

**Goodwill Industries of
Southeastern Louisiana, Inc.**

Goodworks, Inc.

Goodwill Technical College

EMPLOYEE HANDBOOK



Industries of Southeastern Louisiana, Inc.

Goodwill



Goodwill Industries of Southeastern Louisiana, Inc.
Goodworks Inc. Goodwill Technical College

March 2021

Goodwill Industries of Southeastern Louisiana offers opportunities to people with disabilities and other employment barriers to improve their economic self-sufficiency through training, education, support services and employment.

Welcome to Goodwill, Goodworks and Goodwill Technical College.

We are glad you are a part of our team and together with our existing associates, we will work to fulfill the mission of Goodwill. When all of us pull together in the same direction, we can't help but be successful.

Joining a new company is exciting and there is so much to learn. This handbook is designed to introduce you to Goodwill, Goodworks and Goodwill Technical College. Please use it as a reference to learn about our history, our standards and our employment and human resources practices.

You are now one of our many employees helping make us a terrific company to work for. You are the key to our success and everyday together, we strive to help someone find a new direction, discover a hidden skill, and gain a sense of self-worth and hope for the future.

Please take time to review these policies and procedures. We hope you have a long and happy career here with us at Goodwill Industries of Southeastern Louisiana, Inc.

Welcome to the Team!

Jodee Daroca
President and CEO

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HISTORY

Goodwill was founded in 1902 in Boston's South End by Rev. Edgar J. Helms, a Methodist minister. Helms collected used household goods and clothing in wealthier areas of the city, then trained and hired the poor and immigrants to mend and repair the used goods. The goods were then resold or were given to the people who repaired them. The system worked, and the Goodwill philosophy of "a hand up, not a hand out" was born.

The organization, formally incorporated in 1910 and housed in Boston's Morgan Memorial Chapel, became known as Morgan Memorial Cooperative Industries and Stores, Inc. It provided job skills training programs and even a rudimentary placement service. The name "Goodwill Industries" was later adopted after a Brooklyn, NY workshop coined the phrase.

Dr. Helms' vision set an early course for what would one day become a \$1.8 billion nonprofit organization. Helms described Goodwill Industries as an "industrial program as well as a social service enterprise...a provider of employment, training, and rehabilitation for people of limited employability, and a source of temporary assistance for individuals whose resources were depleted."

Goodwill Industries International is a network of 165 community-based, autonomous member organizations throughout the United States and Canada and 14 affiliates in 13 countries that serves people with workplace disadvantages and disabilities by providing job training and employment services, as well as job placement opportunities and post-employment support. Collectively we help 3 million people overcome barriers to employment and become independent, tax-paying members of their communities.

To fund our mission, we collect donated clothing and household goods to sell in our 2,600 retail stores and provide contract labor services to business and government. We also receive funding from donations and corporate, foundation and government grants. 84 percent of our revenues are channeled into job training and placement programs and other critical community services.

Goodwill Industries of Southeastern Louisiana was incorporated in 1947; serving 23 parishes in southeastern Louisiana. Our Mission is to offer opportunities to people with disabilities and other barriers to employment to improve their economic self-sufficiency through training, education, support services and employment. Welcome to the Goodwill family!

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AT-WILL EMPLOYMENT

All employment at Goodwill/Goodworks/Goodwill Technical College is considered to be “at will,” which means that either you or we may end our employment relationship at any time and for any reason or for no reason, with or without notice. Neither the policies contained in this employee handbook, nor any other written or verbal communications are intended to create a contract of employment or a warranty of benefits. No supervisor, manager, or representative of Goodwill/Goodworks/Goodwill Technical College except the owners and only then in writing, has any authority to enter into an agreement to employ you for any specified period of time or to make any agreement different from the conditions of employment set forth in this statement. Any oral or written statements which differ from the conditions of employment set forth in this statement are expressly disavowed by Goodwill/Goodworks/Goodwill Technical College and must not be relied upon by you.

ETHICAL STANDARDS

The mission of Goodwill Industries of Southeastern Louisiana, Inc./Goodworks Inc/Goodwill Technical College. is to provide vocational services and employment opportunities for people who, because of a disability or other barrier to employment, face challenges in securing competitive employment. By doing so, Goodwill Industries of Southeastern Louisiana, Inc. /Goodworks Inc/Goodwill Technical College renew the self-esteem and individual dignity of those whom it serves. Goodwill/Goodworks/Goodwill Technical College has therefore established the following standards as the foundation for ethical performance in the field of service to people with disabilities:

- a) Employees are responsible for treating one another, participants, and customers with respect and dignity.
- b) Employees are responsible for demonstrating the highest professional standards and productivity in all their business activities.
- c) Employees are responsible for using good judgment, for being open, honest, and fair in all business relationships and for adhering to all applicable laws and regulations related to their job performance.
- d) No assets or resources of Goodwill/Goodworks/Goodwill Technical College are to be used for personal gain or benefit, or for any illegal purpose of any kind. All employees are expected to safeguard the organization’s property and report all incidents of theft or suspicious behavior to management. All employees are required to cooperate with all security investigations and searches.
- e) Goodwill/Goodworks/Goodwill Technical College property may not be used, loaned, given, borrowed, taken, or disposed of in any nonbusiness related manner or purpose.
- f) Lost or found money or other items of value found in donated goods are to be turned in immediately to a member of management.
- g) Other organizational property including office supplies, personal computers, copiers, telephones, Internet access, etc. are not to be used for personal needs.
- h) Employees are expected to follow all company and departmental policies and procedures.
- i) Employees are expected to report information accurately and honestly. This includes accurate reporting of time worked.

Goodwill Industries of Southeastern Louisiana, Inc. (Goodwill), Goodworks, Inc. (Goodworks) Goodwill Technical College and its affiliated organizations are open and accountable to their employees. The Goodwill/Goodworks/Goodwill Technical College Board of Directors encourages all employees of Goodwill/Goodworks/Goodwill Technical College /Goodwill

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Technical College to act ethically and to report honestly to the Human Resources Department on any conduct or activity which they perceive to be contrary to the policies or ethics of Goodwill/Goodworks/ Goodwill Technical College or its affiliated organizations.

Goodwill/Goodworks is committed to compliance with all laws and regulations to which it is subject, and to acting in all ways appropriate for organizations operating with the highest ethical standards.

To that end, the Goodwill/Goodworks/Goodwill Technical College Board of Directors adopt this policy regarding the reporting by employees of any activity, which they perceive to potentially violate law, policy, or ethical standards.

It is the policy of Goodwill/Goodworks/Goodwill Technical College to adhere to the federal whistleblower provisions which provide additional whistleblower protections to individuals who report complaints about questionable accounting or auditing matters.

Goodwill/Goodworks/Goodwill Technical College is committed to ensuring that an environment exists for employees to report suspected violations of the law or fraud. Goodwill/Goodworks/ Goodwill Technical College has set up a mechanism to ensure that complaints are investigated in a timely manner and an employee bringing a complaint is free from retaliation.

Goodwill/Goodworks/Goodwill Technical College is dedicated to the fair and accurate accounting of financial matters of Goodwill/Goodworks/Goodwill Technical College and expects all employees to act in accordance with the highest ethical standards in the performance of their duties on behalf of Goodwill/Goodworks/Goodwill Technical College. Goodwill/Goodworks/ Goodwill Technical College relies on all of its employees to abide by the intent and spirit of this policy and to report any suspected violations of this policy or other questionable financial, accounting or audit matters or potential legal violations of state and/or federal laws without fear of retaliation.

COMPLAINT PROCESS

Filing a Complaint

Any employee who has complaints or concerns with respect to ethical behavior, accounting controls, auditing matters, violations of state or federal laws or policies of Goodwill/Goodworks/Goodwill Technical College is strongly encouraged to report such a complaint or concern to their supervisor. If it involves your supervisor report it to your manager or higher levels. If you need assistance in reporting the incident, contact the Human Resources Department for assistance.

Employee should be prepared to provide as many details as possible regarding the complaint, such as a description of the questionable activity, the names of the individuals involved, the names of possible witnesses, dates, times, places, and any other available details. Goodwill encourages any employee to come forward with information. Retaliation is prohibited against the individual bringing the complaint or concern to the Human Resources Department.

Supervisors and managers who receive such complaints must refer the employee to our Human Resources Department. The Human Resources Department has the authority and responsibility for undertaking the investigation; they also handle the complaints relating to ethical or accounting practices.

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Investigating a Complaint

The Human Resources Department will fully evaluate and investigate the allegations of misconduct as expeditiously as possible. Individuals should avoid making false statements and not engage in any activity that is either unlawful or unreasonable. If it is determined that the complaint involves a member of the Human Resources Department, the matter will be referred to the President and CEO.

