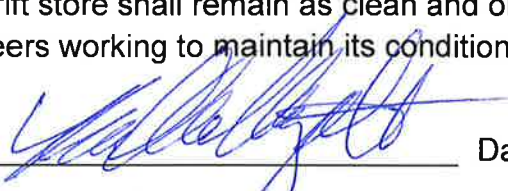


POLICY

The Poverello Center, Inc. maintains as one of its values "Stewardship" and as a part of that value, "We will whenever possible, earn our operating expenses through social enterprise." Poverello Thrift Stores are a means of accomplishing that important objective. While remaining "ever mindful of our dependence on others."

PROCEDURE

- I. Each thrift store location will have as its core operating value service. Whether interacting with donors, customers, volunteers or staff, each person associated with the thrift store shall always display a customer service orientation.
- II. Everything in the thrift store is meant to advance the mission of the Poverello center, Inc. for that reason it is imperative that volunteers, staff and management maximize the value extracted from each item and treat each item with the dignity and care it requires to maintain its value.
- III. From time to time, people in the community may need "basic living essentials" from the thrift store. Clothes for a homeless person or veteran, suit or dress for an interview, etc. When management decides to meet the need, a transaction is created that documents the gift.
- IV. All transactions are documented always by provision of a receipt from the cash register, donation receipt or gift receipt.
- V. No items shall remain on the sidewalk, driveway or behind the store after hours in order to follow city guidelines and maintain a high standard of visual organization.
- VI. The thrift store shall remain as clean and organized as possible, with all staff, volunteers working to maintain its condition daily.

Signature:  Date: 6/7/19

Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: Pending Date Established: 05.01.2018 Date Revised: 06.07.19