

**Goodwill**  
Industries of Alberta



FISCAL 2023 REPORT  
January 1, 2023 – December 31, 2023

Fighting Against Forced Labour and  
Child Labour in Supply Chains

Goodwill Industries of Alberta (Registered Society)  
Edmonton, Alberta

# About This Report

## Preamble

At Goodwill Industries of Alberta (Registered Society) (“Goodwill”), we are committed to creating a positive impact in our community, providing people with the opportunity to enhance their lives through the power of work and the dignity of a job. We understand that our policies and procedures must mirror our values. Our mission revolves around serving and uplifting those with disabilities or barriers and this lies at the heart of what we stand for. In every choice we make and every action we take, we emphasize our commitment to creating a workplace filled with compassion. These policies stand as a promise - to treat everyone, be it our employees, volunteers, shoppers, donors and participants with respect, kindness, and understanding.

## Statement

The Fighting Against Forced Labour and Child Labour in Supply Chains Act (the “Act”) requires that businesses state actions they have taken during the fiscal year to prevent and reduce the risk of forced labour or child labour within their operations and supply chain.

This report represents Goodwill’s path forward to eradicating modern slavery, human trafficking, and forced labor from all aspects of our operations and supply chain. This expectation aligns with global standards and regulatory requirements.

## About Goodwill

As a non-profit, social enterprise, Goodwill provides individuals with disabilities or barriers the opportunity to enhance their lives through meaningful employment. As part of our ongoing efforts to ensure that these guidelines are up-to-date and represent who we are today and who we aspire to be tomorrow, updated policies will guide our actions and decisions, while serving as a foundation for our operations to provide a framework for how we support our community. Our mission defines who we are. Our core purpose is why we exist. Our big impact goal is what guides us, while our core values provide our moral compass.

The graphic features the Goodwill Industries of Alberta logo at the top, which includes the text "Goodwill Industries of Alberta" and a stylized "G" icon. Below the logo, the text "CORE PURPOSE" is displayed in bold, followed by the statement "We impact people and our planet for an amazing Alberta!". Underneath this statement are four circular icons, each with a corresponding tagline: a heart icon for "WE CARE AND IT SHOWS", an icon of three people (one in a wheelchair) for "WE ARE ONE AMAZING TEAM", an icon of a person on a podium for "WE GET BETTER AND BETTER EVERY DAY", and a globe icon for "WE MAKE A POSITIVE IMPACT". At the bottom of the graphic, a dark blue banner contains the text "THROUGH THE JOURNEY OF GOOD, WE WILL BE #1 IN ALL WE DO!" in white capital letters.

As a non-profit, social enterprise led by a volunteer Board of Directors, our guiding principles will help us to better serve our customers, volunteers, team members and business partners to achieve our mission of finding meaningful employment for those with disabilities or barriers.

## Structure

### *Activities*

Goodwill is a non-profit registered charity incorporated under the Societies Act of Alberta. Goodwill is a social enterprise providing individuals with disabilities and other employment barriers, the opportunity to enhance their lives through meaningful employment. In 2023, Goodwill operated thirteen thrift retail stores, two outlet stores, two impact centres and nineteen stand-alone donation collection centres throughout Alberta as well as performed extensive recycling and repurposing of donated items in addition to providing services under contract regarding employment opportunities for persons with disabilities. Goodwill employs approximately 1,000 people, has a place of business and does business in Canada. The company meets size related thresholds relating to the Act including over \$20M in assets in 2023, generated greater than \$40M in revenue in 2023. Our operations for selling donated goods in Canada are in Alberta only, with headquarters in Edmonton, Alberta. This report is not a joint report, and Goodwill is not subject to similar legislation in other jurisdictions.

### *Supply Chain*

Aside from our donated goods from the generous communities in Alberta and our landlords for our leased property spaces, our supply chain involves purchasing of services, equipment and supplies to support primarily the retail operations, largely from Canadian and North American sources. We are deeply committed to the highest standards of respect and integrity in our business relationships and activities. These standards apply within our organization and our expectations of our suppliers and contractors.

## Policies, Processes and Due Diligence

### *Commitment and Values*

Goodwill values integrity, transparency, and respect for human rights. We pledge and aim to uphold these values by maintaining a zero-tolerance approach to modern slavery. We expect the same anticipated standards from all our contractors, suppliers, and other business partners.

### *Relevant Policies and Due Diligence*

#### Professional and Ethical Code of Conduct in the Workplace

Our Code of Conduct is foundational for how we work together in a respectful, transparent and fair environment. Goodwill expects all team members to conduct themselves in an honest, ethical and professional manner in all dealings with the organization, internally and externally, and when acting as a representative of Goodwill.

