each workday. Report any errors to your supervisor immediately.
- Team Members should clock in and out according to their scheduled hours not more than 5 minutes before nor 5 minutes after their scheduled shifts.
- Team Members must clock in and clock out for their 30-minute meal break and must not perform any work during this time.
- Never ask or allow someone else to clock in or clock out on your behalf as this will lead to disciplinary action, up to and including termination.
- Never falsify information on your timesheet; this will lead to disciplinary action, up to and including termination.

Pay Period

Team Members are paid every other Friday; with 26 pay periods in a year. Each pay period is comprised of two work weeks. You will be paid for the hours reported on the ADP timekeeping system.

Make sure you review your pay statement available online and report any errors to your supervisor or your Human Resources Business Partner immediately.

The work week begins at 12:01 AM on Sunday and ends on Saturday at midnight.



Payroll Deductions

We are required by law to make proper deductions from your earnings on your behalf. The following mandatory deductions are made until the maximum amount is reached:

- Federal Income Tax Withholdings (based on the number of exemptions on your W-4 form)
- FICA (Social Security)
- Medicare
- State Income Taxes (if applicable)

No money is ever deducted from your pay unless we are required by law to deduct it, or you have provided written authorization for Goodwill to make deductions. If a Team Member believes that there has been an improper deduction taken from their pay, the Team Member should notify their Human Resources Business Partner immediately. The report will be promptly investigated and if it is found that an improper deduction has been made, Goodwill will reimburse the Team Member for the improper deduction. If Goodwill makes an error in processing your paycheck, including overpayment of your wages, corrections will be made immediately, and a corrected paycheck will be reissued.

In addition to the mandatory deductions listed above, Goodwill may deduct money from your pay from time to time for reasons that fall into the following categories:

- Your share of the premiums for the company’s group medical/dental plan
- Any contributions you make into a retirement plan sponsored by Goodwill
- Installment payments on loans or wage advances given by Goodwill, and if there is a balance remaining when you leave Goodwill, the balance of such loans or advances
- Payments for your own personal purchases made on a company-issued credit card in error and/or in violation of our Goodwill’s policy
- Overpayment of wages for any reason, repayment to Goodwill of such overpayments will equal the entire amount of the overpayment unless you and Goodwill agree in writing to a series of smaller deductions in specified amounts
- The cost of repairing or replacing any Goodwill supplies, materials, equipment, money, or other property that you damage (other than normal wear and tear), lose, fail to return, or take without appropriate authorization from Goodwill during your employment (except in the case of misappropriation of money by you)
- You understand that no such deduction will take your pay below minimum wage, or if you are a salaried exempt Team Member, reduce your pay below its predetermined amount
- Administrative fees in connection with court-ordered garnishments or legally required wage attachments to your pay; limited in extent to the amount or amounts allowed under applicable laws
- If you take Paid Time-Off or sick leave in advance of the date you would normally be entitled to it and you separate from Goodwill before accruing time to cover such advance leave, the value of such leave taken in advance
- If Goodwill pays any insurance premium or retirement system contributions (“payments”) on your behalf that you would normally make under the applicable Goodwill benefit plan, the amount of such payments made by Goodwill, such payments being an advance of future wages payable to you

Direct Deposit/Pay Card

Goodwill provides two payroll options: direct deposit into a bank/credit union account of your choice or deposit to a Bank Pay Card. You must choose one of these two options during orientation and complete the appropriate paperwork to ensure your funds are deposited in the appropriate account or credited to the designated Pay Card.

Payday is every other Friday.

Performance Management

The annual performance evaluation process provides a means for discussing, planning, and reviewing the performance of each Team Member. Performance evaluations influence pay rates, promotions, and transfers, and it is critical that leaders are objective in conducting performance reviews and in assigning overall performance ratings.

ELIGIBILITY

Depending on your date of hire, full- and part-time Team Members are provided an annual performance evaluation and consideration for merit pay increases as warranted. Group A, consisting of leaders (supervisors and higher) and professional level Team Members, are eligible if hired on or before September 30th of the previous year. Group B consists of frontline Team Members not categorized as a professional level Team Member, are eligible if hired on or before November 30th of the previous year. Team Members on corrective action at a written warning or above are ineligible for a merit increase.

Team Member Transfer & Promotion Policy

Promotion is the movement of a Team Member to a higher grade level, either within the same department or to another department due to a change in duties and not due to a market adjustment in compensation. Team Members that have been moved into a new position as a result of a promotion will be paid a higher salary while they are training.

Transfer is the movement of a Team Member to a position of similar grade level with the same department or to another department due to a change in duties.

ELIGIBILITY

Any Team Member in good standing is eligible for promotion consideration, assuming they meet the minimum qualifications for the position. Team Members must complete a three (3) month orientation period with no corrective action/performance improvement plan before being eligible for promotion. Team Members may transfer within their 90-day orientation period for non-leadership positions. Team Members must apply for the job posting in ADP Recruit and will be considered for an interview based on meeting the position’s criteria. For Team Members going into a management role (positions with direct reports) from a non-management role, they may be required to complete position-specific training in addition to fulfilling the 3-month orientation period.

In accordance with our organization policies, Goodwill Central Texas does not tolerate promotions based on the following:

- Discrimination
- Favoritism
- Fraternization
- Nepotism
- Subjective opinions by their manager (invalidated by performance evaluations or metrics)

PROFESSIONAL DEVELOPMENT

To support our Team Members’ professional growth, Goodwill promotes the development of new skills and acquiring knowledge through internal and external professional development. Goodwill Team Members should review with their manager their professional goals and discuss a plan for developing the knowledge, skills, and competencies to achieve those goals.

Dress Code

The actions and professional appearance of Goodwill Team Members reflect Goodwill Central Texas and contribute to the favorable impression of Goodwill throughout the community.

The Goodwill dress code provides guidance regarding appropriate attire and appearance, depending on your work location.

Goodwill’s department managers may exercise reasonable discretion to determine appropriateness with Team Member dress and appearance. Team Members who do not meet a professional standard may be sent home to change, and hourly nonexempt Team Members will not be paid for that time.

Nothing in this policy is intended to discriminate against a Team Member’s sincerely held religious beliefs or practices. Team Members who may need accommodation based on a sincerely held religious belief or practice or for any other reason can contact their Human Resources Business Partner.

Company ID

While onsite, you must wear your name badge at your waist or above, where it is visible, during your scheduled work hours. Your badge should not be worn in a manner that creates a safety hazard.

Personal Grooming

Personal grooming expectations include everything from personal hygiene to body art to clothing maintenance:

- Team Members shall maintain a personal grooming regimen to avoid overpowering personal odors, including cologne and perfume.
- Team Members are expected to wear appropriate undergarments, including appropriate support garments. Clothing that reveals undergarments is inappropriate at Goodwill.
- Team Members may not have visible tattoos that contain nudity, profanity, gang insignias, or racial/ethnically offensive language.
- Torn, discolored, or tattered clothing is not acceptable work attire.
- Clothing should fit properly and allow the full range of motions required to perform the essential functions of the job.

The Goodwill Uniform

Team Members in Donated Goods Retail, Post-Retail Operations, and Commercial Services Divisions will wear the Goodwill uniform.

THE UNIFORM CONSISTS OF:

- Goodwill polo shirt or t-shirt, as directed. Two Goodwill shirts are provided upon hire. Additional shirts may be purchased through payroll deductions.
- Khaki pants (for customer-facing positions, sales floor) or jeans (for back-of house Team Members), skirts, or shorts. Skirts and shorts shall be hemmed to a modest length of no more than three (3) inches above the knee. Some worksites may have additional restrictions on shorts.
- Athletic shoes or work boots as appropriate. Some positions may require safety shoes as part of the Team Member’s Personal Protective Equipment.
- During cold weather, Team Members may wear additional Goodwill apparel, such as sweatshirts, jackets, and hats. Hats must be worn with the logo facing forward.
- Additional Personal Protective Equipment will be required to ensure a safe work environment where known hazards exist.



BUSINESS CASUAL DRESS CODE

Retail Leadership (Assistant Manager & above) and other Team Members not required to wear the Goodwill Uniform will be expected to comply with the following guidelines.

- Dresses and skirts shall be hemmed to a modest length of not more than three (3) inches above the knee.
- Dresses, sweaters, blouses, and shirts shall be of sufficient length to cover the midriff and fit properly.
- Suits, blazers, vests, and pants in business-suitable fabrics.
- Jeans, free of holes and/or tears (Fridays only for Retail Leadership)
- Any type of business shoe, athletic shoe, and/or dress sandals.

The dress code is a general guideline. Check with your manager to confirm whether your department has a particular restriction.

The Goodwill expectation is that Team Members will make their best effort to foster positive relationships with the community by presenting themselves in a professional and trustworthy manner. The dress code allows for a wide range of options; there are a few clothing options that are specifically designated as inappropriate for work at Goodwill.

INAPPROPRIATE

- Overalls
- Any jewelry or clothing item that presents a safety hazard
- Open-toed shoes/heels in non-office environments
- Exposed undergarments
- Hats (other than Goodwill-issued hats)
- Torn, discolored, or tattered attire

External or Political Activities

Goodwill Central Texas supports fostering an environment of acceptance and aims to show our employees that we stand by our values and remain a highly inclusive organization, focusing on “Transforming lives through the power of education and work.” Team Members engaging in political activities are expected to do so as private citizens and not as representatives of the Company. Therefore, Team Members are prohibited from wearing clothing with Goodwill insignia at external or political events without prior written approval or consent from the Senior Executive Group.

