



# GOODWILL HOUSTON

## Code of Conduct

The following core values and code of conduct communicate our general guidelines and influence how Goodwill Houston will be perceived as an organization. By demonstrating these core values and adhering to the code of conduct is critical to our success and to being the kind of organization of which we can all be proud.

### Be PASSIONATE about OUR MISSION and SERVICE

- Be courteous, knowledgeable, respectful and helpful to all customers, employees, donors, and other members of the general public.
- Take responsibility for providing exceptional customer service.
- Commit to meet or exceed the needs of those you serve.
- Model the Core Values of Goodwill Houston.

### Be KIND and show RESPECT:

- Have a positive attitude and smile.
- Always be friendly and professional.
- Refrain from gossip or talking about others.
- Do not insult, harass, bully, or make fun of anyone.
- Do not use foul or inappropriate language toward an employee.
- Always be professional.
- Respect everyone for their individualism regardless of their gender, race, ethnicity, culture, national origin, sex, age, sexual orientation, family status, political beliefs, religion and mental and physical ability.

### Act with Ethical INTEGRITY:

- Be honest and adhere to a high standard of moral and ethical principles through your personal and professional behavior.
- Deal with people and issues openly, directly and respectfully.
- Do not take anything that does not belong to you.
- Respect and protect Goodwill, donor, and customer property.
- Actively promote the Goodwill Houston brand and our mission.

### HONESTY and TRUTHFULNESS:

- Be truth, factual, honest and accurate in your communication.
- Be truthful in all dealings with co-workers, employees, customers, donors, etc.
- Do not falsify records, time sheets paperwork or electronic documentation.
- Hold yourself and others accountable.

**Work as a TEAM and be COMMITTED to Excellence:**

- Take responsibility for providing exceptional customer service.
- Demonstrate a willingness to accept assignments and tasks in a positive manner.
- Listen to employees, co-workers, customers and donors.
- Promote teamwork at all times.
- Hold yourself accountable for results.
- Resolve Conflict with others in a friendly and timely fashion.

**Adhere to all, Policies, Procedures and Protocols:**

- Follow Goodwill Houston's Core Values and Code of Conduct.
- Be professional at all times while in uniform, at company events or while representing Goodwill Houston.
- Maintain regular and punctual attendance, including returning from breaks.
- Be in uniform and follow the professional appearance standards.
- Do not use company property or donations for personal gain.
- Work in a safe and efficient manner at all times.

I acknowledge that I have read (or have had it read to me) and understand these standards and will follow them to the best of my ability. I understand that failure to do so may result in discipline up to, and including, termination.