Consistent with this objective, and to confirm their understanding, new team members are required to read and sign a Code of Conduct & Confidentiality Agreement upon hire. Existing team members will be required to review and sign a Code of Conduct & Confidentiality Agreement annually. People and Culture receive any reports on culture and conduct matters, including reports within our Whistleblower process. Any complaints are managed within the human resources processes as defined by the policies.

### Ethical Business Partner Policy

Goodwill is working towards a policy to ensure we continue to work with the best partners in all aspects of our business. This framework will include the essence of the supplier policy and will also eventually consider partnerships beyond the supply base, like landlords, salvage providers, donation partnerships, service providers – any external group that Goodwill relies on.

This policy will put down on paper what we do today and intend to keep doing which is to partner with organizations that are ethical and have their own effective policies and actions in important areas such as Environmental Management, Equal Opportunity, Diversity Equity and Inclusion, supporting the *Alberta Human Rights Act*, and compliance with Canadian Federal Government's *Fighting Against Forced Labour and Child Labour in Supply Chain Act*.

This policy is a guide to business activities with partners of choice. A draft of this policy is attached for interest. Approval of the policy will be with Goodwill's Executive Committee and management of the policy will be the responsibility of one of the executives at Goodwill.

### Modern Anti-Slavery Policy

This policy will define and reinforce our commitment to preventing modern slavery and human trafficking in all its forms within our operations and across supply chains. It will promote ethical business practices and focus on compliance with the Act. We will seek to continually foster inclusive workplaces and sourcing products responsibly and strive to work closely with our vendor and suppliers to ensure these objectives are implemented and maintained in their workforce and supply chains.

## Risk Assessment and Identification

Goodwill recognizes that we may be indirectly linked to the risks of modern slavery due to our business activities, and that certain sectors of our supply chain may pose a higher risk than others. We believe this risk to be minimal given our direct purchasing focus within North America, and we will have to work with our suppliers to ensure this extends to further tiers in our supply chain. Goodwill manages modern slavery risk through various policies, processes, and practices outlined in this report.

Goodwill is carrying out a risk assessment of our current suppliers in 2024. To begin the assessment, we will ask our most important suppliers to complete a declaration form that they are in compliance with Canadian laws and regulations. We will research our suppliers to ensure that they meet the public requirements of the Act.

We are also conducting research into Third Party Risk Management Platforms to improve visibility into our supply chain, a tool which may be implemented in the future to aid Goodwill in its supplier assessments.

## Remediation and Corrective Measures

To date, there have been no identified or reported instances of forced labour or child labour in our activities and supply chain. To date there have been no identified or reported instances of loss of income to vulnerable families that resulted from measures taken to eliminate the use of forced labour or child labour in our activities and supply chains. Remediation or grievances processes are in place as defined above through the human resources processes should an instance be identified.

## Assessment of Measures Effectiveness

We intend to continue to assess and refine our success in operationalizing the commitments in this report through the following actions:

1. We will conduct ongoing screening of all suppliers, which allows us to baseline a supplier's risk profile and subsequently flag and assess any activities that may violate our policies. Our goal is to screen each supplier at a minimum of once a year.
2. We will discuss any instances where corrective actions are required with the supplier and track these issues to completion.
3. Report regularly to senior leadership at Goodwill on the outcome of our screenings.

## Training

Understanding and complying with the Code of Conduct is a requirement of Goodwill. Our onboarding programs include training on our Code of Conduct, our Values, and several supporting human resource and safety policies. Goodwill currently offers training to senior leaders and key support staff upon hire on the *Protection for Persons in Care Act*, and how to report suspected abuse of vulnerable adults. Mandatory training will be expanded to include awareness and recognition of potential forced labour of other groups, with an emphasis on employer obligations as it pertains to Alberta Employment Standards.

## Attestation

This report has been approved by our President/CEO and reviewed by the Board Chair on behalf of the Board of Directors on May 30, 2024.

This report has been reviewed in accordance with the provisions of section 11(4)(b)(ii) of the Act by the Board of Directors of Goodwill Industries for the fiscal year ending December 31, 2023. In accordance with the requirements of the Act, and in particular section 11 thereof, I certify that I have reviewed the information contained in the report for the entity or entities listed above. Based on my knowledge and having exercised reasonable diligence, I attest that the information contained in the Report is true, accurate and complete in all material respects for the purposes of the Act, for the reporting year referred to above.

I make the above attestation in my capacity as Director of Goodwill Industries of Alberta for and on behalf of the Board of Directors of Goodwill Industries of Alberta. I have authority to bind Goodwill Industries of Alberta.



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Dale Monaghan  
President and CEO  
May 30, 2024