

CODE OF ETHICS

For the Board of Directors:

To commit to the integrity of Ohio Valley Goodwill and to encourage trustworthy relationships in every business transaction

To treat everyone associated with Ohio Valley Goodwill with respect. This includes fellow directors, staff members, consumers, volunteers, customers, funders, families and all other stakeholders who interact with the organization

To foster the mission of the organization and the fulfillment of its goals

To hold in confidence any consumer information or privileged administrative information learned in the course of Ohio Valley Goodwill's business activities

To disclose any conflict of interest and to excuse oneself from any discussion, vote or transaction which could benefit the director personally

To assist in the setting of policy for Ohio Valley Goodwill and to monitor policy implementation

To be vigilant about the integrity and financial solvency of Ohio Valley Goodwill

To participate in hiring, maintaining in service, supporting and evaluating the performance of the Ohio Valley Goodwill's CEO to encourage him or her and the staff's day-to-day management and operation of the organization

To oversee and monitor the budget and financial progress of the organization and thereby assist in exercising the board's fiduciary responsibility

To respect any decision made by the board of directors by majority vote which is consonant with Ohio Valley Goodwill's constitution and bylaws and its policies and procedures

To recognize that a breach of this ethical code could lead to dismissal of a director from the board

For the staff, service delivery and professional responsibilities:

To provide only those services which fall within the scope of one's expertise, competency and experience

To be mindful of preserving Goodwill's resources and those of Goodwill's customers and other stakeholders

To use the resources of Ohio Valley Goodwill in a responsible manner and not to use them for personal activities beyond what is allowed by the stated policies and procedures of the organization

To safeguard the personal property of consumers, of their families, of visitors to the organization and the property of the organization itself

To avoid any conflict of interest in serving any consumer of his or her family

To avoid either borrowing or lending any cash, services, goods, gratuities or any other item of value beyond rendering the appropriate services

To avoid any fundraising for personal purposes

To honor appropriate boundaries in relationships between staff and consumers and their families

To ensure that when one is asked to witness a document, it is done appropriately and by the appropriate person. One should consult with the organizational leadership before doing so

To tolerate no waste or fraud

To deal with all stakeholders and customers in an honest manner

To ensure that no consumer is abused in any manner

To respect consumer rights and ensure that every service provided by Goodwill is characterized by dignity for everyone served

To provide services to consumers for the amount of time services are needed, no more, no less

To provide services based on individual consumer needs

To neither discriminate against nor refuse services to anyone based on race, creed, national origin or ancestry, color, age, disability, marital status, sexual preference or gender

To engage in no form of harassment or threatening behavior

To abide by the ethics codes of one's profession

To disclose any breach of ethics to the appropriate level of administration in line with the organization's grievance process as stated in the personnel manual, whether the breach is one's own or on the part of a fellow staff member. No reprisals will be meted out for reporting violations of ethics codes

To conduct oneself in an appropriate manner in all organizational business and whenever representing Ohio Valley Goodwill. Chief among good conduct attributes are honesty, timeliness, courtesy and sobriety

To treat everyone associated with the organization with respect and dignity be they trustees, fellow staff members, volunteers, consumers, customers or anyone else with whom business is undertaken

To commit to the provision of high quality service

To maintain professional credentials, licenses, association memberships, certification and necessary training in all areas appropriate to one's position in the organization

To seek assistance for any personal problem which may impair one's job performance

Financial, business transactional, marketing, human resources and fundraising issues:

As is embedded in the code of ethics, all business conducted within and by the Goodwill board, staff and administration will be characterized by the highest quality, integrity and trust between the representative of Goodwill and the person who is doing business with, being hired by, being terminated by, receiving information from or being solicited for funds by Ohio Valley Goodwill. This includes strict adherence of the Ohio Valley Goodwill Fundraising Policy

All contractual relationships will be in writing and in concert with legal requirements and in keeping with mutual respect both for Goodwill and for the person or entity being contracted with

All subpoenas, search warrants, investigations and other legal actions will be directed immediately to the President/CEO for his direct action or designation

Ohio Valley Goodwill:

Will exercise good ethics in all of its financial transaction and investments

Will not tolerate commission-based fundraising for the organization or dishonest marketing tactics or any falsification of its accomplishments of any kind

Will pay its debts appropriately and in a timely fashion

Will maintain appropriate and effective checks and balances in all of its accounting and bookkeeping practices and activities

Will charge for its services and products, fees and prices which are reasonable, fair and equitable

Resolution of breach of ethics and violations:

If any employee observes a violation of the Ohio Valley Goodwill's ethical code it must be reported immediately to his or her direct supervisor and in turn to the Goodwill President/CEO. The individual reporting the violation will be treated with complete respect and the information will be kept in confidentiality. An investigation carried out by the Vice President will follow and the reporting employee will be notified of the results of the investigation within 30 days. The Chairperson of the Board of Directors will also be informed of any Code of Ethics violations and investigations. Results of any investigation will be reported to the President/CEO as expeditiously as possible, including recommendations for disciplinary or corrective action if any is appropriate.

Policy to educate personnel and others in ethical codes:

At their orientation and periodically throughout their service with Goodwill, staff members will be acquainted with the code of ethics and instructed about its meaning and its day-to-day importance to the organization and its stakeholders. The code of ethics will be available for public inspection in hard copy upon request via the Personnel Department and will be displayed on the Goodwill website for review by any stakeholder.

Resolution of the Ohio Valley Goodwill Industries, Inc. Board of Directors

Whereas, Ohio Valley Goodwill is dedicated to the delivery of services to people with disabilities and disadvantages in an environment characterized by strict conformance with the highest standards of accountability for administrative business, financial and marketing management

Whereas, the leadership of Goodwill is aware of and fully committed to the need to prevent and detect fraud, waste, abuse, fiscal mismanagement and misappropriation of funds through the development and implementation of a formal corporate compliance program and

Whereas, Goodwill is fully committed to the development and implementation of comprehensive policies, procedures and other corporate compliance measures to provide regular monitoring and conformance with all legal and regulatory requirements

Be it resolved, that the board of directors of Ohio Valley Goodwill Industries, Inc. met and discussed the development of a corporate compliance plan for the organization on this date. The Board of Directors authorized the President/CEO to take all necessary actions to immediately develop and implement the organization’s corporate compliance program including the assignment of legal counsel as needed for the purpose of assisting in design and implementation of the program.

Approved and effective this date, February 23, 2011

Joseph S. Byrum,
President/CEO

Reviewed: 3/10/11
4/9/12
3/21/13
1/8/14

Reviewed: 5/28/15
1/12/16
2/1/17
5/30/18

Revised: 3/28/19