Responding to a Complaint

Complaints will be addressed in a timely manner. Whenever possible, the individual bringing a complaint before the Human Resources Department will receive a response. The Human Resources Department will maintain a record of all such complaints and concerns, along with the investigative outcomes, on a confidential basis. Individuals bringing a complaint should in good faith participate in any subsequent procedures necessary to investigate the complaint. At the conclusion of any investigation or proceeding, the outcome will be communicated to the individual bringing the complaint.

Ensuring a Non-Retaliation Policy

Goodwill/Goodworks/Goodwill Technical College will not retaliate or take part in any form of reprisal against the individual bringing the complaint. Any such retaliation is prohibited. Employees who believe they may have been subject to retaliation should report such suspected retaliation to the Human Resources Department in the same manner described above for the purpose of reporting questionable activity.

Any questions about this policy should be directed to the Human Resources Department. Nothing in this policy pre-empts applicable state or federal statutes governing whistleblowers.

DRUG FREE WORKPLACE

Goodwill Industries of Southeastern Louisiana, Inc./Goodworks Inc/Goodwill Technical College have taken several steps to ensure that the Company will make a good faith effort to provide a drug-free workplace by:

- notifying employees that abiding by the terms of the company policy on illegal drugs, legal marijuana and alcoholic beverages is a condition of employment under federal contracts and grants;
- requiring any employee on a federal contract or grant convicted of a violation of a criminal drug statute occurring in the workplace to notify the Company within five (5) days of the conviction;
- the Company will notify the contracting or granting agency within ten (10) days after receiving any notice from an employee as described above;
- stating that the employee will be disciplined according to Progressive Disciplinary Policy.

The company retains the right to require the following tests:

- **Pre-employment:** Applicants must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.
- **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession, or impairment. The Human Resources Department must be consulted before sending an employee for reasonable suspicion testing.

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- **Post-accident:** Employees are subject to testing when they cause or contribute to accidents that damage a company vehicle, machinery, equipment, or property and/or result in an injury to themselves or another employee requiring off-site medical attention.

SMOKE FREE WORKPLACE

No use of tobacco products including cigarettes, e-cigarettes and “spit tobacco” will be allowed within the facilities of Goodwill/Goodworks/Goodwill Technical College or contract sites at any time. Smoking or tobacco use shall be permitted only in designated smoking areas located outside the building entrance, operable windows, and ventilation systems of enclosed areas to prevent tobacco smoke from entering those areas. All materials used for smoking in designated smoking areas, including cigarette butts and matches, will be extinguished, and disposed of in appropriate containers. Any violations of this policy will be subject to discipline up to and including termination.

EQUAL OPPORTUNITY EMPLOYER

Goodwill/Goodworks/Goodwill Technical College is an Equal Opportunity Employer and maintains the policy of recruiting and retaining the most qualified personnel who demonstrate the ability to work competently and work well with others. It is the policy of Goodwill/Goodworks/Goodwill Technical College to provide equal employment opportunity regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status or any other applicable federal or state protected classification. In addition to federal EEO statutes, Goodwill/Goodworks/Goodwill Technical College complies with applicable state and local laws governing nondiscrimination. This policy of nondiscrimination prevails throughout all aspects of the employment relationship, including recruitment, selection, placement, transfer, promotion, layoff/recall, discipline, termination, and training, working conditions, benefits, and compensation. Responsibility for carrying out this policy is placed with the management of Goodwill/Goodworks/Goodwill Technical College and all employees at every level.

AFFIRMATIVE ACTION PLAN

It is the policy of Goodwill/Goodworks, to operate without discrimination. This means specifically that in the operation of Goodwill/Goodworks/Goodwill Technical College:

- a) No person is excluded from employment because of race, color, sex, age, creed, national origin, disability, gender identification, military service or sexual orientation;
- b) There is no discrimination on the basis of race, color, sex, age, creed, national origin, disability, gender identification, military service or sexual orientation;
- c) There is no discrimination on the basis of race, color, sex, age, creed, national origin, disability, gender identification, military service or sexual orientation with regard to hiring, assignment, promotion, training, transfer or other conditions of employment as long as the employee meets the qualifications for the position;
- d) It is the policy of Goodwill/Goodworks/Goodwill Technical College: to actively recruit members of minority groups. This policy is implemented by publicizing vacancies in the general news media and in all instances of recruiting Goodwill/Goodworks/Goodwill Technical College identifies itself as an Equal Opportunity Employer. In addition, Goodwill/Goodworks/Goodwill Technical College accepts referrals only from employment agencies that do not discriminate on the basis of race, color, sex, age, creed, national origin, disability, gender identification, military service, or sexual orientation.

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DISABILITY ACCOMMODATIONS

Goodwill/Goodworks/Goodwill Technical College is committed to providing equal access and opportunities to job applicants and employees with qualified disabilities and prohibits discrimination in compliance with the Americans with Disabilities Act (ADA) in the application process and the employment relationship.

Goodwill/Goodworks/Goodwill Technical College provides reasonable accommodations, when such accommodations do not impose an undue hardship, to a qualified individual with a disability who meets the skills, experience, education, and other job-related requirements of a position held or desired and who, with or without reasonable accommodations, can perform the essential functions of a job.

It is the responsibility of individual employee or applicant to identify themselves as an individual with a disability when seeking an accommodation or adjustment. To request a reasonable accommodation, an employee or applicant with a disability should notify their supervisor or contact the Human Resources Department.

HARASSMENT AND DISCRIMINATION POLICY

Goodwill/Goodworks/Goodwill Technical College does not tolerate harassment of, or discrimination against, any of our employees or applicants. Any form of harassment or discrimination related to any individual's race, color, sex/gender, religion, age, national origin, disability, sexual orientation, or citizenship status is a violation of this policy and will be treated as a disciplinary matter.

For these purposes, the term "harassment" includes:

- Offensive remarks, comments, jokes or slurs pertaining to an individual's race, color, sex/gender, religion, age, national origin, disability, sexual orientation, or citizenship status.
- Offensive sexual remarks, sexual advances, flirtations, or requests for sexual favors regardless of the gender of the individuals involved.
- Offensive physical conduct, including touching, regardless of the gender of the individuals involved, including threats of harm, violence, or assault.
- Offensive pictures, drawings or photographs or other communications, including e-mail.
- Threatening reprisals for an employee's refusal to respond to requests for sexual favors or for reporting a violation of this policy.
- Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, regardless of gender, when:
 - 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 a basis of employment decisions affecting such individual.
 - c. Such conduct has the purpose or effect of substantially interfering with the individual's work performance or creating an intimidating, hostile or offensive working environment.

Violation of this policy may subject an employee to disciplinary action, up to and including termination. If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, contact the Human Resources Department.

Harassment of our employees in connection with their work by non-employees is also a violation of this policy. Any employee who experiences or observes any harassment of an employee by a non-employee must report such harassment to his or her supervisor. Appropriate action will be taken.

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Goodwill/Goodworks/Goodwill Technical College can only remedy harassment and discrimination that you bring to our attention. To give Goodwill/Goodworks/Goodwill Technical College the opportunity to take prompt action that will prevent future occurrences, you must immediately report any conduct which you believe might be harassment or discrimination. If you feel that you are being harassed by another employee or by anyone else, you should tell that individual how you feel – no matter who it is – if practicable. You are also to report all harassment toward you or another employee to your supervisor so that we can ensure that the conduct is stopped. Any employee may also report the matter to the Human Resources Department.

Your complaint will be kept as confidential as possible, and you will not be penalized in any way for reporting in good faith a harassment or discrimination problem.

All complaints of harassment or discrimination will be promptly investigated. If the investigation substantiates the accusations, the appropriate corrective action will be taken. This may include, but not be limited to, reprimand, suspension, or dismissal, depending on the nature and severity of the offense. No person will be subject to any adverse action because he or she files a good faith complaint of harassment or discrimination even if the facts asserted cannot be ultimately established.

Retaliation is prohibited. Goodwill/Goodworks/Goodwill Technical College prohibits retaliation against any employee for reporting a violation of this policy, for opposing a violation of this policy, or for participating in an investigation of harassment or discrimination.

If any Goodwill/Goodworks/Goodwill Technical College employee believes that he/she is the subject of retaliation for having made a complaint or participated in an investigation, notify the Human Resources Department.

WORKPLACE BULLYING

Goodwill/Goodworks/Goodwill Technical College defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when determining discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Goodwill/Goodworks/Goodwill Technical College considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing, or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person’s work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.

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- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.
- **Cyber bullying:** Bullying that takes place using electronic technology. Electronic technology includes devices and equipment such as cell phones, computers, etc.

