

The Work Rules

The purpose of this policy is to identify work rules of the Agency which have as their intent the creation of an effective and efficient operation through the establishment of standard procedures. Violation of any of these work rules will result in disciplinary action, up to and including termination, depending upon the circumstances and severity of the violation.

1. **Scheduled Hours:** Your assignment begins promptly at the hour designated for the unit to which you are assigned. If you are going to be late or absent, you must notify the Supervisor no later than thirty (30) minutes after the established start time by calling the Supervisor directly or (817) 332-7866 (the Campus Drive Switchboard is open at 7:00 AM Monday through Friday).
2. **Dress and Personal Grooming:** As an employee, client, Volunteer/Community Services (CSR) participant of Goodwill, you are representing Goodwill, even if you do not come into contact with the public or visitors to our facilities on a daily basis. As such, you are expected to apply common sense and good taste regarding your personal appearance. Good grooming/hygiene and conservative dress that are appropriate for the work environment, position, and/or your assignments for the day are expected. All Retail operations have specific dress requirements.

You and your clothing both need to be clean. For safety reasons, it is very important that you be concerned with your dress, including shoes, if you work around equipment and machinery. Anything that could be considered hazardous, including loose clothing, ornamentation, or open-toed or open-heeled shoes, must not be worn around equipment and machinery.

The only visible body piercing jewelry will be to the ear and consist of no more than two piercings to each ear. The jewelry for the tongue, eyebrows, nose, or other visible piercing must be removed and not be permitted in the workplace. Goodwill Industries reserves the right to mandate certain tattoos to be covered during work hours. This would include pictures and/or language of a sexual nature, violent nature or excessive tattoos on arms and legs.

In keeping in the spirit of 'appropriateness for the work environment', we ask that you NOT WEAR tank tops, halter tops/dresses, spaghetti-strap tops, beachwear, shorts above-the knee, spandex or other form fitting pants, work-out attire, flip-flops or slippers, distracting, offensive or revealing clothes.

If you question the suitability of a garment or accessory in the workplace, discuss it with your supervisor.

3. Outward displays of affection, such as kissing, necking, petting, etc., are prohibited.
4. The agency is concerned with providing you with a safe and productive work environment. As such, the agency expressly prohibits any and all acts or threats of violence by or against any employee/volunteer or other individuals on Goodwill premises. This policy applies to all employees/volunteers, whether or not they are engaged in business on behalf of Goodwill, and whether or not they are on agency premises.
5. Goodwill Industries strictly prohibits the possession or use of any and all weapons, including handguns, on agency premises by any employee, client, donor, vendor, or other visitors, whether licensed or unlicensed and whether concealed or visible. This policy does not apply to law enforcement officials, armored car personnel, or designated licensed Safety and Loss Prevention personnel. Goodwill premises include all agency buildings, vehicles, parking lots, and property. You are further prohibited from possessing or using any and all weapons while conducting business on behalf of Goodwill while off of agency premises.

6. Verbal or physical abuse of any person while on Goodwill premises is prohibited.
7. Housekeeping affects not only the appearance of the work area but also the safety and health of all employees/volunteers. Each employee/volunteer is responsible for keeping their immediate work area free of trash and obstacles that could be a safety hazard.
8. Solicitations, collections, raffles, pools, and distribution of literature of any nature and for any reason are prohibited.
9. Office telephones are intended for the work of the Agency. No outgoing calls are to be made from the work area unless it is an emergency and approved by the Supervisor.
10. **Purchases** while on duty are not permitted, even while on lunch period, or before/after your shift. You are only allowed to purchase items at the store in which you are assigned on your scheduled off days. The store must be open to the public (no purchases before opening or after closing). Employee/volunteer purchases must be rung up by the Store Manager, Assistant Manager, or in their absence, the person designated to be in charge. Any exchange of merchandise must be made within the confines of Goodwill's return/exchange policy.