Goodwill Central Texas encourages Team Members to participate in lawful political activities. Participating in these activities must be conducted on the Team Member’s own time and should in no way suggest Goodwill’s support. Vacation leave may be requested to conduct such activities.

The following activities are prohibited from being performed while on-duty:

- Demonstrating
- Circulating petitions
- Soliciting votes or contributions at any time in any working area of a Goodwill location
- Counting or recounting votes
- Conducting or participating in opinion polls
- Fundraising
- All other activities not considered part of the employee’s normal duties

Team Members may not use Goodwill Central Texas equipment or resources for making, copying or distributing political materials or messages.

Political messages that are inappropriate or offensive to co-workers are prohibited. Harassment of co-workers, customers or vendors regarding political preferences will not be tolerated.

Goodwill Central Texas may consider supporting external activities that directly align with our mission of transforming lives through education and work. Such support will be evaluated on a case-by-case basis and will require prior written approval from the Senior Executive Group.

Nothing in the policy is intended to interfere with Team Members’ right to discuss the terms and conditions of employment, or engage in protected activity under Section 7 of the National Labor Relations Act.

Resignations

In developing a lifelong connection to work, we recognize Team Members may pursue opportunities outside of Goodwill. To minimize the disruption of operations and ensure a smooth transition, Goodwill expects Team Members to provide advance notice of their resignation.

- All positions are expected to give at least 14 calendar-day notice.
- Team Members must work during their period of notice as scheduled and in compliance with applicable policies and procedures; PTO is not authorized in lieu of working during the notice period.
- If a holiday falls within the notice period, it will be counted as part of the notice.
- Management reserves the right to waive the expected notice and accept a resignation immediately. Likewise, there is no guarantee of employment during the 14-day notice period.

Team Members must return all company property in their possession upon separation of employment with Goodwill. Company property commonly includes computers, tablets, phones, Chubb (access card), badges, keys, and safety equipment. Specialized equipment issued for unique job requirements is also considered company property. Team Members will be charged a reasonable amount equal to the value of the unreturned property and will be expected to make restitution to Goodwill within fourteen (14) days of the termination date.

Team Members who resign will receive their final paycheck on the next regularly scheduled payday after their final day of work. Voluntary termination is when the Team Member chooses to end their employment, and they give a 14-day notice. Team Member’s final pay will include pay for the hours worked and reimbursement of approved final expense report, and any unused PTO, up to 80 hours maximum. For involuntary termination, final pay will include pay for the hours worked and reimbursement of approved final expense report. PTO will not be paid out to Team Members who are terminated involuntarily. Sick time, and personal time are not paid out to Team Members at separation.

Note: Select Blue Solutions and Commercial Services positions follow state and federally mandated guidelines regarding final leave payout.

Rehire Policy

To be eligible for rehire, returning Team Members must complete the same process as all other applicants:

- Submit a new application by applying to an open position on the Goodwill career site.
- A member of the Talent Acquisition Team will review the circumstances of previous employment and consult with management to determine current eligibility for rehire.
- The hiring manager will review qualifications and decide if skills match the position requirements.
- If selected, the returning Team Member must pass all pre-employment screenings, as determined appropriate for the position.

Safety Essentials

Goodwill is committed to a safe working environment. Every Team Member has access to the Goodwill Safety Manual upon hire. It is expected that every Team Member will read and be familiar with the contents of the Safety Manual as it applies to their job. Team Members who violate workplace safety rules are subject to progressive discipline, up to and including termination.

Drug-Free Workplace

The Goodwill Substance Use Policy is compliant with the Drug-Free Workplace Act of 1988 and prohibits Team Members and recipients of services from the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances in the workplace. The workplace includes the physical facilities of Goodwill, as well as any site within the community where staff and consumers work, meet, or provide a service. The Goodwill Substance Use Policy is a key part of the Goodwill Safety Program and prohibits Team Members from reporting to or being at work under the influence of illicit substances, including alcohol. Team Members in safety-sensitive positions may be requested to disclose prescription medications directly related to the performance of those tasks.

Any Team Member engaged in prohibited conduct or convicted of a crime involving a workplace drug violation shall be subject to disciplinary action up to and including termination. Team Members or clients convicted of a drug violation must report their conviction to their Human Resources Business Partner within five (5) days.

Nothing contained in this policy statement concerning Team Members shall be construed to limit, or in any way restrict, our treatment of drug-related incidents involving any of our Team Members or consumers.

In addition, Goodwill may require Team Members to submit to a drug screen for any of the following reasons. Drug screens must be completed within 2 hours after notification to take the drug screen unless the Team Member or consumer can show good cause for a delay.

- A pre-employment drug screen may be required depending on the requirements of your position.
- Random drug screening will be conducted for positions that require them.
- A work-related injury requiring medical treatment beyond first aid and in which there is suspicion of negligence or failure to follow safety rules. The post-accident drug/alcohol screen will be administered during medical treatment.
- Involved in an accident while driving a forklift. Management will coordinate for the immediate transport to a facility where a drug/alcohol screen will be administered.
- Involved in an accident while driving on behalf of Goodwill, without regard to whether the vehicle is a personal vehicle or a company vehicle.
- Reasonable suspicion as determined by management.

Before a drug screen is confirmed as positive, results are evaluated by a Medical Review Officer (MRO). The MRO may contact a Goodwill Team Member to request medical information pertinent to the MRO's evaluation, to include a list of prescription medications the Team Member may be taking. It is the Team Member's responsibility to provide a valid prescription during the review process.

Team Members who refuse to submit to a drug/alcohol screen or fail to provide a sample will be subject to immediate termination. In addition, Team Members who tamper with specimens or other evidence related to a drug screen will be considered to have failed the test will result in termination. Applicants for employment who test positive during a drug screen or otherwise corrupt the sample may have their offer rescinded.

Team Members who test positive in any company-mandated drug screen or whose breathalyzer alcohol test results indicate they are under the influence at work will be subject to disciplinary action, up to and including termination.

Team Members who have a prescription for controlled medications must be able to provide a medical release stating that they are able to safely perform the essential functions of their job.

Workers' Compensation



All Team Members are covered under our Workers' Compensation policy which is paid for by Goodwill. Accidental injuries that occur during working hours or conditions caused by work activities are covered under the Workers' Compensation policy. This insurance provides for the payment of certain medical expenses and weekly compensation payments during the period of a Team Member's work-related injury or illness.

Team Members must report all injuries, no matter how slight, to management as soon as possible. All reports must be made within 24 hours. Incident reports must be filed promptly to ensure claims are processed and records are prepared properly. Properly completing the reports accurately and in a timely manner allows Goodwill to investigate the cause of the injury and identify and remove potential hazards, preventing injury to other Goodwill Team Members, as well as accurately provide Safety Reports according to federal reporting requirements.

Failure to follow procedures and report on-the-job injuries immediately may affect Team Members' eligibility to receive Workers' Compensation benefits.

Neither Goodwill nor its insurer will be liable for payment of workers' compensation benefits for any injury that arises out of a Team Member's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the Team Member's work-related duties. Injuries may not be compensable, that is you may not be able to collect benefits if the injury occurred while the Team Member was intoxicated or under the influence of an illicit substance.

If you miss work because of a workplace injury, your accrued leave time will be used during a lost-time accident and will continue until (1) your leave time is exhausted, (2) you have returned to work, or (3) Workers' Compensation payment occurs.

Team Members who are out during a period of recovery for Workers' Compensation must adhere to policies for communicating with their supervisor or management.

Severe Weather

In the event of severe weather conditions, such as snow, ice, or heavy rains, Team Members should call the Severe Weather Hotline at 512.637.7575 for information on closures or delayed openings. Listen to the menu options to select the option specific to your division.

If you feel that weather conditions are too severe in your area to report to work, you should notify your supervisor immediately. You can use PTO for this absence. Team Members released from their workplace by their supervisor due to severe weather will receive pay for their scheduled hours on that day.

Retail Team Members must call their managers for information specific to their work location.

Goodwill-Authorized Drivers

All Team Members who own or lease a car and are required to drive on company business must maintain current liability insurance that complies with the minimum coverage limits specified by the State of Texas and a valid driver's license. This includes truck drivers and anyone who drives a company vehicle or his/her own vehicle for Goodwill business.

Truck drivers and any Team Member who drives a company vehicle are subject to the laws of the Department of Transportation (DOT). These laws include new hire drug screens, random drug screens, and evidence of a clear driving record. Goodwill annually reviews current Motor Vehicle Records of all Team Members whose positions require a clean driving record.

Tobacco/Non-smoking Policy

We prohibit the use of tobacco products inside our facilities and within 15 feet of any Goodwill entrance or donation door. Tobacco products include cigarettes, cigars, pipes, smokeless tobacco, e-cigarettes, and vapes.

Workplace Violence

Goodwill has a Zero Tolerance Policy concerning workplace violence. Any act or threat of physical violence, including any form of intimidation, bullying, harassment, and/or coercion, which involves Goodwill, its Team Members, or Goodwill clients or customers, when it occurs in connection with employment with Goodwill, will not be tolerated at any time. Threats, whether written or verbal, or any other acts of aggression or violence made toward or by any Team Member will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking, or any other hostile, aggressive, injurious, and/or destructive action undertaken for the purpose of domination or intimidation. Violations of this policy will lead to disciplinary action, up to and including termination and/or legal action as appropriate.

Every Goodwill Team Member is expected to report incidents of threats and acts of physical violence immediately. Reports may be made to the individual's immediate supervisor or by calling the Fraud and Unethical Behavior Hotline at 1.800.624.9178 or by filing an online report through <https://secure.ethicspoint.com/>.

We are strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to Team Members and visitors, and damage to Team Members and customers, as well as Goodwill and personal property.