VIOLENCE IN THE WORKPLACE

All employees, customers, vendors, visitors, and business associates must be treated with courtesy and respect at all times. Employees must refrain from conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, customer, vendor, or business associate will not be tolerated. Company resources may not be used to threaten, stalk, or harass anyone at the workplace or outside the workplace. Goodwill/Goodworks/Goodwill Technical College treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, the Human Resources Department, member of management team or any member of senior management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Goodwill/Goodworks/Goodwill Technical College will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. The company will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

WORKPLACE SAFETY

Identification badges are issued to employees and visitors to identify the named individual as a person authorized to be on Goodwill/Goodworks/Goodwill Technical College work sites. Any misuse of an identification badge may result in termination. Retail store employees must display their identification badge during work time. All employees working at off-site contract locations will follow the identification requirements for that Contract site.

Goodwill/Goodworks/Goodwill Technical College management reserves the right to inspect packages, bags, purses, and the like. This includes lockers on the premises.

NON-SOLICITATION

No solicitation or distribution of circulars or other printed material will be permitted by employees or volunteers at any time on any Goodwill/Goodworks/Goodwill Technical College property or contract site, except when approved through the Human Resources Department.

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BUSINESS GIFTS

No employee is to accept any gratuities or gifts without the written approval of the appropriate Division Head. Upon approval, the Division Head will provide written notification to the Human Resources Department. All monetary gifts are to be returned. ***Under no circumstances may any employee accept as a gift any item brought to the store as a donation.***

USE OF COMPUTER SYSTEM/INTERNET USE

The use of Goodwill/Goodworks/Goodwill Technical College computers and software is limited to business use, unless approved by the individual's immediate supervisor. Employees are not allowed to install software on any computer without the written approval of the Chief Information Officer. This policy also confirms that employees have no reasonable expectation of privacy with regard to computer hardware, software, electronic mail or any other means of electronic communication or storage. Internet use is intended to assist employees in the performance of their jobs, however, if employees use common sense and good judgment, internet access may be used for other-than-business use during break and lunch periods. No employee may use any hardware, software, or internet service for any illegal or unethical purpose.

MEDIA POLICY

The Marketing & Communications Department, headquartered at 3400 Tulane Avenue, in New Orleans, Louisiana, is designated as the principal media contact and company spokesperson.

All media inquiries such as requesting to film on Goodwill/Goodwill Technical College sites, give an interview or speak on or off the record, must be directed to the Marketing & Communications Department at (504)456-2622.

SOCIAL MEDIA

Goodwill Industries of Southeastern Louisiana, Inc./Goodworks Inc/Goodwill Technical College has multiple public profiles on social media including, but not limited to, Facebook, Twitter, Pinterest, YouTube, and Instagram. These public profiles are intended to keep our employees and the public informed about the exciting things that are happening at our Goodwill/Goodworks/Goodwill Technical College.

Only those officially designated by Goodwill Industries of Southeastern Louisiana have the authority to participate in online communications on behalf of Goodwill Industries of Southeastern Louisiana, Inc./Goodworks Inc/Goodwill Technical College.

Goodwill/Goodworks/Goodwill Technical College retains control over its social media sites and will not publish and/or will remove material (once reported and/or discovered) that is contrary to Goodwill's mission or its policies and procedures, including policies against workplace harassment and discrimination.

Employees should follow the guidelines below when making posts or comments on any social media site whether public or private.

Employees shall conduct themselves professionally both on and off duty. Where an employee publicly associates with the company, all materials associated with their page may reflect on the company. Please be advised that inappropriate comments, photographs, links, and so on should be avoided.

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Posts involving the following are prohibited and will subject disciplinary:

- Proprietary and confidential company information
- Discriminatory statements or comments of a harassing or bullying nature regarding co-workers, management, customers, or vendors
- Defamatory statements regarding the company, its employees, customers, competitors, or vendors

Where an employee mentions the company, they must include a disclaimer stating that any opinions expressed are the employee's own and do not represent the company's positions, strategies, or opinions.

Employees who use these sites are prohibited from publishing any private organizational information or any negative comments regarding the organization therein.

Goodwill/Goodworks/Goodwill Technical College employees are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization to act as a designated company representative.

Use of personal social media may not conflict with any existing policies of Goodwill/Goodworks/Goodwill Technical College whatsoever.

Company policies governing the use of copyrighted materials, corporate logos, and other forms of branding and identity apply to electronic communications. Employees are prohibited from using Goodwill/Goodworks/Goodwill Technical College protected materials (copyright material, branding, or logos) without prior express written permission.

Goodwill/Goodworks/Goodwill Technical College strictly prohibits the use of company-owned computer resources for illegal downloading or uploading of copyrighted materials without express written permission and authorization from the copyright holder.

This policy is not intended to interfere with the private lives of our employees or impinge on their freedom of speech. This policy is designed to ensure that the image and branding of Goodwill/Goodworks/Goodwill Technical College are maintained, as well as the health and safety of employees.

Employees should abide by these guidelines whether they mention the company by name or not. Even if the name is not mentioned in a post, it is possible a link can be made back to Goodwill/Goodworks/Goodwill Technical College which can negatively affect the company's reputation. Where a link can be made between a negative or inflammatory post and the company, even if not named directly, the employee may be subject to disciplinary action.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.

PUBLICITY RELEASE

Goodwill/Goodworks/Goodwill Technical College will secure the written consent of any employee, volunteer and/or participant that is asked and agrees to participate in any fund raising or publicity campaign where the individual is photographed or otherwise recorded using audio-visual equipment.

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VISITORS

Visits of a business nature are allowed at administrative offices. The employee scheduling a meeting to further the business of Goodwill/Goodworks/Goodwill Technical College should inform the receptionist of the name of the visitor and the expected time of arrival. When the visitor arrives, the appropriate party can be paged to the reception area. Visitors are not allowed out of the seating area unless accompanied by a Goodwill/Goodworks/Goodwill Technical College employee. An employee must accompany the visitor at all times. All visitors must display a visitor's pass in most locations.

At no time are unauthorized visitors allowed in Goodwill/Goodworks/Goodwill Technical College trucks or vehicle or warehouse areas or contract sites unless approved by the appropriate division head or the President, or if business necessity requires them to do so.

EMPLOYEE PERSONAL INFORMATION

All employees are required to update their personal information and Second Injury Fund medical history annually or as changes occur as applicable.

CELLPHONES

Employees are not allowed to use personal cellphones during work time unless it is job related. Supervisors and Managers may make exceptions for emergency situations. It is the responsibility of the Supervisor or Manager or lead worker to ensure this policy is enforced.

PARKING

STORES- Ample parking is provided at most store locations. Employees may not park within twenty feet of the storefront or in the first five available parking spaces in any parking lot. No employee is permitted to park in the rear of any store.

CONTRACTS- Where available and allowed employees may park on contract grounds provided they abide by the parking regulations of the particular facility.

EMPLOYEE, TRAINEE AND VOLUNTEER PURCHASES FROM A GOODWILL STORE

Merchandise is to be made available for customer sale prior to purchase by any employee. Employees, trainees, and volunteers are not permitted to select items from the back room and are not permitted to call a friend or relative to inform them of merchandise going onto the sales floor. Shopping is only allowed during days off for Retail employees. Merchandise must be on the sales floor for 24 hours before employees may purchase it. No HOLD signs can be put on merchandise to prevent the sale of items to customers. Employees must identify themselves to the sales associate as an employee, trainee, or volunteer, stating their name and where they work. A Goodwill/Goodworks/Goodwill Technical College_Identification card must be presented for verification.

Employees, trainees, and volunteers will pay the same price for merchandise, as do customers less the employee discount. The employee discount of 25% is calculated on the pre-tax total of the purchase. Employees, trainees, and volunteers must sign the employee discount book for all purchases. Merchandise must be removed from the store when it is purchased, except for furniture, which can remain in the store for no longer than 24 hours. The store manager or assistant manager on duty must supervise all employee, trainee, or volunteer purchases.

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Employees, volunteers, temporary workers, and visitors are not allowed to solicit, accept, obtain, sell, or arrange to gain possession of any actual, potential, or rejected donation. Merchandise may be obtained only as defined under store purchase guidelines. Management reserves the right to make exceptions.

Employees who have violated the company's Zero Tolerance Theft Policy as well as a Policy for Dealing with Unauthorized Removal of Items from Goodwill Property or store/departmental procedures for the handling, purchase and care of Goodwill's merchandise or equipment will be subject to disciplinary action up to and including termination of employment and/or criminal prosecution.

(ADDITIONAL CRITERIA FOR RETAIL OPERATIONS EMPLOYEES)

No merchandise will be saved or held for employees. It must be removed immediately upon purchase. No cashier may ring up his/her own purchase or purchases of a relative or a friend. A manager or assistant manager must either supervise the transaction or conduct the transaction. Employees cannot shop while the store is closed.

