



**POLICY AND PROCEDURE
MANUAL**

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Goodwill Staffing Services
A Division of
Easter Seals-Goodwill Northern Rocky Mountain, Inc.

GOODWILL STAFFING SERVICES

POLICIES AND PROCEDURE MANUAL

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INTRODUCTION

Over the past 60 years the Company has experienced tremendous growth not only in the services we provide but also in the way staff participates in making decisions affecting their jobs. Today Easter Seals-Goodwill provides a wide variety of clinical and vocational services for people with disabilities and the disadvantaged.

As you perform your day-to-day activities please remember two very important points. One, we are here because of the people we serve. They deserve respect and dignity from everyone as do our other customers and your fellow co-workers. Two, please perform your tasks safely. You are needed here to do your job. If you do not know how to perform a task safely, ask your supervisor for help.

ESGW fully embraces the team concept empowering work teams to constantly improve the quality of services and workplace safety and to develop optimum solutions to problems encountered in day-to-day operations. My goal as President/CEO is to continue increasing employees' role in decision making so that ESGW will be a friendlier, safer and more rewarding experience for you and our clients.

Thank you for joining our team, and I very much look forward to working with you.

This manual is provided to acquaint you with the comprehensive benefits, various policies and work rules covering GSS employees. Please read it, and if you have any questions feel free to contact the Human Resources Department or me.

Michelle Belknap
President/CEO

DISCLAIMER

This handbook is written to inform employees of standard policies and procedures. GSS reserves the right to change, suspend, revoke, terminate or supersede policies or benefits described herein in any manner it believes to be in the best interests of Goodwill Staffing Services (GSS) and consistent with applicable laws. These policies are not intended to constitute the terms and/or conditions of an implied contract of employment with any applicant to or employees of Goodwill Staffing Services. All GSS employees are employed at-will, meaning either GSS or the employee may terminate the employment at any time.

SUGGESTIONS

We invite your input and comments on the policies stated in this handbook. While GSS hopes this handbook clarifies policies and answers general questions, it cannot address every situation. Also, policies that are clear in writing may not be as clear in implementation. If you encounter questionable policies or instances when implementation of policies has unintended consequences or you have questions or wish to make suggestions about policies, feel free to bring them to the attention of Human Resources.

CONFIDENTIALITY

Employees must maintain the confidentiality of matters dictated by the nature of their jobs. Employees may have access to confidential information regarding the Company, clients and fellow employees in the course of their job duties. It is a serious responsibility that such information be used only in the performance of duties and that employees only divulge or discuss confidential information strictly on a need to know basis. Violation of confidentiality is subject to disciplinary action up to and including immediate termination.

HARASSMENT

GSS prohibits sexual, racial and all other forms of harassment of its employees and applicants for employment by any person and in any form.

For purposes of this policy, sexual harassment is defined as:

- Unwelcome physical contact

- Sexually explicit language or gestures

- Uninvited or unwanted sexual advances

- An offensive overall environment, including the use of vulgar language, the presence of sexually explicit photographs or other materials and the telling of sexual jokes

Harassment of co-workers, clients or members of the public is prohibited and will not be tolerated. Individuals who believe they have been subject to harassment or individuals who observe harassment of others should bring the matter to the attention of their supervisor, the head of Human Resources who is also the Company's AA/EEO Compliance Officer, or a Vice President as soon after the incident as possible. Confidentiality of harassment complaints will be maintained to the extent possible. Violators of this policy will be subject to appropriate disciplinary action up to and including termination of employment. Should you feel you are being harassed or discriminated against, we want to hear from you.

Call Human Resources at: 1 (800) 771-2153.

AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT POLICY STATEMENT

GSS believes diversity improves our ability to make successful decisions and enhances the quality of our services by bringing valuable perspectives, life experiences and different sensitivities into our work processes. Accordingly, ESGW provides equal employment opportunity (EEO) to all persons regardless of race, color, religion, creed, sex, national origin, age, sexual orientation, physical or mental disability, marital status, or political belief except where the reasonable demands of the job require such a distinction be made. (Reasonable demands of the job only apply to age, physical or mental disability, marital status and gender).