Team Members threatened by an outside party should follow the steps detailed in this section. It is important for us to be aware of any potential danger in relation to our Team Members. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by a Team Member or by anyone else.

No Weapons Policy

TEAM MEMBERS, VENDORS, CLIENTS

For the safety of our Team Members, customers, guests, and vendors, Goodwill Team Members may not possess weapons on Goodwill premises whether concealed or carried openly. Further, all Team Members, including full-time Team Members, part-time Team Members, temporary workers, and independent contractors, are prohibited from carrying weapons outside Goodwill premises when acting in the course and scope of employment.

Any Team Member who carries a weapon onto Goodwill premises or who carries a weapon when acting in the course and scope of employment for Goodwill will be subject to immediate termination and may be subject to criminal trespass charges.

CUSTOMERS

Where prohibited open carry signage is posted, Goodwill does not allow customers to carry weapons on Goodwill premises, meaning in the building. This policy applies to all persons entering the premises except authorized security personnel and law enforcement.

Management shall be notified if a Team Member observes any customer violation of open carry restrictions. Members of the GCT Security Team are authorized to carry weapons in the course of their work with GCT.

WHAT TO DO IF YOU SEE SOMEONE VIOLATING THIS POLICY

If the individual refuses to remove the weapon from the premises, management will call 9-1-1 for assistance.

Where open carry is not specifically prohibited by the display of prohibited open carry signage, customers may enter the premises with a handgun openly carried in compliance with current law. Customers shall not be approached regarding open carry. Any Team Member who observes a customer behaving in a suspicious or unsafe manner, such as unholstering a handgun, must notify a manager immediately.

Loss Prevention

Loss is defined as "any activity that negatively impacts our revenue or expenses."

Theft or misappropriation of goods, supplies, or merchandise will not be tolerated, and any misappropriation will result in immediate termination and possible arrest. If at any time you witness or suspect misappropriation or theft, it must be reported to your supervisor immediately. You may also call the Loss Prevention Hotline at 512.637.7105. All reports are thoroughly investigated.

You may also use the Fraud and Unethical Behavior Hotline at 1.800.624.9178 if you want to report any theft, misappropriation, or unethical behavior.

Benefits

Consistent with our values, Goodwill offers our Team Members a variety of benefits to support strong families and continuous self-improvement. These benefits may be described as either health and wellness (Plan Benefits), or time off and personal growth (Goodwill Benefits). Goodwill reserves the right to modify or change benefit offerings consistent with our mission and values.

Eligibility

The following chart describes the benefits for full-time and part-time Team Members:

BENEFIT	FT	PT	COVERAGE BEGINS
Medical Benefit	✓	N/A	1st of the month following 60 days of employment
Dental Plan	✓	N/A	1st of the month following 60 days of employment
Vision Plan	✓	N/A	1st of the month following 60 days of employment
Life Insurance	✓	✓	1st of the month following 60 days of employment
Short-term/Long-term Disability	✓	N/A	1st of the month following 60 days of employment
Flexible Spending Account	✓	N/A	1st of the month following 60 days of employment

Other benefits and eligibility requirements are listed below:

BENEFIT	FT	PT	ELIGIBILITY
Retirement 403(b)	✓	✓	Contribute and receive company match upon hire
Paid Time Off/Leave	✓	✓	Accrue immediately; eligible for use according to PTO policy
Holiday Pay	✓	N/A	Eligible for holiday pay according to company holiday schedule
Personal Days	✓	N/A	Eligible after 90 days of employment for all Team Members
Sick Days	✓	✓	Eligible upon hire for non-exempt Team Members
Bereavement Leave	✓	✓	Eligible after 90 days of employment
Parental Leave	✓	N/A	Eligible after 1 year of employment and have worked 1,250 hours
Team Member Purchase Discount	✓	✓	Immediate

Plan Benefits

Goodwill offers a variety of benefits from our selected provider. You will need to review the options to identify what plan options best fit your needs. Healthcare-related benefits will be reviewed on your first day of employment and must be selected by the deadline provided at Team Member Orientation for coverage beginning on the first of the month following 60 days of employment.

The information presented here is intended to serve only as guidelines. The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review during registration and through the insurance providers. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions (“SPDs”) for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this Handbook.

MEDICAL BENEFITS

We offer medical coverage to full-time Team Members. To help cover the cost of medical premiums, we contribute a percentage toward your medical plan each month you are covered (does not include COBRA). Coverage is available for Team Members, their spouses, and their eligible children.

You may enroll in medical benefits during your initial enrollment period and during Open Enrollment. In addition, a major life event such as marriage, divorce, the birth or adoption of a child, or demonstrating coverage through a spouse or Medicare/Medicaid, qualifies you to make changes to healthcare benefits. Changes must be made within 30 days of the major life event or alternate coverage.

Details on the medical coverage provided and information regarding the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) to continue coverage after termination can be found in the benefits packages distributed at Team Member Orientation, Open Enrollment, and on the company benefits intranet page.

In addition to the Goodwill-provided medical plans, you may find coverage on the Health Insurance Marketplace. Part-time Team Members are not eligible for the Goodwill medical benefits but may be eligible for subsidies for health insurance plans purchased through the Marketplace. Full-time Team Members may purchase healthcare through the Marketplace but will not be eligible for subsidized insurance.

DENTAL INSURANCE

We offer dental insurance to full-time Team Members. The extent of dental benefit coverage varies depending on the service performed.

A breakdown of the dental coverage provided and information regarding COBRA to continue coverage after termination will be available during Team Member Orientation, Open Enrollment, and on the company benefits intranet page.

VISION PLAN

We offer a basic vision plan providing our Team Members and their families the opportunity to protect the health of their eyes with low co-pay eye exams as well as discounted options for vision correction.

LIFE INSURANCE

Life insurance is available for Team Members, at no cost of their own, in the amount of one year’s worth of the Team Member’s annual salary. We also offer (through an outside provider) the option for Team Members to purchase additional insurance for themselves, their spouses, and their children. Part-time Team Members are covered by Goodwill for a \$10,000 policy and are not eligible to purchase additional insurance through Goodwill. Details and rates are provided at Team Member Orientation and Open Enrollment.

SHORT-TERM/LONG-TERM DISABILITY

Full-time Team Members may elect Short-term and Long-term Disability Insurance. Disability insurance provides continuity of pay in the event of an injury or illness that interferes with your ability to work. Long-term Disability is provided to all exempt Team Members at no cost.

RETIREMENT 403(B) AND ROTH ACCOUNT

All Team Members may establish and contribute to their 403(b) tax-deferred retirement account or a post-tax Roth Account immediately upon hire.

Goodwill offers matching contributions for eligible and participating Team Members without regard to the start date of the 403(b) and/or Roth Account participation.

Team Members can make decisions regarding the investments of their retirement account assets, including directing the investment options of their contributions and matching contributions.

Team Member contributions are always fully vested (owned by participant). Goodwill-matching contributions are vested at the rate shown below.

There are several different fund options, including but not limited to the stock market, fixed, money market, and bond funds. We partner with an independent financial advising company that is available to assist you in making decisions to maximize your current and future earnings.

YEARS	1st Year	2nd Year	3rd Year	4th Year	5th Year
VESTED	20%	40%	60%	80%	100%

WHAT IF I DO NOT WANT BENEFITS?

For Team Members who do not want to participate in Goodwill benefits, you must decline the benefits in ADP. Each year, you can review Goodwill benefits and change your elections or decline benefits during Open Enrollment.

Time Off

PAID TIME OFF (PTO)

At Goodwill Central Texas, we believe that taking paid time off is essential for maintaining the health and wellbeing of our Team Members. Ensuring a proper work-life balance not only enhances personal happiness but also contributes to our overall productivity and success. We encourage our Team Members to use their paid time off to recharge, spend time with loved ones, and come back to work refreshed and motivated.

All Team Members accrue PTO upon hire and receive an accrual rate based on their years of employment and hours worked. Team Members can rollover up to a maximum of 80 hours effective January 1, 2025. *Once you have reached your maximum accrual balance, you will need to take PTO to accrue more hours.

Team Members can start earning PTO immediately upon hire. However, PTO accruals are available for use in the pay period following completion of 90 days of employment and upon hire for executive positions. All hours thereafter are available for use in the pay period following the pay period in which they are accrued.

The following PTO Accrual Rates apply to all full-time and part-time Team Members.

YEARS OF SERVICE	ACCRUAL FOR 80 HOURS WORKED IN PAY PERIOD	MAXIMUM ANNUAL ACCRUAL	MAXIMUM PTO ACCRUAL BALANCE*	MAXIMUM PTO ROLLOVER
Less than 1	4.308 hours	14 days (112 hours)	25 days (200 hours)	10 days (80 hours)
More than 1 and less than 3	5.538 hours	18 days (144 hours)	25 days (200 hours)	10 days (80 hours)
More than 3 and less than 5	6.154 hours	20 days (160 hours)	25 days (200 hours)	10 days (80 hours)
More than 5 and less than 10	6.769 hours	22 days (176 hours)	25 days (200 hours)	10 days (80 hours)
More than 10	7.692 hours	25 days (200 hours)	25 days (200 hours)	10 days (80 hours)

PTO will not be used to calculate worked hours for the purpose of determining overtime.

**Select Blue Solutions and Commercial Services positions comply with state and federally mandated PTO requirements.*

General (All Positions)

- Requests for use of PTO should be submitted two weeks in advance and approved by management. Use of PTO may be restricted during blackout periods for some business units. One example is the Halloween season for our retail stores.