NOTE: Goodwill/Goodworks/Goodwill Technical College reserves the right to inspect any and all employee purchases, as well as parcels, handbags and similar items brought into or taken from any Goodwill/Goodworks/Goodwill Technical College premises.

STANDARDS OF APPEARANCE

Goodwill/Goodworks/Goodwill Technical College expects employees to maintain an appropriate appearance while representing the company. Employees must always wear neat, properly laundered clothing while representing the company. Employees must demonstrate appropriate hygiene.

Attire (including clothing, buttons, accessories, mask/face coverings, jewelry) and visible tattoos, must be free of messages, slogans and/or symbols of political nature or that may be prohibited under Goodwill/Goodworks/Goodwill Technical College's Harassment and Discrimination policy and solicitation policy.

Jewelry - Employees may have a maximum of two earrings in each ear. No rings/earrings are allowed in any other visible body piercing, including but not limited to the nose, eyebrow, or tongue. Maximum two rings on each hand, (a wedding set is one ring.)

Hair - Hair color must be one that is natural color, (black, brown, red, blonde, gray). No extreme styles permitted.

Warehouse Workers, Truck Drivers and Helpers

Summer Weather: All employees who work in the above-mentioned areas are allowed to wear Goodwill T-shirts, socks, and closed-in shoes with rubber soles. Specifically prohibited are sandals, open-toe, and open back shoes.

Winter Weather: Goodwill/Goodworks/Goodwill Technical College long sleeve T-shirts or sweatshirts and jeans or other appropriate work pants are acceptable along with socks & closed-in shoes with rubber soles.

Contract Employees

Employees working at off-site contract locations will follow the dress code of the respective Contract site.

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Store Employees

Back Room-Store Employees:

- Summer Weather: Employees who work only in non-air-conditioned back rooms are allowed to dress in shorts no shorter than 2" above the knee, socks, closed-in shoes with rubber soles. Employees allowed to wear shorts may not enter the sales floor.
- Winter Weather: Employees who work in the back room are allowed to wear jeans and a pullover or button casual shirt or blouse. Again, t-shirts, except for Goodwill t-shirts, are not allowed.
- Specifically prohibited are sandals, open-toe, and open back shoes. Appropriate tops include a pullover or button casual shirt or blouse. Only Goodwill T-Shirts are allowed.

Sales Floor Associates, Cashiers and Store Management: Appropriate work wear includes casual slacks, (Khakis, Dockers, etc.), and a casual shirt or blouse or casual dress with hose or socks and closed-in shoes with rubber soles. Clothing should fit appropriately. Specifically prohibited are sheer or tight-fitting clothing, including but not limited to t-shirts, except for Goodwill t-shirts.

Administrative Employees

Employees working at administrative sites are to be dressed in business casual attire.

Males: Casual or dress pants, a collared dress or casual pullover or button shirt, belt, if appropriate, socks, casual or dress shoes. Ties are optional*. Explicitly prohibited are hats, tennis/athletic shoes, or sandals. No sheer or tight-fitting clothing.

Females: Business dress, skirt and blouse or slacks and blouses, business suits or pantsuits. Blouses may be sleeveless but may not expose any undergarments. All clothing must be of a length of not more than 2" above the top of the knee. No sheer or see-through clothing or clothing that exposes the midriff area. To ensure that employees work safely, shoe heels may not exceed 4 inches. No sheer or tight-fitting clothing.

When representing Goodwill at professional business functions, and meetings, employees are expected to dress appropriately for the occasion.

Casual day (Administrative Office Sites Only)

Goodwill/Goodworks/Goodwill Technical College collared shirts, polo-style shirts, or other casual shirts only. No shorts are allowed. Jeans, (without holes) and tennis/athletic shoes are acceptable attire on casual days.

STANDARDS OF APPEARANCE FOR OFFICES/WORK AREAS

Employees are to keep their individual offices/work areas clean, neat, and orderly, and free of clutter. Personal items are to be kept to a minimum. Office décor must be free of messages, slogans and/or symbols of political nature or that may be prohibited under Goodwill/Goodworks/Goodwill Technical College's Harassment and Discrimination policy and solicitation policy.

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HUMAN RESOURCES FILES

Upon hire, a Human Resource file will be created for each new employee of Goodwill/Goodworks/Goodwill Technical College. All information contained in Human Resources files is the property of Goodwill Industries of SELA/Goodworks Inc/Goodwill Technical College.

Employees may request access to their own file by submitting their request to the Vice President of Human Resources. The employee may review the file and add written statements, but may not, remove anything from the file. Goodwill/Goodworks/Goodwill Technical College reserves the right to deny the release of any information contained in an employee's Human Resources file.

VERIFICATION OF EMPLOYMENT

Only the dates of employment and the position held will be released to anyone conducting a reference check or employment verification. All request for reference check and employment verifications are to be directed to the Payroll Department. Only the Payroll Department has authority to provide this information.

CONFLICT OF INTEREST

You must take special care when engaging in outside employment activities. Employees are not permitted to have outside activities that compete with products or services offered by Goodwill/Goodworks/Goodwill Technical College, Employees that have relatives that are affiliated with business with completing products and/or services are expected to disclose this information.

1. Employee should not: participate in an outside employment or activity that could have an adverse effect on your ability to perform your duties for Goodwill/Goodworks/Goodwill Technical College.
2. Use company time or assets for your own business or another job.

Goodwill/Goodworks/Goodwill Technical College wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Relatives partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other.

If employees begin a dating relationship or become relatives, partners, or members of the same household and if one party is in a supervisory position, that person is required to inform management of the relationship.

The company reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

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GUIDELINES FOR EMPLOYEE CONDUCT

Employees are expected to maintain professional conduct and standards at all times.

The following list provides examples of violations that may result in immediate separation of employment. It is not intended to be an exhaustive list.

Although the violations noted below may result in immediate Separation of Employment or immediate Final Written Warning upon first offense, less severe offenses are viewed cumulatively and may be handled on a four-step basis of progressive discipline:

- First Step – Verbal Warning
 - Second Step - Written Warning
 - Third Step – Final Written Warning
 - Fourth Step – Separation of Employment
1. Verbal or physical altercation.
 2. Theft or unauthorized possession of anything that does not belong to the employee.
 3. Releasing or discussing any confidential information with unauthorized individuals.
 4. Malicious gossip or other inappropriate conduct.
 5. Insubordination, refusal, or failure to follow orders as assigned by manager.
 6. Making false statement on employee records.
 7. Reporting to work under the influence of drugs and / or alcohol; to possess, bring, consume, buy, sell, or use alcohol and/or drugs on Goodwill/Goodworks/Goodwill Technical College property or while at work.
 8. To fail to inform the immediate supervisor if you are taking prescribed medication that places restrictions on you, (such as “do not operate machinery, etc.).
 9. Damaging, destroy or deface Goodwill/Goodworks/Goodwill Technical College property or property for which Goodwill/Goodworks/Goodwill Technical College is responsible.
 10. Possession of weapons including firearms is prohibited.
 11. Excessive attendance issues.
 12. Unsatisfactory job performance or other inappropriate conduct.
 13. No call/no show for assigned shift.
 14. Failing to report dangerous or illegal acts or other incidents or accidents.
 15. Refusing to cooperate in a Goodwill/Goodworks/Goodwill Technical College investigation or to withhold information pertinent to an investigation.
 16. Use of profanity, vulgar or threatening language or cause a disturbance.
 17. Failure to follow safety and security practices and guidelines.
 18. Sleeping on the job.
 19. Failure to comply with non-harassment or discrimination policy or other Goodwill/Goodworks/Goodwill Technical College policies.

Employees terminated by Goodwill/Goodworks/Goodwill Technical College are not allowed to return to the corporate offices, contract site or stores, unless business necessity requires them to do so. Once the business has been concluded, employees terminated for cause are prohibited from returning to the corporate offices, contract site or stores within 90 days of termination date.

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PERFORMANCE REVIEWS

All Goodwill/Goodworks/Goodwill Technical College employees are evaluated upon completion 90 days of employment and then annually thereafter according to the standards for measuring performance as stated in each individual's job description.

COMPENSATION

Goodwill/Goodworks/Goodwill Technical College is committed to compensating its employees in a fair and competitive manner within the limits of available resources. Questions about wages or salaries should be discussed with one's immediate supervisor who may review the concern with the appropriate Executive member. Information regarding rate of pay is given to each employee at the time of employment and at any other time the rate changes. Merit increases may be awarded in conjunction with the annual performance appraisal process, increased responsibility and/or promotion. Contract and Workforce Development wages/salaries are based on terms of the contract or grant. Levels of increases are based on the employee's rating on the performance appraisal, available resources of Goodwill/Goodworks/Goodwill Technical College and other related factors.

