



WHISTLEBLOWER POLICY

Preamble

At Goodwill, compassion and empathy guide everything we do. We understand that our policies and procedures must mirror our values. Our mission revolves around serving and uplifting those in need, and this lies at the heart of what we stand for. In every choice we make and every action we take, we emphasize our commitment to creating a workplace filled with compassion. These policies stand as a promise - to treat everyone, be it our employees, volunteers, clients, shoppers, or donors, with respect, kindness, and understanding.

Purpose

The goal of this policy is to ensure all Goodwill activities are conducted honestly, ethically, and maintain the trust of our stakeholders.

Anyone connected to Goodwill, including team members, volunteers, clients, and the public, are eligible to report any activities that seem illegal, fraudulent, or wrong. It provides a safe way to report issues without fear of retaliation.

Definitions

Whistleblower: A whistleblower is someone who reports ethical issues or concerns occurring within Goodwill. They can be a team member, customer, donor, client, volunteer, or contractor.

Policy

What to Report

- **Financial Misconduct:** Unethical handling of financial records or transactions.
- **Conflicts of Interest:** Personal interests that interfere with job duties (i.e. directly hiring family members, working a second job that may conflict with job at Goodwill, etc.).
- **Leaking Confidential Information:** Sharing Goodwill's private information without permission.
- **Discrimination or Harassment:** Uninvited and unwelcome verbal or physical conduct.
- **Misuse of Donations:** Not using donated goods or money as intended.
- **Fraud:** Deceptive use of funds or assets.
- **Document Tampering:** Changing documents or records for personal benefit.
- **Inappropriate Behavior:** Deliberate wrongdoing or breaking laws.
- **Theft:** Stealing property.
- **Policy Violations:** Breaking company rules or standards.

All Goodwill policies are reviewed annually.

- **Unsafe Work Conditions:** Unsafe environments at work.

Team Member Requirements

All Goodwill team members must act with integrity and follow all Goodwill policies. Team members can report issues freely, without fear of punishment. Goodwill will ensure there is no retaliation for reporting an honest concern, and if a team member feels they are being retaliated against, they should report this to their manager or human resources representative immediately.

Reporting Concerns

Direct Reporting

Employees should first try to resolve issues by talking to their manager, and if the concern is about their manager, they should speak with their department head, or human resources representative. All concerns brought forward in this manner will be taken seriously and followed up on.

Confidential Ethics Line

If a team member is uncomfortable or unable to talk to a manager, they can use a confidential ethics reporting line to report issues anonymously. Reports concerning Goodwill leadership above the Vice President are sent directly to Goodwill's Board of Directors. A whistleblower can communicate anonymously through the ethics reporting line with reviewers to answer questions, add details, or receive follow-ups.

All reported issues are investigated thoroughly. Actions are taken based on the findings of the investigations. Whistleblower identities are kept anonymous unless they choose otherwise.

Reporting Outcomes

The findings and actions of any complaints are reported back to Goodwill Leadership, and the Board of Directors.

Note: The Ethics Line should not be used for false or misleading reports, or reports in retaliation to another team member.

Monitoring

This policy will be reviewed annually by the HR department with input from key stakeholders to ensure its effectiveness and to make necessary adjustments based on the evolving needs of Goodwill and its workforce.