PERSONAL DAYS

All full-time Team Members excluding Executive Team Members receive twenty-four (24) hours of Personal Day time per year. Personal Days can be used for any reason, including to cover the illness of a child, a death in the family, a personal wellness day, or a religious holiday. Except in the case of an emergency, you should request to take a Personal Day at least five (5) days in advance. Personal Days do not rollover at the end of the year. Executive Team Members do not receive Personal Days. Personal Days will be available after 90 days of employment with the company.

SICK DAYS

All non-exempt Team Members receive twenty-four (24) hours of Sick Time per year. A Team Member can use sick leave for personal medical needs. Sick Days do not rollover at the end of the year. Exempt Team Members do not receive Sick Days. Sick days will be available upon hire with the company. No documentation is needed if taking less than three (3) days off. If a Team Member calls in sick three (3) consecutive days, they must provide proper documentation from a licensed healthcare provider, this would be considered an excused unscheduled absence.

HOLIDAYS

We observe several holidays each year. Observed holidays vary for different Goodwill locations. Team Members who are classified as full-time are eligible for holiday pay. Holiday Pay is paid only when the Team Member's work location is closed for business. To receive pay for a scheduled holiday, you must have worked your regularly scheduled day before and the regularly scheduled day after the holiday or have been on an approved absence. Holiday pay is available upon the completion of the orientation period of 90 days.

Select Blue Solutions and Commercial Services positions follow state and federal holiday schedules.

Team Members may be required to work on holidays. In those instances, eligible full-time non-exempt Team Members will be paid time and a half for any hours worked on the holiday. Exempt Team Members may take another day off during the same pay period.

For determining overtime, holiday pay will not be used to calculate worked hours.

BEREAVEMENT LEAVE

The Bereavement Leave Policy establishes uniform guidelines for providing paid time off to Team Members for absences related to the death of immediate and extended family members.

All active Team Members are eligible for benefits under this policy. Paid Bereavement Leave is available for use after 90 days of employment. However, unpaid Bereavement Leave can be considered for Team Members who have not met the 90-day requirement. Proof of death must be provided when a Team Member returns from bereavement leave. Examples include death announcement and/or obituary.

Paid bereavement leave will be granted according to the following schedule:

- Team Members are allowed up to three (3) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the Team Member's spouse or domestic partner and the following relationships of either the Team Members or their spouse/domestic partner: child, stepchild, parent, stepparent, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, brother, sister, stepbrother, stepsister, aunt, uncle, grandparent, grandchild, spouse's grandparent, or an adult who stood in loco parentis to the Team Member during childhood.

Additional bereavement time off:

- Goodwill understands the deep impact that death can have on an individual or a family. Therefore, additional non–paid time off may be granted. Team Members may plan with their manager for an additional four (4) unpaid days off in the instance of the death of an immediate family member. PTO can be used to be paid for the additional four (4) unpaid days off.
- Additional unpaid time off may also be granted depending on circumstances such as distance, the individual’s responsibility for the funeral arrangements, and the Team Member’s responsibility for taking care of the estate of the deceased.
- Individual Team Member circumstances may be discussed with the Team Member’s manager and their Human Resources Business Partner to determine whether additional considerations are needed. It is the intention of Goodwill to support Team Members during their time of grief and bereavement.

A Team Member who wants to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. If Team Member leaves work early on the day he or she is notified of the death, that day will not count as bereavement leave.

In addition to bereavement leave, a Team Member may, with his or her supervisor’s approval, use any available PTO for additional approved time off as necessary.

Bereavement pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation such as incentives, commissions, bonuses, or overtime pay. The pay for part-time Team Members is pro-rated if the funeral occurs on a scheduled workday.

JURY DUTY PAY

Team Members are to notify their manager promptly upon receipt of a jury summons and subsequent notice of selection to serve as a juror. Team Members selected to perform this community service will receive their regular rate of pay for the duration of jury duty up to three (3) days, provided they submit proof of the jury duty request to their manager. A Team Member’s manager must note all absences due to jury duty for each pay period. Team Members will be allowed to retain any mileage and other compensation paid by the respective court jurisdiction.

INTERNAL LEAVE OF ABSENCE

Occasionally, a Team Member may need to take an Internal Leave of Absence for health reasons but isn’t qualified under the Family Medical Leave Act (FMLA). Goodwill has an Internal Leave of Absence benefit and may grant up to thirty (30) days of unpaid time off to support the Team Member with their own medical/health issue. This benefit is non–paid and does not provide the Team Member job protection.

Criteria

All regular Team Members employed by GCT for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence their own medical needs. Job performance, absenteeism, and departmental requirements all will be taken into consideration when considering a request for personal leave. Approvals from the immediate supervisor, department leader, and human resources are required. The approval of a request for personal leave will be made within the sole discretion of the company. Being granted an unpaid personal leave of absence will not impact the employment-at-will status of any GCT Team Member.

Requests for an Internal Leave of Absence are reviewed by the Human Resources team and are handled on a case-by-case basis. Team Members will be required to use their available PTO concurrent with any Internal Leave of Absence. Once a Team Member has used their accrued PTO, they will be responsible for paying their portion of their benefit premiums.

An Internal Leave of Absence application form can be requested from the Benefits Team by emailing benefits@gwctx.org. This form must be approved and signed by the Team Member’s supervisor and the Benefits Manager.

The Team Member must contact his/her direct supervisor one (1) week prior to the end of the approved Personal Leave of Absence to discuss available open positions. If the Team Member’s prior position is available, the Team Member may be placed back into their prior position. If the Team Member’s prior position is not available, the Team Member will need to apply for an open position in which he/she is qualified to perform. The Team Member is required to apply for and complete Goodwill’s standard interviewing process. Placement into an open position at Goodwill will be at the discretion of the hiring manager and the Talent Acquisition team.

If the Team Member is unable to return from an approved unpaid Personal Leave of Absence for any reason, the Team Member will be terminated from Goodwill Central Texas, but eligible for rehire. The Team Member may apply and will be considered for any open position in which he/she is qualified to perform.

FAMILY MEDICAL LEAVE ACT (FMLA)

The Family Medical Leave Act provides eligible Team Members with twelve (12) weeks of unpaid leave each year for reasons related to family and medical concerns. Goodwill uses a rolling 12-month year to determine eligibility. This year is measured backward from the date a Team Member requests to use FMLA leave.

Eligibility Requirements

Team Members are eligible for FMLA if:

- At least fifty (50) or more Team Members are employed within a 75–mile radius of the Team Member’s work site;
- The Team Member has been employed for at least one year; and
- The Team Member has worked at least 1,250 hours within the previous twelve (12) months.

Basic Leave Entitlement

The FMLA requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave in a 12-month period to eligible Team Members for certain family and medical reasons.

The 12-month period is determined on a “rolling” 12-month period dating back from the time the Team Member uses any FMLA leave. Leave may be taken for anyone, or for a combination, of the following reasons:

- To care for the Team Member’s child after birth, or placement for adoption or foster care;
- To care for the Team Member’s spouse, son or daughter, or parent (but not in-law) who has a serious health condition; and/or
- For the Team Member’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care, or childbirth) that makes the Team Member unable to perform one or more of the essential functions of the Team Member’s job.

Leave to care for the Team Member’s child after birth, or placement for adoption or foster care must be taken within one (1) year of the child’s birth or placement.

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 Team Member from performing the functions of the Team Member’s job or prevents the 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 (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) 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.

Military Family Leave

Eligible Team Members with a spouse, son, daughter, or parent (but not in-law) on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or Regular Armed Forces for deployment to a foreign country 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, caring for the parents of the military member on covered active duty, and attending post-deployment reintegration briefings.



FMLA also includes a special leave entitlement which permits eligible employed Team Members (spouse, son, daughter, parent (but not in-law) or next of kin of a covered service member) to take up to twenty-six (26) weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period (one-time basis only). A covered service member is 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 on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” Covered service members also include a veteran who is discharged or released from military services under conditions other than dishonorable at any time during the five-year period preceding the date the eligible Team Member takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”

The FMLA definitions of a “serious injury or illness” for current Armed Forces members and covered veterans are distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.

Job Benefits and Protection

If applicable, during FMLA leave, the Company must maintain health coverage under any “group health plan” on the same terms as if the Team Member had continued to work. If PTO is substituted for unpaid leave, the Company will deduct the Team Member’s portion of any applicable health plan premium as a regular payroll deduction. If the Team Member’s leave is unpaid, the Team Member must make arrangements with their Human Resources Business Partner prior to taking leave to pay their portion of any applicable health insurance premiums each month.

The Company’s obligation to maintain health care coverage ceases if a Team Member’s premium payment is more than thirty (30) days late. If a Team Member’s payment is more than fifteen (15) days late, the Company will send a letter notifying the Team Member that coverage will be dropped on a specified date unless the copayment is received before that date.

If Team Members do not return to work at the end of the leave period (unless Team Members cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA leave. For purposes of this paragraph, a Team Member will be considered to have returned to work if the Team Member returns to work for at least 30 calendar days, or the Team Member retires at the end of the FMLA leave period or within 30 days thereafter.

Upon return from FMLA leave, most Team Members must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of a Team Member’s leave.

Use of Leave

A Team Member 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. Team Members 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.

Substitution of Paid Leave for Unpaid Leave

Team Members must use accrued PTO, personal, and sick time to the maximum extent permitted by applicable law while on unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the paid time will run concurrently with a Team Member’s FMLA entitlement.

Upon written request, the Company will allow Team Members to use accrued PTO, personal, and sick time to supplement any applicable paid disability, Workers’ Compensation, or other monetary benefits. Receipt of disability benefits, Workers’ Compensation benefits, or other monetary benefits does not extend the maximum amount of leave time to which a Team Member is eligible under the FMLA.

