

# **GOODWILL INDUSTRIES OF SOUTHERN NEW JERSEY/QUAKER CITY**

## **CODE OF ETHICS**

### **POLICY STATEMENT**

Goodwill Industries of Southern New Jersey/Quaker City believes that certain principles and values must guide our actions and relationships with other employees, participants, customers, volunteers, external business personnel and vendors. These principles form the basis of how we approach our work with other individuals and establish core values that define the principles and values that make up the Code of Ethics. All employees will be presented with the Code of Ethics as part of new hire orientation.

#### **Some of the Goodwill core values are:**

- Honesty
- Respect for every individual
- Valuing what each individual has to contribute regardless of race, color, disability, age, marital status, sexual orientation, religion, veteran status, gender, or nationality.
- Individual responsibility
- Making only commitments that we can accomplish either individually or as a team
- Holding people accountable for their work performance and conformance to the Code of Ethics

#### **GENERAL GUIDELINES**

- Goodwill Industries of Southern New Jersey/Quaker City and its employees will comply with the letter and spirit of all lawful requirements applicable to company business.
- Goodwill Industries of Southern New Jersey/Quaker City will comply with all federal, state, and local environmental and safety laws. In addition, employees and participants must abide by all Goodwill Industries of Southern New Jersey/Quaker City safety policies and procedures.
- The provisions of this Code of Ethics are mandatory and full compliance is expected under all circumstances.
- Any employee who is aware of, perceives, or observes any violation of our Code of Ethics is encouraged to report the violation to his/her supervisor, Department Head, Human Resources Manager, or Corporate Compliance Officer. Failure to report such a violation may result in corrective action up to and including termination of employment.
- Retaliation against an employee for reporting violations of the Code of Ethics is expressly forbidden and will not be tolerated by GISNJ/QC.
- The Code of Ethics applies to employees, participants, volunteers and vendors.

- Employees are expected to adhere to professional ethics code that apply to their position, education, or position responsibilities.

## **PROCEDURE**

### **Discrimination and Harassment**

It is our policy to abide by all laws that prohibit discriminatory business practices. GISNJ/QC is committed to maintaining a diverse workforce and will utilize recruiting methods to ensure a diverse pool. In addition, employees and participants are entitled to work and train in a positive environment that is free from any form of harassment, to include sexual harassment.

### **Waste, Fraud, and Abuse**

Employees should report any actions concerning waste, fraud, and abuse immediately to the Corporate Compliance Officer and/or the Human Resources Manager. There will be no reprisals for these reports and all investigations will be completed in a timely manner, usually within one week.

### **Property and Equipment**

Employees will not use or allow the use of GISNJ/QC property or equipment for other than activities approved by the agency.

### **Copyrighted or Licensed Materials**

It is illegal and unethical to engage in practices that violate copyright laws or licensing arrangements. It is the policy of GISNJ/QC that all employees respect the rights conferred by such laws and arrangements, and refrain from making unauthorized copies of protected materials such as computer software and printed material.

### **Relationship with Customers and Suppliers:**

- GISNJ/QC believes in fair and open competition in the establishment of ongoing business relationships. Under no circumstances should any arrangements affecting pricing, terms of sale, or marketing policies be entered into with competitors. Knowledge of such discussions must be reported immediately.
- In any dealings with a customer, vendor, consultant, or other person or entity doing business with GISNJ/QC, no employee will request or accept any payment, compensation, or other significant item of value for any reason.
- GISNJ/QC employees may not accept gifts or favors, which exceed a nominal value from any customer, vendor, or anyone else having a business relationship

- with GISNJ/QC. Gifts or favors that are “insubstantial in value”, and not intended to influence the official acts of the recipients, may be accepted.
- Employees must follow the employee purchase procedures outlined in the employee handbook.

### **Contracts for Products or Services**

A written contract constituting the entire business understanding, specifying the products or services to be furnished and full compensation to be paid is required for each business agreement. The contract must contain standard provisions requiring the parties involved to comply with GISNJ/QC policies and standards of business ethics. A signed contract will not be entered into without authorization of the CEO or COO.