We actively seek and consider for hiring, training, or advancement candidates who are members of under-represented applicant groups, Vietnam and disabled veterans and persons with disabilities in accordance with the provisions of the Company's Affirmative Action Plan. The company will make reasonable accommodations needed to enable applicants with disabilities to apply and to enable employees with disabilities to satisfactorily perform the duties of a job except where necessary accommodations would create an undue hardship on the corporation or

would not be sufficient to enable the applicant with a disability to apply or the employee with a disability to perform the essential functions of the job. To protect individual privacy and to put the company on notice of a disability, an employee or applicant with a disability is responsible for requesting an accommodation from the company.

Requests for an accommodation should be made in writing to your supervisor and/or VP/Human Resources.

To assure full implementation of this equal employment policy, we will take steps to assure that:

A. Persons are recruited, hired, assigned and promoted without regard to race, religion, color, national origin, citizenship, gender, sexual orientation, veterans' status, age, or non-job-related disability of any kind.

B. All other personnel actions, such as compensation, benefits, transfers, layoffs and recall from layoffs, access to training, education, tuition assistance and social recreation programs are administered without regard to race, religion, color, veteran status, national origin, citizenship, gender, sexual orientation, age or non-job-related disability.

The AA/EEO Coordinator (Vice President/Human Resources) is responsible for the day-to-day implementation and monitoring of this Affirmative Action Plan and, as part of that responsibility, will periodically analyze the Company's personnel actions and their effects to ensure compliance with our equal employment policy.

If you have any questions about this AA/EEO policy or would like to review the Affirmative Action Plan or be considered under our Affirmative Action Plan, please contact the Vice President of HR. Any questions about or situations regarding affirmative action can also be brought to the attention of the Corporate Compliance Officer.

BACKGROUND CHECKS

If an assignment/client requests, you may be asked to provide information necessary to conduct a criminal background check. Information collected from employees and other sources during the background check is personal and confidential.

Information received from background checks or from other sources will be evaluated as to date and relevancy to the current or proposed job assignment. The mere existence of a criminal record is not by itself an absolute barrier to employment or continued employment.

GSS BENEFITS

I. LEAVE BENEFITS

A. MILITARY LEAVE AND VETERAN REEMPLOYMENT RIGHTS - Employees who join or participate in a branch of the military service, including but not limited to Reserves, National Guard, and Coast Guard and returning veterans are protected from discrimination, discharge, retaliation, demotion, reassignment or other adverse action because of their participation in the military or the taking of leave for regular training or special assignments.

An employee may take military leave up to a cumulative (5) five years with full protection.

Employees who are members of a military reserve unit will be granted the amount of time necessary to attend active duty for training or weekend drills. Employees who are ordered to active duty will receive the difference, if any, between the regular pay and their military base pay (and allowances for dependents, etc.) up to a total of 80 hours per year.

B. FAMILY MEDICAL LEAVE ACT (FMLA) - To be eligible for family or medical leave, you must have worked for the Company a minimum of one year and have worked 1,250 hours or more during the 12 months prior to commencement of the leave. In conformance with the Family Medical Leave Act of 1993, eligible employees may receive up to 12 weeks unpaid, job protected leave during any rolling twelve-month period for family and health reasons specified in the FMLA. You must provide the Company 30 day's written notice of your need for leave, or, if emergency conditions prevent such notice, you must notify the Company as soon as is practicable but in no event later than 2 business days following return to work.

For more information about family and medical leave of absence, please contact the GSS office.

C. OTHER TIME OFF - An employee may, as permitted by the nature of his/her and approved by the client and GSS supervisor, be granted time off without pay for reasons not listed above.

II. OTHER BENEFITS

A. SOCIAL SECURITY - All positions with Goodwill Staffing Services are covered by Social Security benefits. The Company as required by law makes Social Security contributions on your behalf.

These benefits include:

1. Monthly retirement benefits payable to you or your family.
2. Survivor payments to your widow, widower or other dependents.
3. Lump sum payments to your widow or widower or to the person who paid your burial expenses.