NOTE: Local and Corporate Retail Management may modify the Employee Purchase portion of this policy as necessary.

11. When off-duty, you will not have access to any part of the store prohibited to non-employees.
12. Volunteers are not permitted to have visitors during work hours, except in the case of an emergency; and in those instances, the employee/volunteer will meet the visitor in the reception area.
13. Volunteers are prohibited from bringing in their own tools, equipment, books, radios, cameras, etc., into Goodwill facilities. All necessary tools for the job to be done will be provided by the Agency. No tools may be taken from the facility.
14. It is the policy of Goodwill Industries of Fort Worth to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The definition of smoking under this policy is the 'act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette, or pipe, including the use of eCigarettes.' The Smoke-Free Workplace policy applies to:
 - All areas of buildings occupied by company employees, clients and customers.
 - All vehicles owned or leased by the company.
 - All visitors, clients, customers, volunteers, students, temporary employees and vendors to company premises.
 - All contractors and consultants and/or their employees working on company premises.

Smoking is permitted in designated areas outside of the company facilities, as assigned by Management.

15. Food and drink are prohibited in the work areas with the exception of those who have private offices.
16. Personal mail should not be received at the Goodwill address, nor should Goodwill mail services be used for handling out-going personal mail.
17. Bulletin Boards are to be used for Agency-related and approved materials. All items to be posted must be presented to the Human Resources Department for approval.

18. **Goodwill Property:** All desks, file cabinets, computers, other equipment, etc., are the property of Goodwill Industries and must be accessible to management at all times. All necessary tools for the job to be done will be provided by the agency.

All items picked up from a donor or brought to any Goodwill facility becomes the exclusive property of the agency. Money, jewelry, and/or any donated items perceived to be of unusual value are to be immediately presented to your supervisor and will be placed in the Employee Activity Fund.

Fax machines, copiers, computers, and other office equipment and services are for Goodwill business purposes and are not to be used for any unauthorized purposes. Borrowing Goodwill Industries equipment and tools is not allowed. It is your responsibility to exercise appropriate care of office equipment and to inform your supervisor of any equipment that is not working properly.

Goodwill Industries' mail facilities are for the official mail of the agency. The mail facilities are not to be used in any manner which interferes with the efficient operation of business operations. Under no circumstances may you use agency postage on your personal mail.

19. **SUBSTANCE ABUSE/DRUG FREE WORKPLACE:** It is the policy and intent of Goodwill Industries to establish and maintain a safe, healthy work environment for all employees/volunteers/clients. Accordingly, this Policy is published as a statement of this Agency's commitment to that objective through the maintenance of a drug-free and alcohol-free workplace. It is a violation of the agency's policy for an employee/volunteer to—

- a) Report for work or perform work duties under the influence of alcohol, illegal drugs, or other controlled substances.
- b) Manufacture, sell, distribute, dispense, possess, purchase, or use alcohol, illegal drugs, or other controlled substances during any work hours on agency premises, in any agency-owned vehicle, or while at any job site of a customer of Goodwill.
- c) Use legal drugs, both prescription and non-prescription, in an improper manner
- d) Bring illegal drugs, alcohol, or other controlled substances onto Goodwill's premises.
- e) Improper use of legal drugs refers to the use of prescription medication not prescribed for current personal treatment by a licensed medical professional, or the use of prescription or non-prescription medication to an extent or in a manner which impairs the performance of your job duties. No prescription drug is to be brought on agency property by any employee other than the employee for whom it is prescribed. Such drug must be used by said employee only in the manner, combination, and quantity prescribed.

You are required to notify your supervisor within five days if you are convicted of a criminal drug statute violation. **As a federal contractor, Goodwill is obligated to notify all appropriate government contracting or granting services in writing within ten days after you have given such notice.**

By signing below, I certify that I have read and understand 'The Work Rules' and agree to abide by all policies, procedures and regulations set forth by Goodwill Industries of Fort Worth.

CSR Participant Signature: _____

Date: _____