Team Member Responsibilities

Team Members must provide thirty (30) days’ advance notice of the need to take FMLA leave when the need is foreseeable. When thirty (30) days’ notice is not possible, the Team Member must provide notice as soon as practicable and generally must comply with the Company’s normal call-in procedures.

Team Members 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 Team Member 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. Team Members also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Team Members may also be required to provide medical certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform Team Members requesting leave whether they are eligible under the FMLA. If they are, the notice must specify any additional information required as well as the Team Members’ rights and responsibilities. If they are not eligible, the employer must provide a reason for ineligibility.

Covered employers must inform Team Members if leave is designated as FMLA protected and the amount of leave counted against the Team Member’s leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the Team Member.

Unlawful Acts by Employers

FMLA makes it unlawful for the Company to:

- Interfere with, restrain, or deny the exercise of any right provided under the FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Concerns regarding a possible violation with respect to either of these obligations should be reported to your Human Resources Business Partner.

Enforcement

Team Members may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

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.

PAID PARENTAL LEAVE POLICY

Goodwill of Central Texas will provide up to six(6) weeks of paid parental leave to Team Members following the birth of a child or the placement of a child in connection with adoption or foster care. The purpose of paid parental leave is to allow Team Members to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable.

Eligibility

Eligible Team Members must meet the following criteria:

- Have been employed with Goodwill of Central Texas for at least one year and worked 1,250 hours.
- Must be classified as a full-time Team Member.

In addition, Team Members must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or a domestic partner of someone who has given birth to a child.
- Placement of a child through foster care or have adopted a child (in either case, the child must be age 17 or younger). The adoption of a new spouse’s or domestic partner’s child is excluded from this policy.

Amount, Time Frame, and Duration of Paid Parental Leave

- Full-time eligible Team Members will receive a maximum of six (6) weeks of uninterrupted paid parental leave per birth, adoption, or placement of a child/children. The fact that a multiple birth, adoption, or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the 6-week total amount of paid parental leave granted for that event. In addition, in no case will a Team Member receive more than six weeks of paid parental leave in a rolling 12-month period, regardless of whether more than one birth, adoption, or foster care placement event occurs within that 12-month time frame.
- Each week of paid parental leave is compensated at 100 percent of the Team Member’s regular, straight-time weekly pay. Paid parental leave will be paid on a bi-weekly basis on regularly scheduled pay dates.
- Approved paid parental leave may be taken at any time during the 6-month period immediately following the birth, adoption, or placement of a child with the Team Member for Team Members who did not give birth. For Team Members who gave birth, paid parental leave is over a 12-month period instead of 6 months. Paid parental leave may not be used or extended beyond this time frame; however, if a female Team Member has elected voluntary short-term disability benefits, she may be eligible for additional paid time as outlined in the STD benefit plan.
- In the event a Team Member has given birth, short-term disability leave/benefit will commence at the conclusion of the 6-weeks of paid parental leave for the Team Member’s own medical recovery following childbirth.
- Team Members must take paid parental leave in one continuous 6-week period of leave. Any unused paid parental leave will be forfeited at the end of the 6-week time frame.
- Upon termination of the individual’s employment at Goodwill of Central Texas, he or she will not be paid for any unused paid parental leave for which he or she was eligible.

Coordination with Other Policies

- Paid parental leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption or foster care, the leave will be counted toward the 12 weeks of available FMLA leave per a 12-month period. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the Team Member under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on FMLA.
- After the paid parental leave (and any short-term disability leave for Team Members giving birth) is exhausted, the balance of FMLA leave (if applicable) can be compensated through Team Member’s accrued sick and/or personal time. Upon exhaustion of accrued sick and personal time, or if the Team Member elects not to use their paid time, any remaining leave will be unpaid leave. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- Goodwill of Central Texas will maintain all benefits for Team Members during the paid parental leave period just as if they were taking any other company paid leave such as paid personal leave or paid sick leave. Team Members will be responsible for paying their benefits premium monthly. Arrangements to submit these payments must be coordinated with our Benefits Manager by the end of each pay period.

- If a company holiday occurs while the Team Member is on paid parental leave, this day will not extend the total paid parental leave entitlement. Additionally, the day will be charged to holiday pay instead.

Requests for Paid Parental Leave

The Team Member will provide his or her supervisor and the Human Resources Business Partner with notice of the request for leave at least 30 days’ notice, if possible. The Team Member must complete the necessary Parental Leave Application and provide all documentation as required by the Human Resources team to substantiate the request.

As is the case with all company policies, the organization has the exclusive right to modify, interpret, and terminate this policy.

UNIFORMED SERVICES EMPLOYMENT REEMPLOYMENT RIGHTS ACT (USERRA)

Team Members who are members of or join the Uniformed Services, including the National Guard and Reserve Components, shall be provided military leave or time off to perform their military duties. In addition, Team Members who are members of the Uniformed Services shall not suffer discrimination or retaliation for their military service.

Team Members must provide advance notice of any military requirement when possible.

Notice of military requirements may include:

- Published schedule of military training evolutions/drills;
- A copy of orders including the start date and duration of orders;
- A letter from the military unit commanding officer specifying the time required for military duty;
- Verbal notice may be provided to managers, who must document that notice and forward it to the Human Resources Business Partner.

Team Members serving a period of military duty and extended for additional duty must provide notice of extension in a timely manner.

Team Members who are called to military duty for extended periods may elect to maintain medical coverage for family members during their absence. They must coordinate the payment of premiums prior to their departure. Team Members will be reinstated to full medical coverage upon reemployment without any waiting period.

Upon release from active duty, Goodwill Team Members must provide notice of their intent to return to employment in a timely manner as required by USERRA. Goodwill, in compliance with USERRA, will restore Team Members to their previous employment to include any seniority benefits accrued during the period of absence. Depending on length of service, Uniformed Service members reemployed after a period of active duty are protected from discharge without cause.

Team Member Assistance Program

Team Members may use Goodwill’s Team Member Assistance Program (EAP) and access free counseling services with a licensed professional. The EAP is a service provided through a third-party insurance company and is a part of our benefits program. Information about our EAP can be found in the Team Member Benefits Guide.

Goodwill Counseling

Goodwill Counseling provides individual, couples, and group counseling services to Team Members of Goodwill Central Texas. Counseling services are confidential and free to all Goodwill Team Members. Health insurance is not required.

Team Members can use counseling services to address matters such as issues at work, family concerns, depression, anxiety, grief and loss, stress management, trauma, relationship conflict, domestic violence, and much more. Any discussion with your counselor remains private and is strictly between you and your counselor, with limited exceptions related to imminent danger.

When personal matters impact work performance, managers may refer a Team Member to Goodwill Counseling to help the Team Member resolve the underlying cause of work issues. Managers will not be informed by counselors if the Team Member is in counseling or what is talked about in counseling.

Due to confidentiality protections, Goodwill Counseling should not be the only venue for reporting work-related concerns. Knowledge of Team Member concerns, issues, workplace issues, safety issues or other information disclosed to the counseling team shall not be imputed to, or known to, any Team Member, supervisor, manager, or executive of Goodwill. If information is disclosed to a member of the counseling team, the counselor will encourage the Team Member to report the information to their Human Resources Business Partner.

It is the Team Member’s responsibility to get approval from their manager if they are meeting with a counselor during work hours. Goodwill Counselors may have to communicate with a Team Member’s manager regarding scheduling of appointments and available office space. You will be off-the-clock (unpaid) if your counseling sessions are during your work hours. Therefore, Team Members often take sessions during a lunch break. To schedule an appointment with Goodwill Counseling, call 512.681.3315.

Team Members also can use the GCT’s Team Member Assistance Program (EAP) and access free counseling services with a licensed professional. The EAP is a service provided through a third-party insurance company and is a part of our benefits program. Information about our EAP can be found in the Team Member Benefits Guide.

Upward

The Upward program provides career coaches to assist eligible Team Members with goal setting, community resource referral, and career development. Career Coaches are dedicated to helping Team Members work towards personal and professional achievements. Every Goodwill location has an assigned Career Coach who visits on a regular basis. Please see your supervisor for your location’s schedule.

Team Member Discount

All Team Members are eligible for a 25% discount on donated goods at Goodwill retail stores and bookstores. Friends and family members are not eligible for the discount. Team Members must be present and pay for the purchase to receive the discount. Violation of the Team Member Purchase Policy will lead to disciplinary action, up to and including termination.

Team Member Purchase Policy

The table below indicates types of merchandise, purchase restrictions, and discount eligibility.

TYPE OF MERCHANDISE	PURCHASE RESTRICTIONS	DISCOUNT ELIGIBILITY
New Goods Items	May be purchased at Team Member’s home store and other Goodwill Central Texas stores.	No Discount
Food/Beverage	May be purchased at Team Member’s home store and other Goodwill Central Texas stores. Proof of purchase must be provided if requested.	No Discount
Donated Items	May be purchased at Team Member’s home store and other Goodwill Central Texas stores. Member of management must complete the transaction for Team Member purchases.	25% Discount
Outlet Stores	Outlet and Warehouse Team Members may not shop at their own Outlet Store. All other Team Members may purchase merchandise from Outlet Stores without restriction.	No Discount

PROGRAM RULES

- Team Members may NOT purchase production tag color-of-the-week items at their home store and will not receive a discount on color-of-the-week items or merchandise purchased at any Goodwill store.
- Team Members must show their badge at the time of purchase to receive the 25% discount.
- Due to salaried Team Members not clocking out for lunch, they may only purchase in their home store prior to, or at the end of their shift.
- Team Member purchases may only be made when the Team Member is off the clock. This does NOT include 15-minute breaks. Closing shift Team Members may only purchase prior to the start of their shift or during their meal break.
- When shopping at a store, Team Members must enter and exit through the front door only.
- Merchandise that has been stashed or held, including behind the register, may not be purchased. Purchasing or selling from the back room is strictly forbidden.
- “Sweet hearting,” which is underpricing or producing with the intent to buy or sell to a specific person, is prohibited.
- Team Members may not call any person regarding any inventory of any kind.
- Team Members may NOT have another person purchase for them while they are on the clock.
- Purchases made at a Goodwill location may not be resold for any Team Member’s personal profit.
- Team Member purchases must be rung by a member of management. In exceptional situations, a cashier may ring the purchase, however, a member of management must verify each item is rung correctly prior to overriding and approving the discount.
- Team Member may not process or approve their own transaction, including snacks and drinks.
- Except for snacks and drinks, purchased merchandise must be removed from the store immediately following purchase.