The complexity of the Social Security System does not permit adequate summarization of its provisions in this manual. More detailed information is contained in a pamphlet entitled "Your Social Security" which is published by the Department of Health and Human Services. Copies of this pamphlet may be secured from your local Social Security office.

B. UNEMPLOYMENT COMPENSATION - All employees of the Company are entitled to unemployment compensation following separation under certain conditions as dictated by state regulations. Contributions to provide these benefits are paid on your behalf by the Company.

C. WORKERS' COMPENSATION - All employees are covered by Workers' Compensation Insurance. Workers' Compensation Insurance provides medical expense reimbursement and compensation for loss of wages due to work-related injury, illness, or death. Workers' compensation benefits are set by the state. Any accident that occurs on the job shall be reported on the appropriate form(s) and given to your GSS Supervisor immediately, even if there are no apparent injuries at the time.

The employee shall use caution, safety devices, if applicable, and follow established safety policies. Failure to abide by these practices and policies is a performance issue and will lead to disciplinary action up to and including termination.

PAY

A. **PAY DAY** - Employees are paid every week. Paychecks can be picked up at GSS, mailed or deposited directly into your bank account. If you wish to pick up your paycheck, contact your supervisor to know when paychecks will be available.

B. **WAGES** - Wages will be paid only for hours actually worked. Lunch periods are unpaid.

1. **PAYDAYS** - GSS pays wages weekly **if** you turn in (or make sure someone else turns in) your time sheet when due. Late timesheets are paid at the next weekly pay date.

2. **STATEMENT OF EARNINGS & DEDUCTIONS** - The Company is required by law to make deductions for federal and state income taxes and Social Security. An employee may elect to have additional sums withheld from a paycheck for larger income tax deductions.

3. **PAYROLL ADVANCES** - **Payroll advances will not be made under any circumstances.**

C. **OVERTIME** - Hourly employees who work more than 40 hours in a workweek will be paid at one and one-half times their normal hourly rate for all hours worked in excess of 40.

All overtime is subject to the following limitations: the work must be approved in advance by the employee's supervisor, and all overtime worked must be recorded on the employee's time sheet and initialed by the supervisor.

Overtime is not allowed at the employee's discretion. Overtime shall be worked only at the request of the client. Employees should not begin work until the starting time. Likewise, employees must not continue work after they complete their scheduled work shift without specific approval of their manager. Employees should not remain at their desks during scheduled meal breaks.

D. FINAL PAY - For employees working in Idaho - Upon termination of employment, all unpaid wages will be paid on the next regularly scheduled payday or 10 business days from the date of separation from employment weekends and holidays excluded. Upon written request of the employee, all wages then due will be paid within forty-eight (48) hours, excluding weekends and holidays.

APPEARANCE AND MANNER DURING WORK

Employees are expected to present a neat and clean appearance and to dress in a manner suitable to the job duties assigned so as to present a positive and business-like image of GSS to clients and to the public. Clothing that is excessively soiled, in need of repair, that might create a safety hazard, or that might reasonably be considered by co-workers or members of the public to be extreme, not in good taste, revealing, or distracting is considered inappropriate and is prohibited.

ATTENDANCE

Employees are expected to be at work for their scheduled work assignments. Employees who cannot be at work for their scheduled shift must notify the client and GSS each day as soon as possible, but at least 30 minutes prior to your scheduled starting time. Attendance that has become sporadic and unpredictable in the eyes of GSS may be deemed excessive and render the employee not qualified for GSS assignments.

PERSONNEL AND PERSONAL RECORDS

Personnel and personal records shall be kept in two separate files for all staff members at the GSS office. Personnel records are confidential and available only to the employee, the employee's supervisor, and those individuals in a direct line of authority above the supervisor up through the President and others who require access for the performance of their assigned job duties. Personal records are available to the employee, medical staff, your GSS Supervisor and Human Resource personnel only.

