

MISSION

HELPING PEOPLE AND FAMILIES
IN OUR COMMUNITY ACHIEVE A
BETTER LIFE THROUGH WORK AND
INDEPENDENCE.

VISION

GOODWILL – MAKING A
DIFFERENCE FOR INDIVIDUALS,
FAMILIES, AND OUR COMMUNITIES.

VALUES

RESPECT. WE WILL TREAT ALL
PEOPLE WITH DIGNITY AND
RESPECT. **STEWARDSHIP.** WE
HONOR OUR HERITAGE BY BEING
SOCIAL, FINANCIALLY, AND
ENVIRONMENTALLY RESPONSIBLE.
ETHICS. WE STRIVE TO MEET THE
HIGHEST ETHICAL STANDARDS.
LEARNING. WE CHALLENGE EACH
OTHER TO STRIVE FOR EXCELLENCE
AND TO CONTINUALLY LEARN.
INNOVATION. WE EMBRACE
CONTINUOUS IMPROVEMENT,
BOLD CREATIVITY, AND CHANGE.



Helping people and families in our
community achieve a better life through
work and independence.

Roanoke Jobs Campus & Corporate Headquarters

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Rocky Mount Office

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Office: 540.483.0296
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Radford Jobs Campus

103 Duncan Lane
Radford, VA 24141
Office: 540.639.9027
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Staunton Jobs Campus

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Staunton, VA 24401
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www.goodwillvalleys.com

Specific programs accredited by



ISO 9001:2008 Certified, Western Region

DONATED GOODS

and Store Operations



GOODWILL INDUSTRIES® OF THE VALLEYS



BUILDING A BETTER COMMUNITY

Goodwill's Donated Goods Operations provide a low cost, high quality shopping alternative, as well as a recycling alternative that funds job training and employment programs.

Donated goods: An engine for Economic Development

Goodwill is a non-profit organization dedicated to helping people with disabilities and disadvantages overcome barriers to employment. Goodwill provides workforce development programs that empower youth, adults, and seniors to achieve and sustain a level of independence to participate more fully in life.

The donated goods operations are the most familiar of Goodwill's operations and the engine that funds the job training and employment programs offered. Through the collection and sale of donated clothing and other household items critical revenue is generated to support the mission, as well as provide needed jobs in the communities served. The retail stores, attended & unattended donation centers, and warehouses employ hundreds of people, and provide training and employment opportunities for individuals participating in Goodwill's workforce development programs.

The donation cycle

- Material Donations - The donation of gently used items to Goodwill is the fuel that drives the success of the Donated Goods Operations. Stores with donation centers, attended donation centers, and unattended donation centers are placed throughout the community to provide convenient and



safe opportunities to donate. Once received donations are processed to ensure only those in gently used condition or better make it to the sales floor. Goodwill accepts clothing, linens, shoes, accessories, computers and related equipment, household items, books, toys, sporting goods, cars, and more.

- Retail Stores – Goodwill operates retail store locations throughout 31 counties and 14 cities in the Shenandoah Valley, central and southwest Virginia area. These stores not only contribute a majority of the total revenues for the organization, but also contribute to the local economy through sales tax generation.

Goodwill retail stores offer a low cost, high quality shopping alternative for clothing and accessories, furniture, kitchenware, art, music, toys, books, electronics, collectibles, and much more. Goodwill customers can feel good knowing that when they shop they are helping their neighbors that need assistance getting back to work. Revenues generated through store sales support the training and employment programs for people with disabilities and disadvantages, as well as those that have lost their job due to company closing or layoff.

Protecting the environment

- Since 1902 Goodwill's across the country have worked off a strong business model; reuse what others no longer need to service the community and help strengthen the economy. Through this model millions of pounds of material are kept out of area landfills each year.

Through salvage operations Goodwill is also able to keep items that can't be sold in retail stores out of area landfills. Recycling programs, such as the Dell RECONNECT™ program, enable Goodwill to generate critical revenue while protecting the environment.

How can you help others get back to work?

- Donate gently used items at your closest donation location.
- Shop Goodwill stores for high quality, gently used, items at great prices.
- Host a donation drive in your neighborhood, church, business, or organization.
- Remind others that donating to Goodwill is recycling.
- Visit your local Goodwill store and ask to schedule a tour to learn how donations help others achieve a better life.