Internal Controls

Internal controls surrounding communications and best practices and procedures exist to ensure the transparent sharing of information within the organization while protecting the Goodwill brand. Goodwill reserves the right to modify or change benefit offerings consistent with our mission and values.

Corporate Communications

The Marketing department is the authorized representative for Goodwill media communications and only specified Team Members may speak on behalf of Goodwill Central Texas. No Team Member, unless specifically designated by the CEO, are authorized to make statements on behalf of GCT. Any Team Member wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the CEO.

If a member of the media approaches you for information related to Goodwill, refer them to media@gwctx.org.

Technology

ACCEPTABLE USE POLICY

Goodwill provides the necessary tools for Team Members to effectively perform their duties. This includes computers, point-of-sale terminals, access to the internet, as well as email accounts, etc. All tools are the property of Goodwill and shall be operated and maintained within the guidelines established to protect Goodwill and organizational property.

Computers, systems, and networks are the property of Goodwill. All Team Members are expected to protect the Goodwill IT network by utilizing appropriate security measures, including:

- Keep passwords secure and confidential; change passwords every six months or as required under a separate policy.
- Before leaving a computer unattended, ensure that the screen lock is engaged, and the computer is attached to the desk using appropriate security measures.
- Do not connect personal media, such as personal iPhones and memory sticks, to a Goodwill computer.
- Streaming audio and video media, such as YouTube, iTunes, TikTok, and Spotify, are not permitted on the Goodwill network unless needed for work-related purposes. For approval and permissions to stream media, contact the Vice President of IT.

Computer systems, including email, may be monitored by designated authorized individuals to ensure the security and maintenance of the Goodwill network. There is no expectation of privacy with regard to information stored, sent, or received using Goodwill systems.

Confidential information required for the successful operations and administration of Goodwill is maintained in accordance with appropriate security controls. Team Members who have access to confidential information will be provided guidance regarding appropriate protection of the information. Efforts to breach these controls or otherwise access protected information are a violation of the Goodwill Acceptable Use Policy. Violations of this policy are subject to disciplinary action, up to and including termination. Further information may be found in Goodwill's Cybersecurity policy.



SOCIAL MEDIA USE

Our company is committed to maintaining a good relationship with Team Members and with the public. If Goodwill Industries of Central Texas sustains a positive reputation and excellent image in the public eye, it directly benefits the company, in addition to putting you in an advantageous situation as a Team Member. The way the public views Goodwill Industries of Central Texas is vital to promoting business, gaining new business, retaining first-class Team Members, recruiting new Team Members, and marketing our products and services.

While Goodwill Industries of Central Texas has no intention of controlling Team Members actions outside of work, it is important that Team Members practice caution and use discretion when posting content on the internet, especially on social networking sites that could affect Goodwill Industries of Central Texas’s business operations or reputation. This policy serves as a notice on the practice of social networking for all Team Members to read and understand.

Goodwill Central Texas (GCT) has established the following guidelines for Team Member participation in social media.

Off-duty use of social media: In general, GCT considers social media activities to be personal endeavors. Team Members are free to use social media to express their thoughts or promote their ideas, if off-duty social media activity does not interfere with their work performance or damage or threaten the reputation of GCT.

On-duty use of social media: Team Members may access social media during work time provided it is directly related to their work. GCT monitors Team Member use of computers and cell phones, including internet activity and email. Team Members should have no expectation of privacy in their use of GCT’s computers and cell phones.

Respect: Demonstrate respect for the Company’s reputation, team members, contractors, customers and vendors, keeping in mind that a social media site is a public place. For example, do not use ethnic slurs, racial or gender-based epithets, obscenity, or use language that may be considered inflammatory.

Post disclaimers: If a Team Member discusses matters clearly related to GCT on a social media site, the Team Member must include a prominent disclaimer stating that s/he does not express the views of GCT, and that the Team Member is expressing only his or her personal views. However, if a Team Member posts information or opinions on a social media site that is in violation of company policy or any law, the disclaimer will not shield them from disciplinary action.

Competition: Team Members should not use social media to criticize GCT’s competition or to pursue or engage in business in competition with GCT.

Confidentiality: Do not identify or reference GCT’s contractors, customers, vendors, or other Team Members without express permission. Team Members may write about their jobs in general but may not disclose any confidential or proprietary information. When in doubt, ask before posting.

Trademarks and copyrights: Do not use GCT’s logo on a social media site without express permission. Do not copy or link to information or materials belonging to GCT without express permission.

Discipline: Violations of this policy may result in discipline up to and including immediate termination of employment.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected activity to improve terms and conditions of employment.

EMAIL AND INTERNET ACCESS

You are expected to use Goodwill equipment and internet services in the day-to-day execution of your job duties. You may use the computer and internet access for limited communication for non-official business provided such communication does not disrupt or interfere with official Goodwill business, is kept to a minimum duration and frequency, and is not of an inappropriate nature.

If you encounter sexually explicit material or other inappropriate material from the internet, you are required to report the location of such sites to the IT department in the form of the site’s URL (Uniform Resource Locator) or the newsgroup name. There is no expectation of privacy for anything sent or received through email and we reserve the right to review data at any time without warning should we feel internal security has been compromised or that you have misused the hardware, software, or internet services. You may not use someone else’s password or user ID to enter any Goodwill-protected site.

Goodwill IT systems are protected by firewalls and are designed to block inappropriate websites. Efforts to circumvent these systems are a violation of Goodwill policy and an abuse of Goodwill resources.

VIDEO SURVEILLANCE

All Goodwill properties are monitored by video surveillance to protect the Team Members, customers, and property of Goodwill. By accepting employment, Team Members consent to video and audio surveillance. Only authorized personnel will view surveillance tapes.

Visitors

Visitors must be accompanied by a Goodwill Team Member while on Goodwill premises

Flexible Work Schedule Policy

Where feasible and while meeting business demands, Goodwill Central Texas may offer compressed workweek, alternative schedules, and telecommuting to assist Team Members in managing work, family, and life schedules in a way that satisfies the business needs of Goodwill Central Texas and supports a healthy balance for both the Team Member and the organization. The Flexible Work Schedule Policy explains the various options available to management to accomplish this purpose with their team.

Note: Neither this policy, nor approval of any flexible work arrangement, is intended to alter the at-will nature of a Team Member’s employment with Goodwill Central Texas, nor does it create a contract binding Goodwill Central Texas or the Team Member to an agreement of employment for a specific period. Team Members who have the capability to work from remote locations may telecommute only with the approval of their manager and Human Resources. This option is not available where your physical presence is essential to job performance.

Personal Belongings

To provide consistent superior service to customers while ensuring the safety of all Team Members, some work locations prohibit the use or possession of personal electronic devices, including but not limited to cell phones, tablets, and iPods (including the generic equivalent. Retail stores and GRC/GDC production areas are designated as Electronic Device Free Zones, (EDFZ). In EDFZ, phones must be stored in assigned lockers. Managers in other areas may designate their work location as EDFZ if the use or possession of such devices is determined to be counterproductive or distracting.

Team Members have assigned lockers. Team Members are required to keep all belongings in their locker. Personal belongings are not to be taken into work areas and must be able to fit in the locker. Goodwill is not responsible for the loss of or damage to any personal belongings at any time. Lockers are considered the property of Goodwill. If personal property is mixed in with donations, including donation trucks, the property is considered a donation.

Goodwill is also not responsible for any loss or damage to a Team Member’s vehicle while parked on company property or at a work location.

Search Policy

Goodwill Team Members will check out with their manager before leaving a retail or warehouse location. Team Members’ purses, bags, etc. are required to be submitted to inspection by a member of management. We reserve the right to inspect lockers, purses, handbags, backpacks, and any other personal property and vehicles parked in or near our work areas, which are under the control of the person being searched. We further reserve the right to access or monitor any electronic communication devices, including but not limited to emails, telephones, faxes, and data storage devices. Any person refusing to permit such a search will be subject to disciplinary action up to and including termination.

Problem Resolution

Team Members are encouraged to resolve common, everyday workplace issues on an individual basis prior to initiating a formal Problem Resolution process. This may include issues such as scheduling, disagreements with coworkers, or Goodwill policy enforcement.

Alternatively, the Problem Resolution process should be used to inform management of concerns regarding safety violations, inappropriate conduct, unethical behaviors, harassment, or other behaviors inconsistent with Goodwill’s mission and values. These issues commonly require collaborative efforts with Human Resources, Loss Prevention, Safety, Finance, or Information Technology.

OPEN DOOR POLICY

GCT cares about its Team Members and knows that even strong and productive Team Members can have problems at work and that even routine differences with the Company can get bigger when there are no resources to help solve them. GCT has always had an Open Door Policy that allowed Team Members to take issues, grievances, or concerns to their manager and to management. To make this Open Door Policy better known and to prove its effectiveness, the Company is adding some procedures to it to ensure that all Team Members know that it is out there for their benefit.