Employees should notify their GSS Supervisor and complete appropriate paperwork for all changes in address, phone number, marital status, and number of dependents. This information is used for the administration of benefits, for notification in case of emergency, and to insure that benefit and tax records are current.

EMPLOYEE CONDUCT AND DISCIPLINE PROCEDURE

As representatives of GSS, employees have an obligation to conform to its standards of conduct and satisfactorily perform their duties. Honesty, courteous and respectful behavior, a responsible attitude toward work and respect for Clients' and Company property are expected.

The purpose of corrective counseling is to assist the employee in understanding and correcting an observed deficiency. For minor performance deficiencies the following procedure will be

followed. Although GSS believes in the principle of progressive discipline, the specific action taken in any given case will depend on the nature and severity of the behavior or performance deficiency. Termination of employment is not typically an initial disciplinary action except in case of serious performance deficiency or misconduct.

A. VERBAL WARNING - A verbal warning is the giving of informal constructive assistance and/or instructions to an employee for minor violations of procedure, initial incidents of substandard performance, or minor violations of GSS policy. This step may be memorialized in writing.

B. WRITTEN WARNING - A written warning, suspension, demotion and/or termination are formal disciplinary actions for performance deficiencies, violations of GSS's policy and procedure or for repeated lesser offenses. Each formal disciplinary action shall be accompanied by a written notification to the employee that includes, but is not limited to, the following:

1. The specific incident causing the action to be taken;
2. The action being taken against the employee;
3. The improvements, corrections, or changes expected, and;
4. The consequences of failure to make the required improvements.

The employee shall be given an opportunity to review, sign and respond to any formal disciplinary action. If the employee is unavailable for review, the notification will be mailed to the employee's address of record.

Misconduct of a serious nature - that is misconduct, which in the discretion of the Company jeopardizes the Company's ability to fulfill its obligations or objectives, or irreparably severs an effective employment relationship - may be subject to immediate dismissal for a first offense without the benefit of progressive discipline. Examples of such misconduct that may warrant immediate termination include:

1. Discriminating or harassing co-workers, clients or others on the basis of race, sex, age, color, religion, or ethnic background, national origin, marital status, or physical or mental disability.
2. Fighting with, physically abusing, spreading false rumors or behaving in a manner offensive, threatening or intimidating to others.
3. Destroying, defacing, damaging, or wrongfully acquiring or using equipment or property belonging to the Company, its clients, customers, vendors, or other employees. Any employee removing Company or Client property on loan is personally responsible for its return in the same condition in which it was borrowed.
4. Helping anyone gain unauthorized entrance to Company or Client property.
5. Being under the influence of or possessing any intoxicant, controlled substance, or drug (except as prescribed by a licensed physician) during working hours and/or on Company or Client property.
6. Soliciting or permitting the solicitation of employees for themselves or for or by any group or organization during working hours or in working areas.
7. Violating federal, state or local laws or regulations.
8. Falsifying or altering company records, including an employment application.

9. Absence for three consecutive scheduled workdays without approval.
10. Excessive absenteeism or tardiness.
11. Disclosing confidential information about a consumer, co-worker, Client or the Company.
12. Failing or refusing to obey a direct order or direction of a supervisor.
13. Failure to perform work or job assignments satisfactorily or efficiently.
14. Theft.
15. Sleeping during working hours.
16. Violating the Company's safety or safety reporting policies.
17. Taking or encouraging others to take GSS clients.
18. Violations of HIPAA privacy, transactions or security rules

(This list is intended to give examples only and is not intended to be all-inclusive.)

Employees may be suspended with/without pay until the disposition of a charge is resolved. The President must approve all involuntary terminations.

Keep in mind that the above disciplinary policy addresses only misconduct. GSS clients always have the right to cancel a job or request another employee for legitimate reasons. When this happens, the employee will no longer provide services for the client but be considered for other assignments.

GRIEVANCE PROCEDURE

A. **INFORMAL PROCEDURE** - Any employee or terminated employee who feels a company decision affecting them is unfair should attempt to resolve the matter with their supervisor. If after a discussion with the employee's supervisor the problem remains, the employee should file a written grievance using the procedure described below.