PAYROLL DIRECT DEPOSIT

Employees are paid only through payroll direct deposit into bank or check card account-

TRAVEL EXPENSE

Employees who use their personal vehicles for work-related purposes are reimbursed at Goodwill/Goodworks/Goodwill Technical College approved mileage rate, unless otherwise stipulated by program contracts, for travel conducted to further the business of Goodwill/Goodworks/Goodwill Technical College. Documentation and approval of expenses by the immediate supervisor is required.

Mileage will be reimbursed for the round-trip distance between the employee's work site and the location of the work assignment or business function being attended. If employees depart from or return to their home instead of their work site, only the miles in excess of the normal daily commute can be claimed as an expense.

TIME AND ATTENDANCE

Goodwill/Goodworks/Goodwill Technical College uses automated time system to record hours worked. Only the employee is permitted to clock in/out for him/herself. Any willful falsification of time may result in termination. In the event an error is recorded or missed punch, the employee must notify the supervisor or manager immediately for immediate correction.

Manager/supervisor are to review time records to ensure accuracy. Discrepancies must be resolved before time is approved.

Hours of work

Non-exempt employees cannot work beyond 40 hours a week without official authorization from the department or division head. Employees are not allowed to work when off the clock. Non-exempt/hourly employees should not access job related emails or conduct other business outside of work hours without pre-approval and recording and submitting work time to supervisor.

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Exempt employees are not eligible for overtime pay in accordance with the Fair Labor Standards Act regulations.

Attendance

Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

Employees must notify their supervisor when unable to report to work as scheduled via telephone or text by the start of their shift schedule. Failure to notify supervisor 1 hour or more after their scheduled start time will be considered a no call/no show where applicable.

Employees who fail to report for a single day without notifying their supervisor will be subject to disciplinary action. A second single day of failing to report to work without notifying their supervisor in a 12-month period will result in termination.

An employee who fails to report to work and fails to notify their supervisor for three (3) consecutive workdays/shifts will be considered to have abandoned their job.

Absences of 6 or more days in a rolling 6-month period is considered to be excessive. Excessive attendance issues may be subject to disciplinary action.

CHAIN OF COMMAND

Goodwill/Goodworks/Goodwill Technical College affords employees the opportunity to have his/her complaints heard and reviewed. Employees have the right to file a complaint without fear of being reprimanded, retaliated against, or disciplined in any way.

An employee shall notify his or her immediate supervisor of his or her complaint.

- a) If the situation cannot be resolved at that level, the complainant may request that the next level of management decide on the merits of the allegation.
- b) If the situation has not been resolved at that level, the complainant may request that complaint be referred to the appropriate Executive member.
- c) If the situation still has not been resolved, the complainant may then submit a final complaint to the Vice President of Human Resources.

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BENEFITS

REWARDS AND RECOGNITION

Paid Time Off (PTO)

PTO is available to all part-time and part-time employees. PTO provides employees the ability to work with their supervisor in scheduling paid time off for vacations, special days off, or alternate dates for celebrating non- traditional holidays. Employees will use PTO to receive pay for days they call in sick. Standard paid holidays are not included in PTO.

PTO is accrued for employees based of length of service with Goodwill/Goodworks/Goodwill Technical College. Hourly & non-exempt employees may take PTO after the completion of the first 60 days of employment. Exempt employees may take PTO after 30 days of hire.

Goodwill/Goodwill Technical College Employees

Years of Service	PTO Days/Hours Per Year Hourly Employees (Earned based on hours worked)	PTO Days Per Year Exempt/Non-Exempt Employees
0 – 4 years	10	20
5 – 9 years	15	25
10 or more years	20	30

Goodworks Employees

Years of Service	PTO Days Per Year
0 - 7 years	10
8 - 14 years	15
15 or more years	20

Part-time employees will be paid holiday and PTO based on their average daily hours worked from the prior year.

Department guidelines may require that PTO be submitted prior to the standard two-week notice.

All PTO is subject to manager approval. Managers may block certain seasonal or peak times deemed as unavailable for PTO, and they may otherwise limit PTO slots. PTO must be taken in whole hours (not fractions). Any unused PTO is paid at termination to all employees.

Employees must use all available PTO when absent from regularly scheduled shifts or during unpaid Leave of Absence including FMLA.

Upon approval by management, up to two weeks of PTO or up to 80 hours (depending on employee classification), may be sold back to the company once per anniversary year. PTO may be carried over year to year, up to a maximum of 80 hours. Once the carry over balance and annual earned PTO limit is reached. PTO will no longer accrue, until the number of PTO hours is reduced by a sell back or by taking PTO hours for time off. **PTO accrued in excess of the carryover limits will be forfeited.**

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Bereavement Leave

All regular full-time employees are granted up to three (3) days paid leave to replace time missed in the event of the death of an immediate family member, (spouse, domestic partner, child, stepchild, parent, stepparent, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepbrother, stepsister). Paid Bereavement leave will not be considered in calculating overtime. Employees must complete a leave request form to be eligible for paid Bereavement leave and attach documentation such as a death notice or funeral program that identifies the relationship between the employee and the deceased. (This benefit does not apply to Goodworks employees.)

Jury Duty Leave

All non-exempt employees who are called to serve jury duty are entitled to time off with normal pay for the period of required absence to a maximum of 8 hours a day, five days a year in any rolling 12 month period. (Example: Non-exempt employees regularly scheduled 40 hours a week can receive a maximum of 40 hours paid jury duty leave in a rolling 12-month period.) Part-time and Goodworks employees will be paid for the first day of jury duty only, and only if it interferes with scheduled hours of work. Jury duty will not be considered in calculating overtime. Exempt employees will be paid their regular salary while serving jury duty. Any employee voluntarily seeking jury duty will be paid for the first day of jury duty only.

The employee must submit a copy of the Jury Duty notice to his or her immediate supervisor within 24 hours of its receipt. Any employee who reports for jury duty but is released before the end of his or her regularly scheduled work period must report to work.

To be eligible for such payments, the employee must submit a written statement from an appropriate public official showing the date and time served and the amount of pay received. The employee must also fill out a Leave Request form. No jury duty pay will be paid for any day which the employee receives any other compensation such as PTO pay, disability pay or worker's compensation pay, except for the first day of jury duty service. (This benefit does not apply to Goodworks employees.)

Military Leave

Employees who enter extended active duty, (greater than 15 days), in the armed forces of the United States will be placed on a military leave of absence. Reinstatement rights are granted, in accordance with the law, upon completion of this active duty. Employees called to reserve training programs will be granted unpaid leave not to exceed 15 days. The employee may opt to use paid PTO time in lieu of unpaid leave. The employee must complete a leave request form.

Personal Leave of Absence

Employees that do not qualify for FMLA and have completed their 90-day new hire period may be eligible for an unpaid personal leave of absence not to exceed 30 days within a rolling calendar year. PTO will not be accrued or earned during the time of absence.

Request for personal leave of absence must be submitted in writing to the Human Resources Department. The request is to be submitted in advance of the leave whenever possible.

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Family Medical Leave (FMLA)

A. GENERAL PROVISIONS

Eligibility. To be eligible for leave under this policy, an employee must meet all of the following requirements: (1) the employee must have worked for Goodwill/Goodworks/Goodwill Technical College for at least 12 months, which need not be 12 consecutive months; and (2) the employee must have worked for Goodwill/Goodworks/Goodwill Technical College for at least 1,250 hours during the 12 months immediately preceding the date the leave of absence begins or requested leave of absence would begin. We count towards both the 1,250-hour and 12-months-of-service requirements the time employees are on an approved military leave of absence or are otherwise serving in the military. We do not count any hours during any other period of leave of absence towards the second eligibility requirement.

Compliance with FMLA Law and Regulations. Goodwill/Goodworks/Goodwill Technical College adopted this policy to comply with the Family and Medical Leave Act of 1993, as amended, and applicable federal regulations. The policy is not intended to be interpreted to provide any protections or require restrictions not contemplated by that law and regulations.

Types of FMLA Leave. All leaves covered by this policy are collectively called "FMLA leave." Eligible employees may take a leave of absence covered by this policy during the "FMLA year" (defined below) for any of these reasons:

- For the birth of the employee's healthy child, or the placement by a State of a child for adoption or foster care with the employee, including child care after birth or placement for adoption or foster care. Leave to care for a child after birth or after adoption or placement for foster care must be taken within one year after the child's birth or placement. This type of leave is called "Family Leave."
- To care for the employee's spouse, child or parent with a *serious health condition*. This type of leave is called "Caregiver Medical Leave."
- For the employee's own *serious health condition* (including pregnancy, childbirth and related conditions). This type of leave is called "Medical Leave." The employee's serious health condition can include illnesses or injuries caused by on-the-job accidents or working conditions which may qualify for workers' compensation benefits or medical treatment paid for by Goodwill/Goodworks/Goodwill Technical College.
- For absences caused by an *active duty exigency* when the employee's spouse, child, or parent is a service member. This type of leave is called "Military Exigency Leave."
- To care for the employee's spouse, child, parent, or "next of kin" (if the employee is the nearest blood relative) who is a "recovering service member." This type of leave is called "Military Caregiver Leave."

