



Code of Ethics & Accountability

PREAMBLE

As a recipient of charitable contributions, Goodwill Industries of Lane and South Coast Counties recognizes its responsibility to ensure that funds received are used to further its mission and to safeguard the assets of the corporation.

In order to uphold the highest standards and ensure the integrity, honesty and reputation of the entirety of the Goodwill movement, we agree to voluntarily comply with the following Code of Ethics and related Financial Reporting and Management Practices.

CODE OF ETHICS

We affirm our commitment to the following Code of Ethics based on the values of Goodwill Industries of Lane and South Cost Counties. As Officers, Employees or Volunteers we pledge to follow both the letter and the spirit of the following code:

Business Practices:

- A. We agree to engage in and promote honest and ethical conduct.
- B. We will avoid the actual or appearance of conflicts of interest.
- C. We will comply with applicable laws, rules, and regulations of federal, state, and local governments.
- D. We will responsibly use and control all assets, resources, and information in our possession.
- E. We will encourage the prompt reporting of any violations of this Code of Ethics or other governing documents.
- F. We will use restricted monies for its requested specific purpose. We will be able to account for its activity and show how the funds were used.

Marketing and Communications Activities (to include Social Media):

- A. We will practice honest, transparent and timely communication to facilitate the free flow of essential information in accordance with the public interest.
- B. We will ensure that all services and products are promoted in a manner that promotes respect for our employees and the people receiving services, as well as sensitivity to cultural values and beliefs.
- C. We will protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.
- D. We will protect the privacy of our employees and disclose information about them as permitted or required by law and/or only with their expressed, written permission.

- E. We will protect the privacy of people served and use their stories only with their expressed and written permission.
- F. We will disseminate accurate information and promptly correct any erroneous communication for which we may be responsible.

Professional Responsibilities:

- A. We are committed to continually improving our relationship with the public, our employees and people we serve.
- B. We will respect the tools and resources provided to meet the needs of the organization and those that we serve.
- C. We will not discriminate because of race, color, creed, sexual orientation, disability or national origin, and we shall endeavor to eliminate or prevent discrimination in rendering services.
- D. We will treat one another, persons served, customers and donors with dignity and respect.

Service Delivery:

- A. We will maintain the confidentiality of information regarding persons served. We will not discuss confidential company, employee or information on persons served unless related to job responsibilities.
- B. We will strive to provide quality services at all times.
- C. We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services, as needed.
- D. We will prohibit the exchange of gifts, money and gratuities between employees and persons served and discourage same among persons served.
- E. We will discourage personal fund raising in the workplace other than campaigns to support the needs of employees or persons served who have been adversely impacted by disasters.
- F. We will discourage bringing personal property to the workplace, especially items of religious or political nature which may be offensive to others not sharing similar views.
- G. We strongly support the setting of professional boundaries between employees and persons served; while honoring a friendly and respectful provider/customer relationship.
- H. We limit and vest authority of witnessing documents outside the scope of services provided and pursuant to persons served to those designated by the Chief Executive Officer of the organization. Notary Public agents who work for the organization will discharge their duties according to current authority.

Human Resources:

- A. Through on-going professional development and continuing education, we will strive to remain current with our skills and abilities relevant to the services we offer.
- B. We are committed to diversity within our workforce to effectively meet the needs of the people we serve.
- C. We are committed to providing a safe, drug-free and healthy working environment.

FINANCIAL REPORTING AND BUSINESS MANAGEMENT PRACTICES

We recognize that financial reporting and an integrated system of internal controls are key responsibilities of the President/Chief Executive Officer (CEO) and the Chief Financial Officer (CFO). We

believe that periodic review of our financial status by our Board of Directors is essential and an integral part of their duties. We further recognize that an annual independent examination and assessment of our finances under the supervision of our Audit Committee is a key element in maintaining our credibility and ensuring the safeguarding of our assets.

Financial Statements: We reaffirm our responsibility to report the financial position and results of operations and cash flow of the organization in accordance with generally accepted accounting principles through financial statements signed by the CFO and delivered to our Audit Committee and Board of Directors at least quarterly.

Internal Controls: We have or will create an integrated system of internal control, designed to provide reasonable assurances that we will attain the following:

- Effectiveness and efficiency of operation, including the safeguarding of assets
- Reliable financial statements
- Compliance with applicable laws and regulations

We will provide an annual assessment of the internal control system to our Audit Committee and Board of Directors.

Annual Audit: We will engage an independent accounting firm to conduct an examination of our financial statements. The independent accounting firm will conduct its audit in accordance with generally accepted accounting and auditing standards. The auditors will examine our financial statements and internal control assessment and report on their examination and recommendations for changes in the financial statements, reporting practices, or internal controls. This report will be provided directly to our Audit Committee and Board of Directors.