When difficult situations happen at work, you may feel that there is no place to go to resolve them. This is not the case. At GCT, you are free to raise a concern at any level of the management team.

Immediate manager. Whenever possible, you should try to resolve any problems at work with your immediate manager. Because this person(s) is close to your situation, he/she may be already aware of the problem or be able to offer a new perspective or some new facts that may be helpful to you. If for any reason, however, you do not feel comfortable going to your immediate manager, you may always proceed higher up the chain of command.

Higher Level of Supervision. Unfortunately, sometimes your manager is part of your complaint. If you are unsatisfied with your response or need to talk with someone other than your manager, you may take your problem to the next higher level of supervision.

At any time, you may also choose to contact your manager or supervisor for assistance or advice. You may contact your manager or supervisor at any time to discuss any issue you feel needs to be resolved. Your manager will resolve your problem and if he/she does not have the authority to assist you, he/she will seek the involvement of the Company. Please remember that at any time, if you feel the need, you have the right to go above your manager or supervisor and contact their manager.

Please be assured that the Company has an open-door policy where Team Members can speak freely with different members of management in efforts to bring grievances to resolutions. No Team Member will be penalized for being forthcoming about any of the Company’s policies, practices, regulations, or procedures believed to be to the detriment of a Team Member. It is the Company’s purpose to provide an effective way for Team Members to bring problems concerning their well-being at work to GCT’s attention without any fear of retaliation.

PROBLEM RESOLUTION PROCESS

Problem Resolution is a multi-step process to resolve any issues at the lowest level and minimize disruption of efficient operations.

Step 1: Report any concerns to your direct manager or assistant manager. You may escalate the initial report to the next level if the issue concerns your direct manager. The report will be reviewed promptly after receipt. If the report concerns allegations of harassment, violence, discrimination, and/or any other gross misconduct, the manager should immediately notify their Human Resources Business Partner.

The manager will actively listen to the report and then take appropriate actions to resolve the concern. This may include a wide variety of actions from coaching to collaborating with corporate partners, such as Human Resources, Loss Prevention, Safety, or Finance, to determine appropriate outcomes. The manager (or Human Resources Business Partner, if applicable) will communicate any final decisions at this level to the Team Member, as appropriate.

Step 2: In the event the Team Member observes ongoing behaviors that are not effectively resolved in Step 1, the Team Member is encouraged to report those concerns to the next manager in the chain of command in a timely manner. The manager will review the situation with the direct manager and determine any necessary appropriate steps to effectively resolve the situation. This may require collaboration with corporate partners, such as Human Resources, Loss Prevention, Safety, or Finance to determine appropriate outcomes. The manager will communicate any final decisions at this level to the Team Member.

Step 3: The final step is to appeal the decisions made in Step 2 to the departmental leader. The appeal shall be submitted in writing to document the efforts made to resolve the situation, including:

- who was advised of the concern in Step 1 of Problem Resolution;
- outcome reported on Step 1;
- who was consulted in Step 2 of Problem Resolution; and
- outcome reported on Step 2.

In addition, the appeal must provide a description of the concern(s), including dates and times as appropriate to review any events as may be required.

The departmental leader will review the written appeal, consider all other supporting documentation, and make a final determination. The departmental leader will provide a written decision to the Team Member and the Human Resources Business Partner. This decision is not subject to review.

In the event a problem involves Team Members in two separate departments, Human Resources shall be consulted to facilitate resolution at the lowest possible level and at the earliest opportunity.

Any Team Member funded under the Workforce Innovation and Opportunity Act (WIOA) has the right to access the grievance procedure outlined in the Act.

Team Members may also use the Fraud and Unethical Behavior Hotline at 1.800.624.9178 to report unethical behavior.

Nepotism and Fraternization

The employment of relatives of current Team Members is permitted if there are no conflicts of interest. A Team Member who hires, terminates, approves changes in status, evaluates performance for salary increments, promotes, or dismisses may not hire, supervise, or manage relatives in the same department. Employing relatives can cause various problems, including but not limited to perception of favoritism, conflicts of interest, family discord, and scheduling conflicts that may work to the disadvantage of both Goodwill Central Texas and its Team Members.

For the purposes of this policy the term “relative” shall include the following relationships: relationships established by blood, marriage, or legal action. Examples include the Team Member’s spouse, mother, father, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepparent, stepchild, aunt, uncle, nephew, niece, grandparent, grandchild, or cousin. The term also includes domestic partners (a person with whom the Team Member’s life is interdependent and who shares a common residence) and a daughter or son of a Team Member’s domestic partner. This policy also includes relatives of the Team Member residing in the Team Member’s household.

It is the goal of Goodwill Central Texas to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts, or management disruptions exist.

Goodwill Central Texas may allow existing personal relationships to be maintained or employ individuals with personal relationships to current Team Members under the following circumstances:

- They may not create a supervisor/subordinate relationship with a family member.
- They may not have any direct or indirect administrative or operational authority over the other person.
- They may not supervise or evaluate a family member.
- The relationship will not create an adverse impact on work productivity or performance.
- The relationship may not create an actual or perceived conflict of interest.
- They may not audit or review in any manner the individual’s work although all such potential misuses of authority cannot be listed here, examples include a Team Member signing an evaluation for a family member or approving a timesheet of a family member.
- They cannot be in another family member’s chain of command for example, a family member cannot work in a department in which a family member is the Vice President.
- They may not be employed if a member of the Team Member’s immediate family (spouse, children, parents, grandparents, brothers, sisters, stepfamily members, in-law family members) resides at the same address and serves on the Goodwill’s Board of Directors or any Committee or Council which has authority to review or order personnel actions or wage and salary adjustments which could affect his/her job.

No personal Team Member relationship covered by this policy will be allowed to be maintained, regardless of the positions involved, if it creates a disruption or potential disruption in the work environment, creates an actual or perceived conflict of interest, or is prohibited by any legal or regulatory mandate. This policy must be considered when hiring, promoting, or transferring any Team Member.

Should relationships addressed within this policy be identified with a candidate for employment or current Team Members, the matter should be reported to the Human Resources Team within three (3) days and the following policies and procedures will be followed: A determination will be made whether the relationship is subject to the Goodwill Central Texas Nepotism Policy based on the conditions described above.

If the relationship is determined to fall within one or more of the conditions described in this policy, Human Resources Team will attempt to resolve the situation through the transfer of one Team Member to a new position or identifying some other action (e.g., supervisory reassignment), which will correct the conflict or issue identified.

Goodwill Central Texas Team Members who marry one another, become domestic partners, or reside in the same household while employed with Goodwill Central Texas must report the change in circumstances to the Human Resources department immediately, to determine the appropriate action.

Violation of the Nepotism Policy, including non-disclosure of relationships as specified, is subject to the progressive discipline policy up to and including termination.

Conflict of Interest

Integrity is a paramount part of our culture. For this reason, Team Members must avoid conflicts of interest with respect to their employment and job duties. Examples of real or potential conflicts include:

- Any situation where a person appears to have competing loyalties or where there is a conflict between a Team Member’s private interests and official responsibilities.
- Acting as a key decision maker or influencer to any vendor or competitor of Goodwill.
- Owning or having a family member who owns a significant interest in a vendor or competitor of Goodwill.
- Using organizational property for personal or private purposes.
- Accepting additional jobs whose schedule or duties interfere with your duties at Goodwill.
- Entering into a business relationship with customers or vendors.

This list is not comprehensive, and you may encounter other circumstances that comprise a conflict of interest. If you have any questions regarding opportunities and the potential for conflict of interest, request guidance from the Corporate Compliance Officer or the Vice President of your department.

Nondiscrimination/Anti-Harassment Policy and Complaint Procedure

Goodwill Central Texas is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Goodwill Central Texas expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Goodwill Central Texas has developed this policy to ensure that all its Team Members can work in an environment free from unlawful harassment, discrimination, and retaliation. Goodwill Central Texas will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any Team Member who has questions or concerns about these policies should talk with the Human Resources Business Partner.

The law and the policies of Goodwill Central Texas prohibit disparate treatment based on sex or any other protected characteristic, with regard to terms, conditions, privileges, and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Goodwill Central Texas to ensure equal employment opportunity without discrimination or harassment on the basis of race (including hairstyle/texture), color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Goodwill Central Texas prohibits any such discrimination or harassment.

RETALIATION

Goodwill Central Texas encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Goodwill Central Texas to promptly and thoroughly investigate such reports. Goodwill Central Texas prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

SEXUAL HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, “sexual harassment” is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) 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.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an

individual’s body, sexual prowess or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

HARASSMENT

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile, or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual’s work performance, or c) otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer’s premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites, or other means.

INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and Team Members, whether related to conduct engaged in by Team Members or by someone not directly connected to Goodwill Central Texas (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

REPORTING AN INCIDENT OF HARASSMENT, DISCRIMINATION, OR RETALIATION

Goodwill Central Texas encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender’s identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate manager or any member of the Human Resources leadership team. See the complaint procedure described below.

In addition, Goodwill Central Texas encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. Goodwill Central Texas recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

COMPLAINT PROCEDURE

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate manager or the Human Resources Business Partner.

Goodwill Central Texas encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Goodwill Central Texas will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling, disciplinary action, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as Goodwill Central Texas believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution, that party may appeal to Goodwill Central Texas’s Chief Executive Officer or a member of the Senior Executive Leadership group.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

BULLYING

Goodwill Central Texas defines bullying as repeated, health-harming mistreatment of one or more people by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating, or intimidating behaviors, whether physical, verbal, or gesturing.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Such behavior violates Goodwill Central Texas’ Code of Ethics, which clearly states that all Team Members will be treated with dignity and respect.

