

Goodwill Industries of South Florida: Organizational Code of Ethics Policy

I. POLICY:

All individuals who are associated with Goodwill Industries in a position of leadership, management or agent – as a volunteer or employee – must help guide Goodwill Industries to accomplish its stated mission in a most efficient manner, with the highest quality of services at the highest professional standards. To be associated with Goodwill Industries, all individuals involved must embrace Goodwill Industries' Corporate Core Values and must adhere to Goodwill Industries' Code of Ethics as delineated in this policy.

II. PURPOSE:

Goodwill Industries is a non-profit organization created to serve the community and fulfill a mission of helping people with disabilities and special needs. The purpose of this policy is to guide the actions of all involved with Goodwill Industries that are in a position of leadership, management or agent – as a volunteer or employee. They should always lead Goodwill Industries to accomplish its stated mission diligently and in the most efficient manner. They should conduct the affairs of Goodwill Industries and personal affairs in a manner that reflects high ethical standards and a conduct that is beyond any possible reproach. To accomplish this, a set of Goodwill Industries' Corporate Core Values has been adopted as a foundation to Goodwill Industries' Code of Ethics.

III. SCOPE:

Corporate Core Values

These Corporate Core Values are the foundation of a Code of Ethics adopted to guide the actions of Goodwill Industries' Board of Directors, President and C.E.O. and employees in conducting Goodwill Industries mission accomplishment and business practices.

Respect for Each Other

Employees and members of the Board of Directors will exercise thoughtful consideration of the needs of others – employees, board members and persons served.

Conciliation

Employees and members of the Board of Directors act in a spirit of compromise and agreement. Each individual will hear and respect the other person's point of view and be open to constructive discussion.



Training, employing and placing
people with disabilities and special
needs in community employment

Honesty

Employees and members of the Board of Directors will deal honestly with other employees, board members, customers and those served. The value of honesty cannot be compromised. We must be honest without being harmful.

Trust

Each of us will be non-judgmental on issues that do not pertain to us. We will be supportive in times of need.

Confidentiality

Confidentiality is a hallmark of professionalism; as such, all entities will comply with guidelines regarding confidentiality.

Code of Ethics - Treatment of Individuals Served

1. The following will serve as principles that will guide actions in dealing with those individuals served and employed by Goodwill Industries:
 - a. Promote self-esteem in those we serve and supervise.
 - b. Demonstrate empathy and a willingness to use insights gained in such a way to improve the situation.
 - c. Enlist the involvement of those served and supervised by increasing the "personal capital" of those individuals.
2. Individuals served must always be treated with respect and dignity, regardless of disability or other potential deficit areas.
3. The input of persons served in the rehabilitation process is not only important, but it is paramount. Individual input should always be accepted in a respectful manner.
4. Persons served give up no legal rights when they are accepted for services at Goodwill Industries. An individual's legal rights must be respected at all times.
5. A cultivatable atmosphere must be maintained in order to foster learning and development in those we serve.
6. The organization must be ever mindful of attitudinal, architectural, and communications barriers that may exist in the organization. Where barriers exist, the organization must consider corrective action.

Code of Ethics - Board of Directors

Members of the Board of Directors serve as volunteer and generously donated their time, service and often make financial contributions to serve the community. They represent the community and in doing so subscribe to the following:

1. I will do my best to see that Goodwill Industries is operated in a manner that upholds the organization's integrity and merits the trust and support of the public.
2. I will uphold all applicable laws and regulations – going beyond the letter of the law to protect and enhance Goodwill Industries' ability to accomplish its mission.

3. I will treat others with respect, doing for and to others as I would want done to me in similar circumstances.
4. I will be a responsible steward of Goodwill Industries' resources.
5. I will take no actions that could benefit me personally avoiding even the appearance of a conflict of interest, as referred to in the **Conflict of Interest Policy**.
6. I will carefully consider the public perception of my personal and professional actions and the effect my actions could have – positively or negatively on Goodwill Industries' reputation in my community and elsewhere.
7. I will strive for personal and professional growth to improve my effectiveness as a Goodwill Industries' board member.
8. I will refrain from unwarranted intrusion into the responsibilities of Goodwill Industries' operational management.

Code of Ethics – President and C.E.O

The President and C.E.O. of Goodwill Industries, also as an employee of Goodwill Industries, assumes a public trust and recognizes the importance of high ethical standards within the organizational leadership. Essential values and ethical behaviors that should be exemplified include:

- Commitment beyond self.
- Obedience of and commitment beyond the law.
- Commitment to the public good.
- Respect for the value and dignity of all individuals.
- Accountability to the public.
- Truthfulness.
- Fairness.
- Responsible application of resources.