B. **FORMAL PROCEDURE** –

Step 1.

Employees must submit their complaint in writing to their supervisor within 10 working days of knowledge of the alleged incident. The employee should describe the problem and state the reason(s) s/he believes s/he has been treated unfairly as specifically as possible and indicate what actions s/he believes the Company should take to resolve his/her complaint. The employee may use a reasonable amount of working time to prepare his/her complaint. The supervisor will have 5 working days to respond to the complaint.

Step 2.

If the complaint involves the immediate supervisor or the immediate supervisor is unable or unwilling to resolve the employee's complaint or fails to respond to the complaint within the 5 working days allowed, the employee may, within 5 working days, submit the complaint, any supporting materials, and a copy of the response, if any, received in step one to the President. The Company will notify the employee that a grievance appeal committee will be organized. The employee will have 5 working days to select a committee member and notify the Company. If within 5 working days the employee fails to appoint a person, this process will cease. The Committee will be selected as follows:

- a. One person appointed by the grievant.
- b. One person appointed by the Company.
- c. One person jointly selected by the grievant and the Company.

Within five (5) business days of their appointment the committee shall choose who shall be the chairperson.

No member of the committee may be a person who is directly affected by the outcome of the grievance. All members must be employees of the Company. In hearing grievances the committee serves in a fact-finding role. Testimony may be requested from persons with knowledge of facts relevant to the grievance. The role of the committee is to determine whether there was compliance with relevant company policies, laws, rules, and regulations. Cost of representation of the employee's complaint is to be born by the employee.

The committee shall have 10 working days of the appointment of the committee chairperson to review the grievance. Within 10 working days following this review, the committee shall furnish a copy of their findings to the grievant and the President.

The President shall, within 15 working days of receipt of the committee's report, submit a written decision on the grievance to the grievant and any employee(s) named in the grievance. This decision is final and binding upon the Company.

Step 3.

If the President is the employee's immediate supervisor, a special committee of the Board of Directors will be convened to consider the appeal and render a final and binding decision within 30 days.

The time frames established herein, as well as any other requirements of this procedure, may be waived or modified by mutual agreement of the parties involved. Unless otherwise noted, the term "day" as used in this policy refers to work days, Monday through Friday, which are not observed as holidays by the Company. The grievant carries the burden of moving the grievance forward within the time period specified for that step. Failure of the grievant to advance the complaint or grievance to the next step of the procedure within the allotted time frame may result in dismissal of the complaint.

The Company's grievance procedure is an internal remedy. In the event an employee chooses to pursue remedies outside of the Company prior to completing this Grievance Procedure, it will mean you no longer desire to pursue the grievance and it shall be treated as withdrawn, and the employer shall have no obligation to continue the same or a similar complaint through this procedure.

An employee filing a grievance or complaint shall be protected from any and all recrimination as a result of the filing of said grievance or complaint. Employees, during the introductory period, do not have grievance rights related to termination and/or disciplinary action.

TERMINATION OF EMPLOYMENT

A. **EXIT INTERVIEW** - The exit interview consists of a payroll status terminating employment, voluntary separation statement, a copy of our Grievance Procedure and the exit interview form. The forms should be sent to the GSS office.

B. **RESIGNATION** - Goodwill Staffing Services asks for two weeks notice of an employee's intention to resign. The supervisor of a voluntary terminated employee must notify the GSS Supervisor right away to insure that all the proper forms are completed. The employee may request an appointment with any administrative staff person(s) or Human Resource employee to complete the exit forms.

C. **EMPLOYMENT OFFERS** - Should an employment offer be made by a client while the employee is on a Goodwill Staffing Services assignment, the employee is free to accept such an offer, however, the employee is required to advise Goodwill Staffing Services of such an offer and acceptance. The client may be required to pay a fee to Goodwill Staffing Services.

D. **RE-EMPLOYMENT** - Employees who leave voluntarily and apply for re-employment will be given full consideration. They will, however, be subject to the same selection criteria as any other prospective employee. No former employee who was dismissed for cause shall be considered for reemployment.