FMLA Year. In determining the amount of leave available to an employee for all FMLA leaves except for Military Caregiver Leave, Goodwill/Goodworks/Goodwill Technical College uses a "rolling" 12-month period measured backward from the date an employee uses FMLA leave covered by this policy. For purposes of Military Caregiver Leave, Goodwill/Goodworks/Goodwill Technical College will determine the "12-month period" in which the 26-weeks-of-leave-entitlement by measuring forward from the date an employee's first leave to care for the covered service member begins. Regardless of the period used, for convenience the twelve-month period is referred to as the "FMLA year."

Maximum Length of Leave (General Rules). An employee may take up to 12 weeks combined total of Family Leave, Caregiver Medical Leave, Medical Leave, or Military Exigency Leave during the FMLA year. Under the "look back" method applicable to these four types of leave, Goodwill/Goodworks/Goodwill Technical College essentially take a snapshot of the twelve-month period which changes daily. Each time an employee takes FMLA leave, the remaining

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leave entitlement is the balance of FMLA leave time not used during the immediately preceding twelve months. An employee may take up to 26 weeks of Military Caregiver Leave during the FMLA year, unless the employee also takes Military Exigency Leave during the FMLA year, as discussed in the following special rule. Each time the employee takes Military Caregiver leave within the “look forward” period, the remaining leave entitlement is the amount not used within the 12-month period. If the employee does not take all of the available 26 weeks of Military Caregiver Leave during that single 12-month period, the remaining part of the 26-weeks leave entitlement is forfeited.

Special Limit on Amounts of Military-Related Leaves. If an employee requests both Military Exigency Leave and Military Caregiver Leave, the employee may take only a combined total of 26 weeks of leave for these two reasons during the overlapping FMLA years applicable to both types of leave, if FMLA leave is not used for any other reason.

Special Limits on Amount of Leave – Spouses Both Employed by Goodwill/Goodworks/Goodwill Technical College. If both a husband and wife are eligible employees of Goodwill/Goodworks/Goodwill Technical College, they may take only a combined total of 12 weeks for Family Leave or a combined total of 12 weeks of Caregiver Leave to care for a parent with a serious health condition, or a combined total of 26 weeks of Military Caregiver Leave during the FMLA year, if they each do not use FMLA leave for any other reason. For example, if each spouse took 6 weeks of Caregiver Leave to care for a parent, each could use an additional 6 weeks of Medical Leave due to his or her own serious health condition or 6 weeks of Caregiver Leave to care for a child with a serious health condition.

Form of FMLA Leave. FMLA leave under this policy generally is taken in a single consecutive absence up to the 12-week or 26-week maximum. But under some circumstances, employees may take leave under this policy “intermittently,” which means taking leave in short blocks of time (of no less than one quarter hour increments) while otherwise continuing to work. Intermittent leave may be granted, if necessary, for a Caregiver Leave, Medical Leave, Military Exigency Leave, or Military Caregiver Leave. Family Leave must be taken in a consecutive block of time. Intermittent leave due to foreseeable absences can be taken as a result of reduction in an employee’s regular schedule. For example, if the employee needs Medical Leave to attend scheduled appointments for dialysis treatments lasting four hours every other Friday, the employee’s schedule can be adjusted to allow the absence, and the four hours spent at dialysis counts towards the employee’s total available FMLA leave. Regardless of the form of the FMLA leave, in all cases, the total FMLA leave during the FMLA year will not exceed the maximum length allowed by this policy.

Designation by Goodwill/Goodworks/Goodwill Technical College. If we determine that an employee’s absence is covered by this policy, including an absence that could qualify for another type of leave described in the *Employee Handbook*, we may designate the absence as FMLA leave covered by this policy and count the absence toward the employee’s 12 weeks (or 26 weeks) of FMLA leave.

Fraud. An employee who fraudulently obtains FMLA leave is subject to disciplinary action, up to and including termination of employment.

B. DEFINITIONS OF TERMS

The term “parent” includes the biological, adoptive, or “step” mother or father of an employee or an individual who stood *in loco parentis* to the employee. The term does not include a “parent-in-law” or a grand-parent, unless the grandparent stood *in loco parentis* to the employee when the employee was age 18 or younger.

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The term “child” generally includes a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing *in loco parentis* towards the child. For purposes of Caregiver Leave, the term does not include any individual age 18 or over, unless the person is incapable of self-care because of mental or physical disability. For purposes of Military Exigency Leave and Military Caregiver Leave, the term does include individuals over age 18. Stated otherwise, unless an employee’s adult child is incapable of self-care due to a disability, an employee cannot take Caregiver Leave to care for an adult child.

The term “*in loco parentis*” means the person took or takes responsibility for day-to-day care of another person and provided or provides financial support for the other person without any biological or legal relationship. In other words, a grand-child is not usually considered the “child” of an employee for purpose FMLA leave, unless the employee stands *in loco parentis* towards the grand-child.

The term “spouse” includes an employee’s husband or wife, as defined by applicable State law, including a “common law” spouse who the employee has previously held out or represented to Goodwill/Goodworks/Goodwill Technical College and others to be the employee’s spouse.

The term “next of kin” means a person’s nearest blood relative other than the person’s parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the person by court decree or statute, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the person has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave.

The term “service member” means a member of the Armed Forces (Army, Navy, Air Force, Marines, and Coast Guard), the United States Reserves, or the National Guard who is related to the employee.

The term “recovering service member” means a service member who suffered a serious injury or illness while on active-duty and in the line of duty that may render the person unable to perform the duties of the person’s office, grade, rank or rating and who is undergoing medical treatment, recuperation, or therapy, is otherwise in an outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

The term “key employee” means a salaried eligible employee who is among the highest-paid 10% of all of Goodwill/Goodworks/Goodwill Technical College employees, salaried and non-salaried, eligible and non-eligible. In determining whether an employee is among the highest paid 10%, Goodwill/Goodworks/Goodwill Technical College will review year-to-date earnings divided by weeks worked by the employee (including weeks in which paid leave was taken). Earnings include wages, premium pay, incentive pay, and non-discretionary and discretionary bonuses, but do not include the value of any employee benefits. Goodwill/Goodworks/Goodwill Technical College determines whether a salaried employee is among the highest paid 10% at the time the employee gives notice of the need for leave or otherwise needs to take the leave.

The term “incapacity” means an inability to work, attend school, or perform other regular daily activities because of the serious health condition, treatment, or recovery.

The term “continuing treatment” means the employee either (i) must be seen and treated in-person by a health care provider (or by a provider of health care services such as a nurse or physical therapist under orders of, or on referral by, a health care provider) two or more times within 30 days of the first day of incapacity, unless circumstances beyond the employee’s control prevent the follow-up visit, or (ii) must be seen and treated by a health care provider on at least one occasion, which results in a regimen of treatment under the supervision of the

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health care provider. A regimen of treatment that includes the taking of over-the-counter medications such as aspirin, antihistamines, or salves, or bed-rest, drinking fluids, exercise, and other similar activities that can be initiated without a visit to a health care provider, is not, by itself, sufficient to substitute for the second visit to the health care provider. A regimen of taking prescription medication is sufficient to substitute for the second visit to the healthcare provider.

The term “serious health condition” means an illness, injury, impairment, or physical or mental condition that involves:

- (1) inpatient care (e.g., an overnight stay in a hospital, hospice, or residential medical facility), including any period of incapacity or any subsequent treatment in connection with the inpatient care; or
- (2) a period of incapacity of more than three consecutive full calendar days and “continuing treatment” by a health care provider or a provider of health care services under the supervision or by referral of the health care provider (for purposes of this type condition, the first (or only) in-person treatment visit to the health care provider must take place within seven days of the first day of incapacity); or
- (3) any absences for medical care or any period of incapacity because of pregnancy, childbirth and related medical conditions; or
- (4) any absences for medical care or any period of incapacity because of a chronic condition, which is any medical condition which (i) requires periodic visits (at least twice a year) for treatment by a health care provider, or by a nurse under direct supervision of a health care provider, (ii) continues over an extended period of time (including recurring episodes of a single underlying condition); and (iii) causes or may cause episodic rather than a continuing period of incapacity; or
- (5) any absences for medical care or any period of incapacity because of a permanent long-term condition for which treatment may not be effective (the person must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider); or
- (6) any period of absence to receive or recover from multiple treatments by or under orders or referral from a health care provider for restorative surgery after an injury or for a condition so serious that, in the absence of medical intervention or treatment, would likely result in a period of incapacity of more than three consecutive full calendar days.