Individuals who feel they have experienced bullying should report this to their manager or to their Human Resources Business Partner before the conduct becomes severe or pervasive. All Team Members are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow Goodwill Central Texas to take appropriate action.

Background Screens

Goodwill Central Texas has an interest in the safety of our Team Members, clients, and customers as well as the security of property and assets. In addition, regulations governing some professions may also have specific background check requirements and selection criteria required by law and/or regulation. As part of our efforts to ensure a safe environment, Goodwill evaluates each position to determine the sensitivity of that role to the security of Goodwill.

All positions require candidates offered employment to complete a background check which may include a review of driving record, criminal record, and financial records as required for the specific duties of the position. All employment offers requiring background checks are conditioned upon the satisfactory completion of the background screen.

Before a final disqualification determination is made, Goodwill will allow the individual to refute and correct erroneous information contained in the report, in accordance with Fair Credit Reporting Act (FCRA) requirements.

Employment Verification Policy

Financial institutions, government entities, and residential property managers routinely contact employers, including Goodwill Central Texas, for information on former or current Team Members.

All such requests of this type should be referred to and handled by the Human Resources team at HumanResources@gwctx.org or 512.637.7100.

Responses to written requests for verification of employment will be made on the form provided only when the request is accompanied by a former or current Team Members signed authorization to release such information.

A written verification of employment form that has been completed by the PAC department will be returned directly to the requesting agency. Telephone requests for verification of employment by financial institutions, government entities, and residential property managers will be limited to confirming information stated by the external party.

Ensure your Team Member profile is current and most accurate. To verify this information, log into ADP and view your profile.

Subpoenas, Search Warrants, Request for Information, Witnessing Documents

It is our policy to cooperate with governmental investigations, searches, and other external audits. At the same time, it is important that our legal rights and the rights of our Team Members are appropriately protected. If any governmental agency or other outside party requests information regarding a Team Member, program participant, consumer, or business partner, or asks to conduct a search of the premises, please refer them immediately to the appropriate personnel to the General Counsel.

You are not to give out any confidential information regarding another Team Member of Goodwill unless authorized to do so by appropriate personnel.

Disciplinary Program

Goodwill Central Texas supports the use of progressive discipline to address concerns such as poor work performance or misconduct to encourage Team Members to become more productive workers and to adapt their behavior to organizational standards and expectations. Generally, a member of management gives a warning to a Team Member to explain behavior that the manager has found unacceptable. There are three types of warnings: verbal, written, and final. There are three actions that could occur through additional guidance/recommendation from the Human Resources Business Partner based on the situation which include performance improvement plan (PIP), suspension, and termination.

VERBAL WARNING

A verbal warning is coaching given by your manager that identifies inappropriate behavior and recommends the action needed to correct that behavior. The conversation can be documented, and you will be asked to acknowledge that the conversation occurred as well as the subject matter discussed.

WRITTEN WARNING

A written warning is a statement given to you by a member of management when the documented verbal coaching has not sufficiently modified behavior(s) or when a serious infraction of our policies and procedures occurs. Written warning comes in the form of first and second written.

FINAL WRITTEN WARNING

A final written warning is a last-chance opportunity offered by a manager when the prior efforts have not resulted in the expected outcomes, or when serious infractions of policies or procedures occur that present danger to Team Members and/or the reputation of the Goodwill brand.

PERFORMANCE IMPROVEMENT PLAN (PIP)

A PIP is a formal document used to outline performance deficiencies observed in a Team Member and provides a roadmap for improvement. The purpose of a PIP is to facilitate constructive discussion between a Team Member and their leader and to clarify the work performance to be improved.

SUSPENSION

During an investigation Management and the Human Resources Business Partner may determine that the Team Member being investigated should be placed on a temporary leave of absence or suspended.

TERMINATION

When other corrective guidance efforts are not successful, or when violations are considered extremely serious, Goodwill may determine termination is appropriate.

Goodwill Central Texas reserves the right to administer appropriate disciplinary action as needed. Each situation will be dealt with on an individual basis, which means that disciplinary action may not be progressive.

Conduct Violations

We have established general guidelines to govern Team Member conduct. No list can include all instances of conduct that can result in discipline, and the examples below do not replace sound judgment or common-sense behavior.

Depending on the individual circumstances surrounding the violation, we reserve the right to take any action we deem appropriate for the violation, including the following:

- Possessing, using, selling, or being under the influence of unlawful narcotics, controlled substances, or alcohol while on company time or property.
- Illegal gambling on company time or property.
- Unscheduled absences, as determined by the company policy.
- Occurrence of No Call, No Show.
- Failure to adhere to work schedule.
- Misappropriation of materials, property, or funds.
- Illegal, destructive, or disruptive acts on company time or to company property.
- Any form of harassment, discrimination, bullying, or violence toward another Team Member.
- Lack of required liability insurance for any driver who is on the Goodwill Driving List. This includes all Team Members that are required to drive for Goodwill business whether it is in their own personal vehicle or a Goodwill vehicle.
- Failure to inform manager of traffic violations, speeding tickets, accidents, or DWIs in writing. This rule applies to all Team Members listed on the Goodwill Driving List.
- Falsifying any information on Goodwill paperwork. This includes timesheets, applications, mileage logs, petty cash, travel reimbursements, check requests, store merchandise prices, or any other work-related documents, to include electronic forms.
- Disclosure of confidential information.
- Copying company documents for personal use.
- Concealing defective work.
- Failure to adhere to the dress code.
- Failure to perform job duties.
- Team Members in a supervisory role, including team leads and managers, who fail to manage Goodwill funds or assets.
- Management conduct inconsistent with Goodwill culture and values.
- Inappropriate behavior.
- Sweet-hearting, holding, or stashing store or company merchandise for purchase.
- Carrying or bringing weapons to work or implying that you have a weapon at work.
- Smoking or tobacco use in places other than designated smoking areas.
- Use of abusive language, threats, profanity, improper behavior, or gestures.
- Failure to report property damage.
- Failure to notify the proper person when absent or tardy.
- Violation of safety codes.
- Unauthorized removal of any Goodwill property, including items designated as trash, salvage or deemed “un-sellable.”
- Failure to comply with established procedures.
- Unauthorized use of company equipment and/or vehicles.
- Damage or removal of another Team Member’s, customer’s, or client’s belongings.
- Fighting while representing Goodwill.
- Insubordination.
- Loitering or loafing while on duty.
- Abusing lunch or break periods.
- Borrowing from or lending money to Goodwill Team Members, trainees, or clients.
- Inadequate personal care and cleanliness.
- Failure to report any convictions.
- Gross misconduct.
- Failure to check all personal packages, parcels, or bundles at designated areas.
- Inappropriate use of email or internet systems.
- Tampering with security cameras.
- Failure to exercise reasonable care to manage Goodwill funds or assets, especially where position duties require the protection of Goodwill resources.

Separation of Employment

Upon separation of employment with Goodwill the following requirements must be fulfilled:

- You must return all property that was issued to you, including badge, Chubb (security) card, keys, computer, safety gear, and any other property provided for the completion of work duties. Team Members who do not return assigned Goodwill property may have the reasonable value of the item deducted from their final paycheck.
- Final pay will be calculated in accordance with company policy and applicable law.
- Final checks will be deposited into your pay card or bank account in accordance with Texas payday laws.

CONFIDENTIAL COMPANY INFORMATION

During the course of work, a Team Member may become aware of confidential information about GCT’s business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. A Team Member also may become aware of similar confidential information belonging to GCT’s clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any Team Member who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Team Members may be required to sign an agreement reiterating these obligations.

Ethical Business Practices

Goodwill Central Texas is committed to high standards of conduct, honesty, and reliability in its business practices and outlines this expectation of integrity in our Corporate Compliance Program. The purpose of the Corporate Compliance Program is to promote understanding of an adherence to applicable federal and state laws and regulations and make a sincere effort to prevent, detect and correct fraud, abuse, or waste within the organization. The comprehensive Goodwill Central Texas’ Corporate Compliance Program can be found on the GCT portal (internet) and in the Company Documents section of ADP.



2024 Team Member Handbook Acknowledgement

I acknowledge that I have received a copy of the 2024 Goodwill Central Texas Team Member Handbook, which includes information about the organization’s policies, procedures, and guidelines. I understand that it is my responsibility to read and familiarize myself with the contents of the handbook. I also understand that it is my responsibility to seek clarification from my supervisor or the Human Resources department if I have any questions regarding the content of the handbook or any of the organization’s policies and that I am encouraged to do so.

I acknowledge that the Team Member Handbook provides guidelines for various aspects of employment with Goodwill Central Texas, including but not limited to:

- Company policies and procedures
- Employee benefits
- Code of conduct and workplace behavior
- Safety and security procedures
- Complaint and grievance procedures
- Disciplinary actions and procedures

I understand that the Team Member Handbook is not a contract of employment, and I agree that nothing in the Team Member Handbook creates, or is intended to create, a promise or representation of continued employment. I also understand that employment at Goodwill Central Texas is employment-at-will, which may be terminated at the will of either Goodwill Central Texas or myself, with or without cause and with or without notice.

I also understand that Goodwill Central Texas reserves the right to modify, amend, or terminate any policies or procedures contained in the handbook at its discretion at any time.

By signing this form, I confirm that I have received, read, and understood the Team Member Handbook and agree to comply with the policies and procedures outlined therein.

_____	_____
Team Member Name	Date

Team Member Signature	

Notes:

[illegible]