Audit Committee: We have or will create an Audit Committee of at least three volunteers minimally one of whom will be a member of our Board of Directors. One of the three must qualify as a “financial expert.” Our audit committee will be directly responsible for the appointment, compensation and oversight of the independent accounting firm we employ to conduct our annual audit. Our Audit Committee will issue a Request for Proposals minimally every five years to select the independent accounting firm. If the same firm is selected for more than a five-year period, the engagement partner of the independent accounting firm should be changed. Our Audit Committee will request a copy of the audit firm’s most recent peer review and letter of comments. Our Audit Committee will also establish procedures for the receipt, retention and treatment of comments regarding Goodwill’s accounting, internal controls and auditing. Our Audit Committee will report at least annually to the full Board of Directors.

Whistleblower Protection: In accordance with laws governing both profit and nonprofit corporations including the U.S. Sentencing Guidelines, we have adopted a whistleblower policy and procedure, which encourages employees to report any financial improprieties. These procedures include the development of a confidential system to report violations. Employee reports of improprieties will be taken seriously and investigated promptly. Employees bringing such reports will not be subject to retaliation or adverse action based on the disclosure of the complaint.

Conflict of Interest: We have or will adopt a conflict of interest policy governing our board members, officers, employees and volunteers. We agree that a conflict of interest arises when a board member, officer, volunteer, or employee is influenced by personal considerations, including but not limited to financial considerations, in the course of performing work for Goodwill Industries of Lane and South Coast Counties. All board members, officers, employees, and volunteers should disclose any activity or

relationship at a specific planned time, which may be perceived as a conflict of interest, and a record of that disclosure should be maintained.

Document Destruction: We have adopted a written, mandatory document retention and destruction policy based on legal requirements. By law, certain documents such as, financial records, contracts, real estate, employee records must be archived according to specific guidelines. The policy will also state it is illegal to alter, cover up, falsify, or destroy any document to prevent its use in an official proceeding such as a federal investigation. The policy will include guidelines for electronic mail and voice mail.

Certification of Form 990: We agree that both the President/CEO and the CFO of Goodwill Industries of Lane and South Coast Counties will sign Internal Revenue Service Form 990 to attest to the accuracy and completeness of its contents as well as to the accuracy of financial reports utilized during the year and in preparation of the Form 990. The Financial statements and Form 990 will not contain any untrue material statements or facts and will not be misleading in their presentation.

CONDUCT IN REGARD TO FISCAL MANAGEMENT

The conduct of all board members, employees, volunteers and officers of Goodwill Industries of Lane and South Coast Counties has an impact on our ability to manage our financial resources and serve the community. In order to strengthen our ability to comply with the Code of Ethics and Principles in this document, we will ask each member of the staff, board, or other volunteer groups 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 the movement and ensures public trust.
- Upholding all applicable laws and regulations, and furthering the ability of Goodwill to accomplish our mission.
- Being a responsible steward of the resources of our Goodwill.
- Reviewing consistently ethical decision-making.
- Recognizing if you are being asked to do something that might be illegal.
- Consulting others if you are presented with a dilemma on an issue.
- Deciding on a course of action, determining your responsibility, reviewing all relevant facts and information, and referring to all applicable Goodwill policies or professional standards.
- Considering whether an action goes against ethical, moral, and professional standards.

Training/Education:

Employee:

Each employee will receive initial training on the Code of Ethics as part of his or her orientation process. They will be encouraged to ask questions throughout the training to ensure that they understand the Code. Each employee will complete and sign the Code of Ethics policy. A copy will be maintained in their personnel file.

Board: Each board member will be provided with a copy of the Code of Ethics policy at the time of their initial orientation to the board. A copy of the Code will be maintained in the board manual.

Public: A copy of the Code of Ethics will be maintained in all offices for public review. Reference to the code and how to access it will be included in the Annual Report and posted on the agency web site.

Procedures to Deal with Allegations of the Code:

Employees:

Employees have the responsibility to report violations of the Code to their supervisor, manager or director, on the agency website (EthicsPoint) or by calling 1-866-294-5563. We strongly encourage the employee to inform their supervisor as the first option for reporting, unless the supervisor is directly involved in the misconduct. The President/CEO or his designated representative will handle all corrective action for violation of the Code. The following circumstances may be considered:

- The employee has promptly reported his/her own violation
- The employee cooperates fully in the investigation and correction of the violation

Board:

Board members should report any suspected violation of the Code to the Board Chair who will discuss the matter with the President/CEO. The Board Chair will discuss the issue with the individual board member and interview other appropriate parties. The issues and recommendations will be brought forth to the Audit Committee.

The community and people we serve trust Goodwill based on its long established reputation and integrity. Any misdeed, illegal activity, or appearance of impropriety will impact negatively upon all of us. In order to maintain that trust, we agree to voluntarily comply with the guidelines and recommendations set forth in the document.