A serious health condition may include occupational or on-the-job-related injuries and illnesses that might also qualify for workers’ compensation insurance benefits.

Absences for treatment for alcohol or substance or drug abuse by a health care provider or by a provider of health care services on referral by a health care provider may qualify for medical leave under this policy if the absence involves either in-patient care or a period of incapacity of more than three consecutive full calendar days and “continuing treatment” by a health care provider. But an absence caused by an employee’s use of the drug, alcohol, or substance, rather than for treatment, does not qualify for FMLA leave.

Conditions for which cosmetic treatments are administered (such as most treatments for acne or plastic surgery) are not “serious health conditions” unless inpatient hospital care is required or unless complications develop. Ordinarily, unless complications arise, the common cold, the flu, ear aches, upset stomach, minor ulcers, headaches other than migraine, routine dental or

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orthodontia problems, and periodontal disease are examples of conditions that do not meet the definition of a “serious health condition” for purposes of this policy.

C. NOTICE AND CERTIFICATION REQUIREMENTS

Procedures for Requesting FMLA Leave. Notice of an absence qualifying for FMLA leave may be given by the employee or the employee’s spokesperson (e.g., spouse, adult family member, or other responsible party) if the employee is unable to do so personally. To help us promptly and efficiently process the leave request, employees (or spokespersons) should make all requests for FMLA leave to the Benefits Administrator at (504)456-2622 and must provide enough information to make Goodwill/Goodworks/Goodwill Technical College aware that a need for FMLA leave exists. For example, under most circumstances, “calling in sick” does not provide enough information to inform us an employee needs FMLA leave. Employees must assist with the completion of any requested written documentation to set forth the reasons for the requested leave, the anticipated start of the leave, the anticipated duration of the leave, and anticipated return-to-work date.

Manager and Supervisor Special Responsibilities. If a manager or supervisor learns of an employee’s circumstances that might qualify for FMLA leave under this policy, the manager or supervisor must personally inform the Human Resources Department regarding those circumstances and, if the employee is available, advise the employee to also contact the Human Resources Department concerning the circumstances. For example, if an employee has missed three consecutive work days, or missed work on a Friday and the following Monday, and has indicated a desire to use PTO, or if the employee’s manager or supervisor otherwise obtains information about an employee’s previously unexplained absence from work which shows the absence may qualify as FMLA leave, the manager or supervisor must inform the Human Resources Department concerning those circumstances and advise the employee to also contact the Human Resources Department. Managers and supervisors must cooperate and assist the Human Resources Department in any investigation or requests for information concerning the absence to be used in evaluating whether the absence qualifies for designation as FMLA leave.

Time Frames for Employee Notice. We require employees to provide notice in a timely manner of the absence which may qualify for FMLA leave and/or the employee’s desire for or need for FMLA leave. Failure to do so may result in a delay in taking leave or denial of the leave, depending on the circumstances.

Foreseeable Absences/Scheduled Medical Treatments. When an employee is aware of a need for an FMLA leave (such as for scheduled medical treatment or a scheduled child delivery date), the employee must give notice of the need for FMLA leave at least thirty (30) days before the date the employee wants the leave to begin. If the employee learns of the need for leave to begin in less than 30 days, the employee must give notice of the anticipated absence either the same day or the next business day. In particular, when planning medical treatment, the employee must consult with the Human Resources Department and his or her manager or supervisor to make a reasonable effort to schedule the treatment so as not to disrupt unduly Goodwill/Goodworks/Goodwill Technical College operations, subject to the approval of the health care provider, and to work out a treatment schedule which best suits the needs of both the employer and Goodwill/Goodworks/Goodwill Technical College.

Unforeseeable Absences. If the absence and need for FMLA leave is unforeseeable and advance notice of the absence is not possible, the employee must provide as much notice as is practical under the circumstances. For example, while Goodwill/Goodworks/Goodwill Technical College expects employees who will be absent from work to follow designated

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call-in procedures, if an employee requires emergency medical treatment, the employee may have a spokesperson (e.g., spouse, parent, doctor or nurse) call for him or her.

Military Certifications. An employee's request for Military Exigency Leave must be supported by a certification that the service member is on active duty or has been called to active duty, unless it is impossible or impracticable to obtain such certification within a reasonable period following the request or need for leave.

Medical Certification & Recertification of a Serious Health Condition. If an employee requests Caregiver Leave, Medical Leave, Or Military Caregiver Leave, we usually will require a medical certification of the employee's or family member's health condition and the probable length of time treatment will be required. If an employee requests Caregiver Leave or Military Caregiver Leave, we usually will require certification regarding the necessity for the employee to provide care to the family member. We also may require recertification on a reasonable basis during the leave, such as every 30 days or upon the occurrence of certain events. We may also require recertification if an employee's or family member's serious health condition lasts longer than an FMLA year. Certifications must be provided to the Human Resources Department on *Certification of Health Care Provider* forms. Failure to provide requested certifications may result in delay or denial of the requested FMLA leave and potential treatment of the absence as unexcused, which may lead to discipline, up to and including discharge.

Second/Third Opinion on Certification. To verify any certification of an employee's or family member's serious health condition given by a health care provider, we may require the employee to obtain a second medical opinion from another health care provider of our choice at our expense. If the second opinion differs from the certification provided by the employee's or the family member's health care provider, we may require, at our expense, the opinion of a third healthcare provider selected jointly. The third opinion will be final and binding.

D. PAY AND BENEFITS

Use of Available Paid Leave. Unless the employee's absence is related to an on-the-job injury covered by workers compensation insurance for which the employee receives workers' compensation benefit payments, during a FMLA leave covered by this policy, an employee must use available unused PTO. If an eligible employee is also receiving payments for short term disability benefits during a leave covered by this policy, we will require the employee to use available PTO before any disability benefits payments are made. After the employee exhausts all available PTO, the remainder of the leave, if any, will be unpaid. The maximum periods of leave available under this policy may not be extended by adding any paid leave to the FMLA leave period.

Health Insurance Benefits During FMLA Leave. During an approved FMLA leave, an employee's health and/or dental insurance, if any, will continue just as if the employee was not absent from work. Goodwill/Goodworks/Goodwill Technical College will continue to pay any portion of the premiums for health, vision, and/or dental insurance it would pay if the employee was working. The employee must make arrangements to pay on time any portion of the premium the employee would pay if working. If an employee fails to pay on time any portion of the premium the employee is required to pay, the health, vision, and/or dental insurance coverage may terminate. Under Goodwill/Goodworks/Goodwill Technical College health, vision, and dental insurance plans, an employee remains eligible for these types of insurance coverage but loses eligibility for coverage if the employee remains absent from work after exhaustion of the FMLA leave.

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Other Employment Benefits During FMLA Leave. An employee on FMLA leave will continue to accrue credit towards longevity and across-the-board pay increases, as well as continuous years of service for determining the number of days of vacation leave that he or she is entitled to accrue each year. Holidays occurring during a leave of absence will not be paid. PTO does not continue or accrue during FMLA leave. Employees may continue other benefits, if any, by making arrangements in advance to make any required contributions or premium payments.

E. CONDUCT DURING LEAVE; RETURN TO WORK REQUIREMENTS AND RIGHTS

No Outside Employment During FMLA Leave. Employees may not accept employment with another employer and may not actively engage in self-employment while on any FMLA leave of absence covered by this policy. If the employee does so, Goodwill/Goodworks/Goodwill Technical College will consider the employee to have voluntarily quit.

Reporting During FMLA Leave. While on an approved FMLA leave, employees are required to report semimonthly or weekly to the Human Resources Department regarding the employee's status and intent to return to work. Employees will be advised as to when to report by the Human Resources Department.

Return-to-Work / Fitness-For-Duty Certification. When an employee seeks to return to work following an approved Medical Leave taken because of the employee's own serious health condition, the employee must provide a medical certification stating whether the employee is able to perform all essential job duties or if there are any limitations on the employee's ability to perform essential job duties. Failure to provide the return-to-work / fitness-for-duty certification may result in delay of the employee's return to work until the certification is provided, or possible disciplinary action.

Employment Following FMLA Leave. When an employee returns to work as scheduled following FMLA leave, the employee in most circumstances will be assigned to the same job or to an equivalent job with equivalent pay, benefits, seniority, and working conditions. Under limited circumstances, Goodwill/Goodworks/Goodwill Technical College may be entitled to replace rather than reinstate certain "key" employees after or during a FMLA leave. If an employee questions whether he or she is considered a "key" employee, the employee should contact the Human Resources Department.

Post-Leave Accommodation. If an employee continues to have physical or mental impairments at the conclusion of a Medical Leave, Goodwill/Goodworks/Goodwill Technical College will engage in an interactive process with the employee to determine whether an employee is able to return to work with or without reasonable accommodation. If Goodwill/Goodworks/Goodwill Technical College offers an opportunity to return to work with a reasonable accommodation and the employee fails to do so, the failure to return to work will be treated as a voluntary resignation without notice.