E. **TERMINATION DATE** - The termination date shall be considered the last day actually worked by the employee even if the employee is being compensated for unused vacation or receiving paid sick leave.

F. **RETURN OF COMPANY PROPERTY** - Upon termination, employees must return all Company and Client property including but not limited to keys.

LETTERS OF REFERENCE

In circumstances of voluntary resignation or job abolishment, the GSS Supervisor may elect to issue the departing employee a letter of reference, provided the Vice President/HR reviews the letter of reference prior to its issuance to the requesting employee. Under no circumstances shall a GSS Supervisor issue a letter of employment reference (of any type) to an employee who has been involuntarily terminated (discharged). All reference requests for discharged employees must be referred to the Vice President/HR.

CHANGE IN ASSIGNMENT OF DUTIES

In the event that the Client assigns substantially different duties to you, advise your supervisor at GSS prior to undertaking such work. Examples of substantial changes in duties are:

- * a secretary is asked to do light packing in the warehouse;
- * a clerk is asked to work in the warehouse or to do light assembly;
- * a typist/receptionist is asked to do stock shelves;
- * a light assembly worker is assigned to warehouse work.

The type of work you do and to which Client you are assigned is the responsibility of your supervisor at GSS. By informing your supervisor at GSS of your work assignments, they are better able to compensate you commensurately.

DRUG AND ALCOHOL

GSS has a duty to protect its employees, customers, and the public from the dangers posed by the unlawful manufacture, distribution, dispensation, possession, or use of drugs and drug paraphernalia in the work place. GSS will take all reasonable steps to ensure a drug-free work place in its facilities during the performance of any federal contract work.

To provide a safe work environment, to promote high standards of employee health and to promote drug free workplaces, we have created this policy on drug and alcohol use by employees. Our goal is to establish and maintain a work environment that is completely free from the effects of alcohol and drug use on employees.

THE USE OF, OR BEING UNDER THE INFLUENCE OF DRUGS, ALCOHOL, OR MOOD OR MIND ALTERING SUBSTANCES OR ANY CONTROLLED SUBSTANCES ON THE JOB IS STRICTLY PROHIBITED AND APPROPRIATE DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION MAY RESULT.

Employees engaged in performing federal contracts are strictly prohibited from manufacturing, distributing, dispensing, possessing, or using controlled substances in the work place.

As a condition of employment, all employees directly engaged in performing work under federal contracts must agree to comply with this policy and must notify the Vice President of Human Resources no later than five days after any conviction for a work place violation of a criminal drug statute. Furthermore, an employee is required to notify the Vice President of Human Resources of any conviction or "nolo contendere" (no contest) plea within five days after conviction. The Company will report such convictions to the federal government within ten days.

Any employee who is convicted of such a crime or otherwise violates the drug-free workplace policy is also subject to discipline up to and including discharge. Where appropriate, at the company's discretion, employees who are convicted of such crimes or otherwise violates the drug-free workplace policy may be required to participate satisfactorily in a drug rehabilitation or counseling program as a condition of employment.

If you are under the influence of a drug or alcohol, call your supervisor at GSS prior to the start of your shift in order that they can make alternate arrangements.

If an assignment/client requires, you may be asked to submit to drug and alcohol testing. When drug and alcohol testing is required, the following procedures and standards will apply:

1. Testing: The types of testing an assignment/client may require include but are not limited to baseline, pre-employment, post-accident, random, return to duty, follow-up and reasonable suspicion.

2. Samples:

- a. Samples will be collected, transported, stored and tested under reasonable and sanitary conditions with due regard to the privacy of the individual being tested and in a manner reasonably calculated to prevent substitutions, contamination or interference with the collection or testing of reliable samples including, but not limited to, labeling of samples and handling of samples in accordance with reasonable chain-of-custody and confidentiality procedures;
- b. Sample testing shall conform to scientifically accepted analytical methods and procedures;
- c. Drug testing shall include a confirmatory test utilizing a chromatographic technique or another comparable reliable analytical method;
- d. Positive alcohol tests resulting from the use of an initial screen saliva test will include a confirmatory test utilizing a different testing methodology meant to demonstrate a higher degree of reliability;
- e. Positive alcohol tests resulting from the use of a breath test will include a confirmatory breath test conducted no earlier than fifteen minutes after the initial test or the use of any other confirmatory test meant to demonstrate a higher degree of reliability.