In keeping with these values and to assist in fulfilling the responsibilities to the individuals and communities served, the President and C.E.O. subscribes to the following principles:

1. I will conduct myself and operate Goodwill Industries in a manner that upholds the organizations' integrity of both and merits the trust and support of the public.
2. I will uphold all applicable laws and regulations – going beyond the letter of the law to protect and/or enhance Goodwill Industries' ability to accomplish its mission.
3. I will treat others with respect, doing for and to others what I would want done to me in similar circumstances.

4. I will be a responsible steward of Goodwill Industries' resources.
5. I will take no action that could benefit me personally at the unwarranted expense of Goodwill, avoiding even the appearance of a conflict of interest. I will exercise prudence in the expenses I charge to Goodwill Industries.
6. I will carefully consider the public perception of my personal and professional actions and the effect my actions could have – positively or negatively – on Goodwill Industries' reputation in my community and elsewhere.
7. I will strive for personal and professional growth to improve my effectiveness as a Goodwill Industries' President and C.E.O.
8. Due to the difficulties of separating the leaders of an organization from the organization itself, I will exercise caution when engaging in political activity both from a candidate and issue perspective.

Code of Ethics - Employees

Under the President and C.E.O., Goodwill Industries employees will work diligently to fulfill the mission in the constant pursue of excellence according to approved goals, objectives and subject to all approved policies and in compliance with the following Code of Ethics:

1. I will do my best to see that Goodwill Industries meets the needs of persons served.
2. I will uphold the principle that input from those served is a critical component of the rehabilitation process.
3. I will respect the value and dignity of all individuals.
4. I will do my best to create and maintain a climate of loyalty, trust and mutual respect.
5. I will support a cultivatable atmosphere where the work of each individual is respected.
6. I will recognize excellent work done by other employees and persons served.
7. I will strive to speak to everyone in a friendly, positive, enthusiastic and courteous way.
8. I will support a work atmosphere that is open and non-secretive – while being mindful of the need for confidentiality.
9. I will support the decisions of management. I may state my position – though ultimately, staff must follow management's decisions.
10. I will be loyal to the Goodwill Industries. I will refrain from doing anything that might discredit the organization.
11. I acknowledge that enthusiasm and a positive attitude always induce a fostering environment in the work place.

12. I will uphold all applicable laws and regulations – going beyond the letter of the law to protect and enhance Goodwill Industries’ ability to meet its mission.
13. I will be a responsible steward of Goodwill Industries’ resources.
14. I will strive for personal and professional growth to improve my effectiveness.
15. I will carefully consider the public perception of my personal and professional actions and the effect my actions could have on Goodwill Industries’ reputation in my community and elsewhere.
16. I will safeguard any information about a donor, agency, and any internal business discussions, documents, decisions, and policies. All such information will be treated as confidential and will be used and disclosed only for legitimate Goodwill business and will not be used for private interests.
17. I will use caution and discretion in order to protect the confidential nature concerning our transactions or personal information about present and prospective agencies, donors, other institutions and suppliers. Such information will not be disclosed or used other than for proper business purposes even if available from a public source.
18. I will safeguard proprietary market research reports and data, financial information and other confidential and proprietary information regarding Goodwill Industries. This information will not be released to any person unless it has been published in reports or otherwise made available to the public in accordance with applicable disclosure regulations currently in effect.
19. I will safeguard any personnel information that I may come in contact with.
20. As a private citizen, I am free to participate in the political process; however, at all times, I must participate strictly as an individual, and my employment with Goodwill cannot be used or exploited in any way.

Code of Ethics – Financial Practices

1. All financial practices of Goodwill Industries shall be handled in accordance with the applicable federal, state and local laws.
2. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
3. All financial matters that fall within the purview of the organization’s financial management policies shall comply with those policies.
4. All financial matters covered by the organization’s by-laws shall be handled in accordance with those by-laws.

Code of Ethics – Marketing Activities

1. Marketing activities will never knowingly mislead or misinform the public or misrepresent Goodwill Industries.

2. Marketing activities will uphold the integrity of Goodwill Industries in order to merit the continued support and trust of the public.
3. Marketing activities will not exploit the public by taking advantage of their empathy toward the persons we serve.
4. Marketing activities will focus on the capabilities of the persons served.

Code of Ethics – Treatment of Community Members

1. Community members, stakeholders and production customers must always be treated with respect and dignity.
2. Requests for information from community members will be responded to in a timely manner.
3. Concerns or complaints from the community will be addressed in a timely, courteous and fair manner.
4. Input will be solicited from the community and will be given respectful consideration.

IV. PROCEDURES:

Each new board member and employee will be required to review and sign their respective code – indicating their acceptance and agreement with it. Any employee that violates one of the organization’s Code of Ethics may face corrective action. Board action may be taken with any board member that violates the Code of Ethics.

This policy is applicable to all operations and services.

Issued by:

Approved by:

Date:

Dennis Pastrana

Board of Directors

November 18, 2004