



Goodwill Industries of Tenneva

Kingsport, TN

CODE OF ETHICS & ACCOUNTABILITY POLICY

PREAMBLE

As a recipient of charitable contributions, Goodwill Industries of Tenneva, Inc. recognizes its responsibilities to ensure that contributions 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 Tenneva, Inc. As officers, employees or volunteers, we pledge to follow both the letter and the spirit of the following code:

Business Practices:

1. We agree to engage in and promote honest and ethical conduct.
2. We will avoid perceived or actual conflicts of interest.
3. We will comply with applicable laws, rules and regulations of federal, state and local governments.
4. We will responsibly use and control all assets, resources and information in our possession.
5. We will encourage the prompt reporting of any violations of this Code of Ethics or other governing documents to our Executive Committee, or other designated entity.
6. 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:

1. We will practice honest, transparent and timely communication to facilitate the free flow of essential information in accordance with the public interest.
2. 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.
3. We will protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.
4. We will protect the privacy of our employees and disclose information about them as permitted or required by law or only with their express, written consent.

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

Professional Responsibilities:

1. We are committed to continually improving our relationship with our public, employees and people we serve.
2. We will respect the tools and resources provided to meet the needs of the organization and those that we serve.
3. We will not discriminate because of age, race, color, religion, sex, and sexual orientation, genetic information of any individual or his/her family, mental or physical disability, national origin, or veteran status, and we shall endeavor to eliminate or prevent discrimination in rendering services.
4. We will treat one another, persons served, customers and donors with dignity and respect.

Service Delivery:

1. We will maintain the confidentiality of information regarding persons served. We will not discuss confidential information about the company, employees or persons served unless such discussion is related to job responsibilities.
2. We will strive to provide quality services at all times.
3. We will strive to avoid any real or perceived conflicts of interest and will make arrangements for alternative services as needed.
4. We strongly support the setting of professional boundaries between employees and persons served, while honoring a friendly and respectful provider/customer relationship.
5. We will prohibit the exchange of money and gratuities between employees and persons served and discourage same among persons served. Gifts between employees and persons served are only allowed if the gifts are of a nominal value. (no more that \$25.00)
6. Approval by President/CEO on personal fund raising in the workplace.
7. We will discourage bringing items of religious or political nature to the workplace which may be offensive to others not sharing similar views.
8. We limit the authority for witnessing documents to those created within the scope of services offered by Goodwill Industries of Tennessee. Notary Public agents who work for the organization will discharge their duties according to current authority.

Human Resources:

1. Through ongoing professional development and continuing education, we will strive to remain current with the knowledge, skills and abilities that are relevant to the services we offer.
2. We are committed to diversity within our workforce to effectively meet the needs of the people we serve.
3. We are committed to providing a safe, drug-free and healthy working environment.