3. Explanations and retests:

Anyone testing positive for drugs or alcohol will be given written notice of the test result (including the substance involved) and an opportunity to explain the test result with a medically qualified person. Also, he/she may request that the same sample be retested by a mutually agreed upon laboratory. A request for retest must be done within seven working days from the date of the first confirmed positive test notification and will be paid for by the person requesting the test. If the retest results in a negative test outcome, GSS will reimburse the cost of the retest, compensate the employee for his/her time if suspended without pay or if terminated solely because of the positive test and the person shall be reinstated with back pay.

4. Failure or refusal of testing:

The following constitute violations of GSS's drug and alcohol testing policy and establish grounds for refusal to hire or disciplinary action up to and including termination:

- a. A confirmed positive drug test or a positive alcohol test as indicated by a test result of greater than .02 blood alcohol content.
- b. Refusal to provide a sample for testing.
- c. Alteration or attempt to alter a test sample.
- d. Submission of a sample that is not his/her own.

PHYSICAL EXAMINATION

There may be assignments offered which require passing a physical examination. You are free to reject such examination. You will still be considered for other assignments that do not require a physical examination.

INJURIES AND ACCIDENTS

If you have an injury or accident on the job, please follow these procedures:

1. Report any injuries, accidents or serious near misses immediately to both the on-site supervisor (the client) and to your supervisor at Goodwill Staffing Services. Failure to report such an event could result in the claim being delayed or denied.
2. If professional medical assistance is not required, or if the accident produced no injury, you still must fill out an incident report. Call your GSS supervisor. She will fax you an incident report form. Fill it out and give a copy to your site supervisor by the end of the work shift. Give the original to your GSS supervisor by the end of the next workday.
3. If an injury does occur, follow appropriate emergency response procedures. Notify your site supervisor and GSS supervisor immediately. If you require medical attention, your GSS supervisor will give you the name of a doctor from our pre-approved Workers Compensation list. A GSS incident report form must be completed, with a copy to our site supervisor by the end of your shift. With your GSS supervisor fill in a Workers Compensation form as soon as possible.
4. If you are involved in an accident, a client you are working for may require a drug screen to be administered as soon as possible after the accident.
5. You must provide a written update on your condition within 24 hours of the accident.
6. Once the doctor releases you to return to work (Staffing, part-time, light duties or regular duties), you must report to work and inform your supervisor at GSS of any physical restrictions or conditions. GSS will deal with the client company supervisor. You cannot return to work without a release form from the physician with work restrictions noted.
7. If you are unable to report for any kind of work, you must call in by 7:30 AM every day (unless otherwise arranged) to the GSS Supervisor to report your status.
8. If you are unable to provide the medical information required in this policy, you should call your GSS Supervisor to discuss the situation.
9. While you are unable to work, it is your responsibility to supply your GSS Supervisor with your current telephone number (unlisted or not) and an address where you may be contacted.

If you fail to comply with the procedures outlined above, disciplinary action may result which may include termination from employment and/or loss of your right to re-employment or reinstatement following injury.

YOU AND LAW

EQUAL EMPLOYMENT OPPORTUNITY AND THE AMERICANS WITH DISABILITIES ACT MAY PROTECT YOU AGAINST DISCRIMINATION

The U.S. Equal Employment Opportunity Commission enforces federal laws protecting employees and job applicants against employment discrimination when it involves:

- Unfair treatment because of **race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.**
- Harassment by managers, co-workers, or others in the workplace, because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Denial of a reasonable workplace accommodation that the employee needs because of religious beliefs or disability.
- Retaliation because the employee complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.