Failure to Return from FMLA Leave. We will consider an employee to have voluntarily quit without notice if the employee does not return to work for five (5) consecutive work days after an approved FMLA leave expires and does not request approval for an additional non-FMLA leave of absence. If an employee fails to return to work following FMLA leave, the employee may be required to reimburse us for any insurance premiums we paid during the leave, *unless* the failure to return to work is due to circumstances beyond the employee's control, such as the continuation of a serious health condition or a new serious health condition arising.

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Holidays

Goodwill/Goodwill Technical College recognizes the following days as paid holidays:

New Year's Day	Martin Luther King Day	Mardi Gras Day	<i>Good Friday**</i>
Memorial Day	Independence Day	Labor Day	Thanksgiving Day
Thanksgiving Friday***	Christmas Day	Employee's Birthday	

**Retail store employees observe Easter Sunday as a paid holiday in lieu of Good Friday.

***Administrative Offices Only. Does not apply to Retail Employees.

***Contract employees paid holidays based on contract agreement.

Goodworks recognizes the following days as paid holidays: (Federal Contract also follows Federal holiday schedule and may have additional holidays)

New Year's Day	Martin Luther King Day	<i>Presidents' Day</i>	<i>Memorial Day</i>
Independence Day	Labor Day	<i>Columbus Day</i>	<i>Veterans' Day</i>
Thanksgiving Day	Christmas Day		

All non-exempt employees are eligible for holiday pay upon completion of 60 consecutive days of employment. This restriction does not apply to hourly Goodworks employees.

Holidays that fall on a Saturday are observed the proceeding Friday while holidays that fall on a Sunday are observed on the following Monday.

The Employee birthday holiday is to be taken on the employee's actual birthday. When circumstances prevent this or the birthday falls on a regular day off, the Birthday Holiday is to be taken on another day during the same pay period of the birthday.

Holidays that occur during an employee's PTO time are not counted as PTO. Employees who are scheduled to work on a holiday will receive a day off with pay or will be paid holiday pay in addition to regular pay in lieu of granting time off. This does not apply to the employee's birthday holiday. It is the only holiday which the employee MUST be scheduled an additional day off. Employees must work their last scheduled workday before and their first scheduled workday after a holiday to receive holiday pay. Employees on Leave of absence including FMLA are not eligible for holiday pay.

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Insurance Coverage

Goodwill/Goodworks/Goodwill Technical College extends all applicable statutory benefits to all employees in accordance with the law. Workers Compensation insurance is carried on every employee of Goodwill/Goodworks/ Goodwill Technical College. All individuals receiving wages from Goodwill/Goodworks/Goodwill Technical College are insured, as required by law, under Worker's Compensation insurance. It is the intent of Goodwill/Goodworks/Goodwill Technical College to reduce the risk of industrial injury and accidents and employee injury throughout Goodwill/Goodworks/ Goodwill Technical College.. Our Worker's Compensation program is administered through the Human Resources Department. Louisiana state law governs the extent of benefits.

Goodwill/ /Goodwill Technical College extends certain insurance coverage to exempt, non-exempt, hourly employees that work 30 hours per week or more. This coverage, where applicable, is extended as a fringe benefit and may be amended, changed, or discontinued at the sole discretion of Goodwill/Goodwill Technical College. The cost of the employee's health insurance is shared. Goodwill/Goodwill Technical College. pays the total cost for eligible employees' coverage of life insurance, short-term disability insurance, (STD), long-term care (LTC) and long-term disability insurance, (LTD).

Goodworks employees are eligible for fringe benefit payments which may be used to pay for healthcare coverages. Healthcare benefits are extended to Goodworks employees who work 30 hours per week or more. The total cost of the benefits selected by the employee are paid for out of their fringe benefit payments, any remaining funds are deposited into a pension plan.

Employees become eligible for insurance benefits on the first day of the month following 60 continuous days of employment. Healthcare benefits are outlined in a separate benefits booklet.

Eligibility

Medical/Dental/Vision:

All full-time employees are eligible to enroll in the group health insurance program.

Voluntary accidental, Critical illness insurance:

Full-time employees are eligible to enroll in these voluntary insurance plans.

Life: Full-time and part-time employees are eligible to enroll in the life plan. This is a Goodwill/Goodworks/ Goodwill Technical College. paid benefit.

STD: Short-term disability insurance is available to all salaried-exempt employees regularly scheduled to work thirty, (30), or more hours a week. This is a Goodwill/Goodworks/ Goodwill Technical College. paid benefit.

LTD: Long-term disability insurance is available to all salaried-exempt employees regularly scheduled to work thirty, (30), or more hours a week. This is a Goodwill paid benefit.

LTC: Long-term Care insurance is available to all salaried-exempt employees regularly scheduled to work thirty, (30), or more hours a week. This is a Goodwill/Goodworks/ Goodwill Technical College. paid benefit.

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Federal Contract Workers Retirement Plan

Goodworks affords all Federal contract workers the opportunity to secure a cash reserve for retirement through the Federal Contract Workers Retirement Plan. This benefit is funded solely by Goodworks and participation is mandatory. The amount of money deposited is based on the number of hours paid to an individual employee during that particular pay period up to 40 hours per week and the hourly fringe rate paid on that contract. Goodworks employees, who select medical, dental and vision insurance, will have the entire cost of the benefit deducted from the cash pension reserve.

Retirement Plan (403b)

All Goodwill/Goodwill Technical College employees (Goodworks employees are not eligible) are eligible to make Employee Salary Deferrals. Eligibility requirements to receive Employer Matching Contributions will be:

1. Age 21
2. One Year of Service
3. Worked at least 1000 hours.

Entry dates will be the first day of the calendar month/year eligibility requirements are satisfied.

Credit Union Membership

Upon hire, employees of Goodwill/Goodworks/Goodwill Technical College are eligible to apply for membership to the Greater New Orleans Federal Credit Union. For further assistance and locations call 504-454-8224.

Employee Assistance

Goodwill/Goodworks/Goodwill Technical College Employee Assistance Program (EAP) offers free and confidential support for personal matters to active employees and eligible family members. To access NextGen EAP Total Wellbeing services:

Call: 1-800-EAP-CALL / 1-800-327-2255

Log on at: www.nexgeneap.com. Enter ID: Company ID 9929

Educational Assistance:

This program reimburses you up to 75% of tuition costs with a maximum of \$2000 per year, at an accredited college or university. Full-time active employees must have twelve months of continuous service before beginning course work.

Courses must be related to our industry or your job or prepare you for greater responsibility within our organization and have prior approval by your division head and the Human Resources Department. Review courses for professional licensing and eligible on-line coursework may be approved. See Human Resources department for a form – and submit this form 30 days before classes begin. After completing the course successfully – with a “C” grade or better – resubmit the form for processing and payment.

In the event that an employee’s employment is terminated, voluntarily or for cause (excluding job elimination), within 12 months of receiving Educational Assistance reimbursement, the employee will be required to repay Goodwill/Goodworks/Goodwill Technical College. The repayment amount will be based on date of separation.

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ACKNOWLEDGMENT

I acknowledge that I have received a copy and/or have been given access to the Goodwill Industries of Southeastern Louisiana/Goodworks Inc./Goodwill Technical College Employee Handbook. I have read and understand the Handbook and the policies, guidelines, and standards it contains. I will direct any questions that I may have about the Handbook's contents to my supervisor or to the Human Resources Department.

Specifically, I understand that as an employee of Goodwill/Goodworks/Goodwill Technical College, I am expected to comply with the requirements in the Handbook, including, but not limited to, obligations concerning the following subject areas:

- Attendance, punctuality, and appropriate conduct in the workplace
- Honesty and accuracy in job duties and all workplace practices, including timekeeping
- Prohibition of discrimination and harassment
- Drug and Alcohol policy
- Workplace safety and security

I understand and acknowledge that unless I have a written employment contract signed by an authorized officer of the Goodwill industries of Southeastern Louisiana/Goodworks Inc./Goodwill Technical College, my employment is not promised for any specific time period and may be terminated at any time, with or without cause or notice, by me or by the Goodwill/Goodworks/Goodwill Technical College, as an at-will employment.

I agree that neither the contents of this Employee Handbook nor any statements (written or oral) that may have been communicated to me by any employee or representative of Goodwill/Goodworks/Goodwill Technical College alters the at-will nature of my employment.

I further acknowledge that Goodwill/Goodworks/Goodwill Technical College will update and modify the Handbook from time to time as it deems advisable, and that I am responsible for complying with revisions made to it.

Employee Name (PRINT)

Employee Signature

Date

Original signed copy to the Human Resources Department.