

GOODWILL INDUSTRIES OF WY, INC.
RETAIL STORE
EMPLOYEE PROCEDURES

REST BREAKS: Whenever practical, employees are to receive a rest break of fifteen minutes at approximately the middle of every four hours of work not broken by a meal break. A rest break will not be given if you are working less than four consecutive hours not broken by a meal break.

Each supervisor will schedule rest breaks with appropriate regard for the workload. Time spent on rest breaks will be compensated as working time and employees are not required to clock in and out. However, employees are expected to return to their workstations promptly at the end of each break and will be subject to disciplinary action for tardiness.

LUNCH BREAKS: Employees who are scheduled for more than five consecutive hours during any work day will receive a 30 minute meal break near the middle of the work day. Employees will not be compensated for their meal break and are required to clock in and out. Employees who leave the Goodwill premises during their meal break must clock out when leaving and clock in when returning. Employees may not extend or shorten their meal breaks beyond their assigned period, employees will not be compensated for time lost because of tardiness and employees will be subject to disciplinary action if tardy. You may not leave the building during 15 minute breaks unless authorized by your supervisor.

Examples:

*If your scheduled shift is 8:30 A.M. to 5:00 P.M. – you will receive one (1) 15 minute break in the middle of the first four hours (10:15 A.M. – 10:30 A.M.); one (1) 30 minute lunch break near the middle of the work day (12:30 P.M. – 1:00 P.M.) and one (1) 15 minute break in the middle of next four hours (3:00 P.M. TO 3:15 P.M.).

*If your scheduled shift is 10:00 A.M. to 5:00 P.M. – you will receive one (1) 30 minute lunch break (which you will need to clock in and out) near the middle of the workday (1:00 P.M. – 1:30 P.M.) and one (1) 15 minute break.

*If your scheduled shift is 9:00 A.M. to 3:00 P.M. – you will receive one (1) 30 minute lunch break (which you will need to clock in and out) near the middle of the workday (1:00 P.M. – 1:30 P.M.) and one (1) 15 minute break.

*If your scheduled shift is 1:00 P.M. to 5:00 P.M. – you will receive one (1) 15-minute break near the middle of the workday (3:00 P.M. – 3:15 P.M.)

*If your scheduled shift is 12:00 P.M. to 5:00 P.M. – you will receive one (1) 15-minute break near the middle of the workday (3:00 P.M. – 3:15 P.M.)

Unless you are on a scheduled rest break or lunch break you are expected to be at your workstation performing the work that your job requires.

TIME CLOCK: All Employees **MUST** clock themselves in and out for their shift ~ this includes clocking in and out for lunch breaks ~ NO EXCEPTIONS! Once you have clocked in on the time clock you are required to promptly report to your workstation and begin work.

PERSONAL PHONE CALLS: Except in emergency situations, personal phone calls are limited to your rest breaks or lunch breaks only. This includes both making and receiving personal calls. Personal cell phones are prohibited and must be placed in your employee locker during your scheduled shift. You may use your cell phone during your rest or lunch breaks.

DRESS CODE: A Goodwill T-shirt or Apron must be worn at all times. Employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes such as cut-offs, halter tops and tops with spaghetti straps are not acceptable attire for the business. Closed-toe shoes must be worn at all times.

HANDBAGS, PURSES, BAGS, PERSONAL ITEMS: Personal handbags, purses, other bags and personal items are not allowed at your work station. All personal items must be locked in your employee locker. Locks are the responsibility of the employee.

SMOKING: Smoking is allowed outside in the designated area ONLY! There is absolutely NO SMOKING allowed in any other areas of the Goodwill Retail Store.

SCHEDULES: You are expected to be here on time for your **entire** scheduled shift.

CONFIDENTIALITY: Please refrain from speaking about daily store sales and other employees in front of customers. These conversations should be held behind closed doors.

If you are found to be in violation of any of the above procedures, you are subject to disciplinary action.

