

The mission of Goodwill Industries of Northern Wisconsin and Upper Michigan, Inc. is to empower individuals with special needs to maximize their potential. To achieve this purpose, Goodwill provides a variety of training, employment, and support services.

Goodwill Industries of Northern Wisconsin and Upper Michigan, Inc. has established a Code of Ethical Behavior to guide the actions of employees, board members and community volunteers.

All employees, board members, and volunteers will be required to review and uphold the Code of Ethical Behavior. The Codes regarding the treatment of persons served, financial practices and agency marketing activities are applicable to employees, board members and volunteers.

The Director of Human Resources will investigate allegations of employee or volunteer noncompliance and appropriate administrative action will be taken. The Personnel Committee of the Board will be charged with investigation and resolution of allegations of Board Member noncompliance.

At Goodwill Industries, we are committed to being the region's premier provider of employment and training services to individuals with special needs. The following underlying values support and sustain our commitment to this principal value.

First and foremost, it is the intent of Goodwill Industries to always practice respect and tolerance for all ethno diversity in our community and workplace. We encourage all employees to gain an understanding of our communities' needs so that we may better meet them.

ETHICS for the TREATMENT OF PERSONS SERVED

- 1) Actions will promote healthy self-esteem in those we serve and supervise.
- 2) Persons served must always be treated with respect and dignity, regardless of disability and cultural beliefs, values, interpersonal styles, attitudes and behaviors.
- 3) The input of all persons served in the employment & training process is paramount and should always be accepted in a respectful manner.
- 4) Persons served shall maintain all legal rights when they join Goodwill Industries of Northern Wisconsin and Upper Michigan.
- 5) An atmosphere must be maintained in which those served may learn and develop.
- 6) Our agency must be ever mindful of the attitudinal, architectural, and communication barriers that may exist in the agency and take corrective action where necessary.
- 7) Respect and safeguard personal property of persons served, visitors, and personnel and property owned by the organization
- 8) Respect boundaries in relationship between providers and persons served.
- 9) No person shall conduct personal fund raising efforts on behalf of personal cause.

ETHICS for MEMBERS OF STAFF

- 1) Respect the value and dignity of all individuals regardless of disability, cultural beliefs, values, interpersonal skills, attitudes, and behaviors.
- 2) Strive to create and maintain a climate of loyalty, trust and mutual respect.

- 3) Support a work atmosphere where the work of each individual is respected as important.
- 4) Recognize excellent work done by other staff and persons served.
- 5) Deal with everyone in a friendly, positive, enthusiastic and courteous way.
- 6) Support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
- 7) Although positions may be stated, management's decisions will ultimately be supported and followed.
- 8) Display loyalty to Goodwill and do not do anything that might bring discredit to the agency.
- 9) When using social media, Goodwill encourages employees to represent Goodwill truthfully and to not make statements on social media representing Goodwill.
- 10) Protect confidential information of Goodwill's business, business partners, employees, clients, subcontractors and other third parties.
- 11) Acknowledge that enthusiasm and a positive attitude always make for a better work place.
- 12) Uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Goodwill's ability to meet our mission.
- 13) Be a responsible steward of Goodwill's resources.
- 14) Strive for personal and professional growth to improve effectiveness of self and others.
- 15) Carefully consider public perception of personal and professional actions and the effect such actions could have on Goodwill's reputation in the community and elsewhere.
- 16) Do not serve as a witness of legal documentation for stall or persons served
- 17) Avoid the exchange of gifts, money or gratuities with staff or persons served.
- 18) Respect and safeguard personal property of persons, served, visitors, and personnel and property owned by the organization
- 19) Respect boundaries in relationship between providers and persons served.
- 20) No person shall conduct personal fund raising efforts on behalf of personal cause.

ETHICS of the BOARD OF DIRECTORS

- 1) Members will do their best to see that Goodwill is operated in a manner that upholds the agency's integrity and merits the trust and support of the public.
- 2) Members will strive to uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance Goodwill's ability to accomplish its mission.
- 3) Treat others with the respect you would have directed toward yourself in similar circumstances regardless of disability, cultural beliefs, values, interpersonal skills, attitudes, and behaviors.
- 4) Be a responsible steward of Goodwill's resources.
- 5) No actions are to be taken that could benefit any Board member at the unwarranted expense of Goodwill, avoiding even the appearance of a conflict of interest.
- 6) Carefully consider the public perception of personal and professional actions and the effect such actions could have on the agency's reputation in the community and elsewhere.

- 7) Strive for personal and professional growth to improve effectiveness as a Goodwill Industries board member.
- 8) Members will refrain from unwarranted intrusion into the responsibilities of Goodwill's operational management.

ETHICS of FINANCIAL PRACTICES

- 1) All financial practices of Goodwill Industries shall be handled in accordance with the applicable federal, state and local laws to include any organizational fundraising.
- 2) Goodwill prohibits waste, fraud, abuse and other wrong doing.
- 3) Financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
- 4) All financial matters that fall within the range of the agency's financial management policies shall comply with those policies to include any organizational fundraising.
- 5) All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.
- 6) No employee, officer or agent of Goodwill Industries shall participate in the selection, award, or administration of a contract supported by Federal Government funds if a conflict of interest, real or apparent, would be involved.
 - a) The officers, employees or agents of Goodwill Industries shall neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors, or parties to subagreements.
 - b) To the extent permitted by State or local law or regulations, the standards of conduct of Goodwill Industries shall provide for penalties, sanctions, or other disciplinary actions for violations of such standards by the officers, employees, agents, or by contractors or their agents.

ETHICS of AGENCY MARKETING ACTIVITIES

- 1) Marketing activities are part of Goodwill Industries' accountability to the public.
- 2) Marketing activities and efforts shall always respect the dignity and privacy rights of those served.
- 3) Marketing activities will never knowingly mislead or misinform the public or misrepresent Goodwill Industries of Northern Wisconsin and Upper Michigan, Inc.
- 4) Marketing activities will uphold the integrity of Goodwill Industries and maintain the support and trust of the public.

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Goodwill Industries
of Northern Wisconsin & Upper Michigan

CODE OF ETHICAL BEHAVIOR