### **Responsibilities to Persons Receiving Services:**

- Participants will always be treated with respect. All services provided to participants will be in the best interest of those individuals. Participant’s rights must be respected by GISNJ/QC staff.
- Discrimination, sexual or general harassment against participants on the basis of race, gender, color, disability, age, martial status, veteran status, religion, sexual orientation or nationality is strictly forbidden.
- Confidentiality will be maintained with regard to all information obtained in the course of services provided to participants. Records will be stored and maintained in secured areas, and only authorized personnel will be allowed to access participant files. GISNJ/QC employees will not discuss participant records in public or with persons not entitled to these records.
- Experience has shown that socialization of employees with participants, on or off duty, is not beneficial to the parties involved. Goodwill employees are to provide professional employment and training services to participants. Socialization or fraternization is not acceptable.
- Staff members working with participants will not attempt to influence participants in the areas of religion, politics, or other such topics, that should be considered matters of individual choice.

### **Marketing/Public Statements/Representation**

- All employees will act in accordance with the highest standards of professional integrity with regard to representation of GISNJ/QC.
- Care will be exercised in actions or statements that are presented to the general public about: a) our agency; b) other organizations with whom we do business or associate, so that actions or statements do not negatively reflect back to GISNJ/QC; c) marketing activities will always be carried out with respect, dignity and privacy rights of individuals served and d) marketing activities will highlight the mission, vision, goals and accomplishments of GISNJ/QC participants, employees, and volunteers. The Public Relations

Specialist, CEO or COO must be informed prior to any public actions or statements.

### **Conflict of Interest**

- Employees must avoid all situations in which their personal interests conflict or might conflict with their job functions, and should immediately disclose the possibility of a conflict of interest to their respective supervisors.
- Employees should avoid acquiring any interests or participating in any activities that would tend to create an obligation or distraction that would affect their ability to act solely in GISNJ/QC best interest.
- All officers, employees, and volunteers should disclose any activity or relationship, which may be perceived as a conflict of interest, and a record of that disclosure will be maintained.

### **Confidential Information**

The inappropriate disclosure of disability, medical information, salary or other employee or participant sensitive information is prohibited.

### **Standards of Conduct**

Although the various matters presented in the Code of Ethics do not cover the full spectrum of activities, conduct, or behavior, they are representative of GISNJ/QC's commitment to the maintenance of high ethical standards. Any violations of the Code of Ethics will be grounds for corrective action, up to and including termination of employment.

### **Employer Response**

When allegations of violations occur, the agency will engage in a timely, impartial investigation as follows:

1. When there exists an established agency policy that outlines the procedures for handling violations, those procedures shall prevail.
2. When there is not established policy or procedure in place to deal with a specific allegation, the following procedure shall prevail:
  - The Manager of Human Resources shall direct the investigation.
  - If the allegation pertains to corporate compliance issues, the Director of Loss Prevention/Corporate Compliance Officer shall direct the investigation.
  - A reasonable timeframe shall be established in order to allow sufficient time to obtain relevant information. "Reasonable" shall generally be

within a 10 working day time period unless there are mitigating circumstances.

- The anticipated timeframe for resolution shall be shared with the individual making the complaint.
- The outcome of the investigation shall be shared with the parties involved to the extent required by law.

### **Conduct regarding fiscal management**

The conduct of all employees, volunteers and officers of GISNJ/QC impacts our ability to manage our financial resources and serve the community. In order to strengthen our ability to comply with the Code of Ethics, we will ask each member of the staff, board, or other volunteer group to agree to conduct him or herself in a manner that promotes essential values and ethical behaviors that include:

- Operating in a manner that upholds the integrity of GISNJ/QC and ensures public trust in our fiscal management.
- Upholding all applicable laws and regulations, and furthering the ability of GISNJ/QC to accomplish our mission.
- Being a responsible steward of the resources of GISNJ/QC.
- Reviewing consistently ethical decision making and resource application.
- Recognizing if you are being led to do something that might be illegal.
- Consulting others if you are presented with dilemma on an issue.
- Deciding on a course of action, determining your responsibility, reviewing all relevant facts and information, and referring to all applicable GISNJ/QC policies or professional standards.
- Considering whether an action goes against ethical, moral, and professional standards.

### **Proper Recording and Disbursement of Funds and Other Assets**

- Funds and other assets of GISNJ/QC are to be used only for legal and proper business purposes.
- No false, improper, or misleading entries will be made in the financial books and records of the agency. Complete, accurate and timely information is to be given in response to inquiries from financial auditors and regulatory authorities.
- All payments made by or on behalf of GISNJ/QC for any purpose must be made only for the purpose described in the documents and related records supporting the payment.