GOODWILL INDUSTRIES OF WY, INC. EMPLOYEE PURCHASES PROCEDURES

- * No tracing or tracking of material to or in the store. Examples are: "What are you going to do with this?", "How much are you going to ask for this?" "When are you going to price this and put it out for sale?" "Can I buy this? It is broken or not good enough to put out for sale." or "Can I buy this? It is going into the trash."
- * No request by employees to production personnel that specific items be priced and/or put onto sales floor.
- * Salvaged items that are not in good enough condition to be placed on the sales floor – **CANNOT BE PURCHASED BY EMPLOYEES – NO EXCEPTIONS!**
- * Production personnel are strictly prohibited to set aside merchandise for themselves or other co-workers because it may be "their size" or "something that they might like". This includes salvage merchandise.
- * No items may be set aside, sold or purchased out of a dock or processing area. The merchandise has to have been priced and placed out on the sales floor for all customers to have had an opportunity to purchase the items. Customers should be asked immediately to leave the dock or processing area. **Employees who are not on the clock are prohibited from production area.**
- * Employees may not shop or make a purchase during their scheduled work shift. Purchases can be made after their scheduled work shift (if shift ends prior to store closing), before clocking in (if shift begins after store opening). **Purchases cannot be made during your scheduled shift which includes your breaks and lunch breaks. Shopping while on your breaks and setting aside merchandise until your shift ends is prohibited.**
- * Merchandise may not be concealed, or otherwise "held back" from being available for sale to the first willing customer. This shall include concealment in the production area, in offices, storage rooms, break area, lockers or any other areas not immediately and customarily accessible to the general public. Concealment of Goodwill merchandise will result in disciplinary action.
- * No item(s) may be removed from employer property prior to purchase of the item(s).
- * Purchases made during the course of the workday and kept on Employer property must be accompanied by a receipt or documentation to confirm the actual purchase.
 1. The purchased property must be taken through the store entrance to the employee's vehicle at the **time of purchase. All purchases must be removed from the store at the end of the same workday.** If merchandise is brought back into the processing area or break room, it must be with prior approval of your immediate supervisor and accompanied by the receipt. Items found in the back room without a receipt will be considered a donation to Goodwill and Goodwill property.
 2. Store cashiers cannot ring up their own purchases or purchases from family members.
 3. All sales to employees must be logged in a sales book to record the purchase by a manager. The information recorded will include the date of purchase; name of purchaser; identification of items purchased and department; the total amount of the purchase; time of purchase; receipt number; and the name of the manager ringing up the purchase. The transaction on the detail tape should be initialed by the manager ringing up the purchase. The person purchasing the items should sign for the purchase logged in the sales book. Employees wishing to purchase merchandise will notify the retail store clerk before the sale is rung up. The manager and/or key holder will then complete the employee purchase.

4. No purchases are allowed by store personnel after closing hours or before opening the store.
5. Items cannot be retained behind the counter for anyone unless approval has been given.
6. Items purchased in a store during approved times, as noted above, may not be transported in company vehicles used to transport donations and processed merchandise.
7. If a person knows that the item is priced very low and would sell for more, they should inform the store management so that the item may be priced correctly. Items should not be purchased for re-sale in garage sales or web sites such as "e-bay."

If you are found to be in violation of any of the above procedures, you are subject to disciplinary action up to and including termination.

Employees whom are knowledgeable of purchase violations and do not report known or suspected violations could also be subject to disciplinary action up to and including termination. This includes cashiers and the management team.

CONFLICT OF INTEREST: It is the policy of Goodwill that no employee will become involved in a conflict of interest.

1. As a human service agency, serving the interest of individuals with disabilities and the community, Goodwill prohibits its employees from accepting or giving gifts or gratuities from rehabilitation clients, firms, organizations, their employees, agents or other individuals who may conduct business with the company in furnishing materials, goods and services which would alter prudent business management. Items, which are received from these sources, are to be considered property of Goodwill Industries and treated the same as other donated goods.

The exchanging of gifts between employees is acceptable.

2. When Goodwill employees receive donations, the donation is the property of Goodwill. If a donator has requested that Goodwill pick up a donation from their home or some other site that is not included in the pick-up service areas, the employee should inform them that we are unable to accommodate them and inform them where they may bring the donation to Goodwill.

It is considered a conflict of interest and an act of "Soliciting or accepting gifts from customers and/or providers of services, goods or materials" for the employee to tell the donator that Goodwill is not able to pick up a donation and then offer to pick it up on their own personal time for their use or for use by others than Goodwill. To do so will be considered a violation of the employee work rules and unsatisfactory work performance.

Donations that are brought on Goodwill property or are being received by an employee at any location are the property of Goodwill. When a donator tells an employee that they can have an item or any of the items from their donation, the employee may not take it for personal use because they are a Goodwill representative. The donations are the property of Goodwill. If the employee or client takes the property, it will be considered a violation of the employee work rules and could be cause for termination of employment.

3. Employees **MAY NOT** personally sell or give Goodwill donations, merchandise, or other company property to another employee, donor, customer, agency, or any other person for any reason. Under no circumstances shall payment be accepted anywhere other than the cash register for items that customers would like to purchase from the donation area.

Community Donations can be made, within reason, to members of the community who are referred from other community service organizations with a special need. Community Donations can only be made if authorized by the Retail Store Manager and/or the Administrative Staff.

If you are found to be in violation of any of the above procedures, you are subject to disciplinary action up to and including immediate termination. Possible criminal charges may also be filed against all employees involved.