Americans with Disabilities Act

If you think you have been discriminated against in employment on the basis of disability you should contact the EEOC. A charge of discrimination generally must be filed within 180 days of the alleged discrimination unless a State or local law allows up to 300 days.

For more information or to file a charge of discrimination contact any EEOC field office, located in cities throughout the United States or call 1-800-669-4000

What To Do If You Think You Have Been Discriminated Against

Several federal laws prohibit employment-related discrimination on the basis of disability. Violations might be related to hiring, reasonable accommodations, training, advancement, benefits, or dismissal, or a range of other employment-related issues. Individuals who believe they may have been discriminated against should assess their situations according to the following guidelines and then take actions deemed appropriate.

STEP 1: Know your rights:

- A. The Americans with Disabilities Act (ADA) prohibits private employer and governmental agencies that employ more than 15 individuals from discriminating against qualified individuals with disabilities in all aspects of employment. Discrimination against applicants and employees on the basis of a perceived disability or record of having a disability is also prohibited. Veterans with disabilities are protected further by Vietnam Veterans Readjustment Assistance Act of 1974.
- B. Title VII of the Civil Rights of 1964 prohibits employment discrimination on the basis of race and color as well as national origin, sex, or religion.
- C. The Rehabilitation Act of 1973 prohibits discrimination in employment in three areas:
- Federal agencies are prohibited from discriminating against qualified individuals with disabilities and are required to take affirmative action in the hiring, placing, and advancing of individuals with disabilities.
 - Contractors who have a contract with the federal government for \$10,000 or more, and their subcontractors whose contracts reach those levels, must take affirmative action to employ and advance in employment qualified individuals with disabilities.
 - Companies that receive federal financial assistance cannot discriminate against qualified individuals with disabilities in employment and in their programs and activities.
- D. The Workforce Investment Act of 1998 (WIA) forbids disability-based discrimination, in employment or in provision of services, by any organization or other entity that receives Federal financial assistance under WIA, and by any program or activity that is provided as part of the nation's One-Stop job training system by a One-Stop partner.

Individuals with disabilities also may be protected by their state anti-discrimination laws, some of which are more stringent than the federal laws. To learn more about rights under state laws, contact the State Human Rights Commission or its equivalent. Most states also have a commission, council, or committee that addresses disability issues.

STEP 2: Attempt to resolve the problem.

- A. Start at the lowest level possible. Current employees should discuss the situation with their own supervisors and then, if necessary, with upper level management.
- B. Determine whether the employer has a procedure for resolving such conflicts internally.

STEP 3: If the problem remains unresolved, consider filing a complaint with the appropriate government agency and/or seeking legal advice.

- For disability discrimination prohibited by ADA, call the EEOC at (800)669-4000 (V) / (800)800-3302 (TTY).
- For discrimination prohibited by Title II (race and color, national origin, sex, or religion) call the EEOC at (800)669-4000 (V) / (800)800-3302 (TTY).
- For violations of The Rehabilitation Act of 1973, as amended, contact the U.S. Department of Labor, Office of Federal Contract Compliance Programs (OFCCP). Send complaints to OFCCP at the nearest U.S. Department of Labor district or regional office or to OFCCP, U.S. Department of Labor, Frances Perkins Building, 200 Constitution Avenue, NW, Washington, DC 20210.
- For violations of WIA Section 188 contact the Department of Labor, Civil Rights Center (CRC). To file a complaint with CRC, send it to Director, Civil Rights Center, Frances Perkins Building, Room N-4123, 200 Constitution Ave., N.W., Washington, D.C., 20210.
- For violations of the Vietnam Era Veterans Readjustment Assistance Act of 1974, contact the U.S. Department of Labor, Office of Federal Contract Compliance Programs (OFCCP). To file a complaint, contact the Veterans Employment Service of the Department of Labor through the local veterans employment representative or designee at the local state employment office. Complaints also can be sent to OFCCP at the nearest U.S. Department of Labor district or regional office, or to OFCCP, U.S. Department of Labor, Frances Perkins Building, 200 Constitution Avenue, NW, Washington, DC 20210