

Policy Manual



Table of Contents

Introduction

- 001 Welcome New Employee
- 002 Organization Description
- 003 Introductory Statement
- 004 Company Responsibilities

Employment

- 101 Nature of Employment
- 102 Employee Relations
- 103 Equal Employment Opportunity
- 104 Immigration Law Compliance
- 105 Conflicts of Interest
- 106 Outside Employment
- 107 Non-Disclosure

Employment Status and Records

- 201 Employment Categories
- 202 Employment Reference Checks
- 203 Personal Data Changes
- 204 Introductory Period
- 205 Employment Applications
- 206 Performance Evaluations

Employee Benefits

- 301 Employee Benefits
- 302 Paid Time Off
- 303 Holidays
- 304 Workers Compensation Insurance
- 305 Other Insurance Benefits
- 306 Benefits Continuation (COBRA)

Time Keeping / Schedules

- 401 Time Keeping
- 402 Work Schedules
- 403 Rest and Meal Periods
- 404 Unscheduled Time Off
- 405 Medical Leave
- 406 Family Leave
- 407 Bereavement Leave
- 408 Jury Duty
- 409 Pregnancy-Related Absences
- 410 Leave of Absence

Pay

- 501 Paydays
- 502 Overtime
- 503 Commissions
- 504 Employee Referral Rewards
- 505 Pay Corrections
- 506 Pay Deductions and Setoffs
- 507 Garnishment
- 508 Discussion of Wages
- 509 Business Travel Expenses
- 510 Auto Mileage

Work Conditions

- 601 Operations Room Procedures
- 602 Use of Phone Systems
- 603 Use of Computer Systems
- 604 Use of Other Equipment
- 605 Your Voice in the Company
- 606 Safety
- 607 Mobile Phones and Devices
- 608 Smoking
- 609 Visitors in the Workplace
- 610 Parking
- 611 Emergency Weather Conditions

Employee Conduct and Disciplinary Action

- 701 Progressive Procedures for Discipline
- 702 Employee Conduct and Work Rules
- 703 Confidentiality
- 704 Attendance and Punctuality
- 705 Courtesy
- 706 Professional Language
- 707 Personal Appearance
- 708 Solicitation
- 709 Errors
- 710 Drug and Alcohol Use
- 711 Sexual and Other Unlawful Harassment
- 712 Personnel Conflicts
- 713 Headsets
- 714 Security Inspections
- 715 Return of Property
- 716 Life-Threatening Illnesses in the Workplace
- 717 Resignation
- 718 Employment Terminations

Appendix

- ATSI Code of Ethics
- Computer Use Policy
- HIPAA Policy

Online Forms

- [Confidentiality Agreement](#)
- [Employee Monitoring](#)
- [Mediation / Arbitration](#)
- [Employment at Will](#)
- [Polygraph](#)

THIS MANUAL DOES NOT CONSTITUTE AN EMPLOYMENT CONTRACT. THIS MANUAL IS NOT A COMPLETE DESCRIPTION OF COMPANY POLICIES AND PROCEDURES.

001. Welcome New Employee!

On behalf of your colleagues, I welcome you to King's and wish you every success here.

We believe that each employee contributes directly to King's' growth and success, and we hope you will take pride in being a member of our team.

This manual was developed to describe some of the expectations of our employees, and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee manual, for it will answer many questions about employment with King's.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Darlene Hartford
General Manager

002. Organization Description

Our Industry

The Telemessaging industry is a \$1 billion service market that has experienced revolutionary changes and growth since the breakup of the AT&T monopoly. In 1980 the average telemessaging service was a very small (under 100 clients) business run from switchboard locations in a spare bedroom, basement, or single room office space. Equipment was owned and maintained by the telephone company and costs were extremely minimal. Today service is no longer subsidized; equipment costs range from \$100,000.00 to \$1,000,000.00 or more; labor runs 40% to 60% of income, and professionalism and excellence of service identify the successful companies. In the past, answering the telephone was the service, and the message was the commodity. Today, the message delivery system is equally important and extremely sophisticated.

Our Equipment

King's has invested in the newest technology and best equipment available in our industry.

A Startel Contact Management Center (CMC) and Asterisk-based Soft Switch provide our core service. The switch controls two PRI lines offering a total of forty-six simultaneous phone lines, and provides Automatic Call Distributor (ACD) services for up to twelve agent stations.

Also integrated into the switch is a voice processing system that allows a client to have calls answered by an agent and then transferred to voicemail, or to have an automated announcement followed by a live agent to take a message.

Our clients can retrieve their messages directly from an agent; or via voice mail, digital or alphanumeric paging, fax, email, text messaging, smartphone app, or from our website.

Our Mission

While our equipment is the best available today, what sets King's apart from our competitors is the quality of service. Our training program reinforces the philosophy of our management as set forth in the mission statement adopted by our employees, **“Our mission is to take and deliver messages accurately, promptly, and professionally.”**

What We DO at King's

To say that King's is a message service, call center, or telephone answering

service does not give a true description of our job responsibilities. We answer telephones, take messages, impart information, and then deliver documentation of our activities on their behalf to each of our customers. All true, but again, not a description of what we do.

Our job is to give our customers freedom, the freedom to do their jobs without the constant interruption of the telephone, the freedom to enjoy their time off, the freedom to relax.

Doctors trust us to take calls from their patients and let them know when there is an emergency that requires their attention. Plumbers, electricians, and heating and air conditioning contractors know that we will call them when there is a customer that needs immediate service, and taken messages when service must be provided the next day.

Entrepreneurs of all kinds make us a part of their business; from cataloguers to writers to contractors to accountants, we take orders, make appointments, answer questions, and generally help them run their companies.

Our customers are as diverse as our staff members are. We have positions for students, homemakers, and breadwinners - guys and gals, young and not so young, full time and part time.

We all must share one commonality; we all must be "*people people*". Our philosophy is that we can teach employees to use our equipment, to take good messages, and deliver them well. But, we cannot teach "nice". We simply hire nice people and let them care about our customers, their co-workers, and our company.

003. Introductory Statement

This manual is designed to acquaint you with King's and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the manual. It describes many of your responsibilities as an employee and outlines the programs developed by King's to benefit employees. One of our objectives is to provide a work environment that is conducive both to personal and professional growth.

No employee manual can anticipate every circumstance of question about policy, and as such, this manual is not a complete description of company policies and procedures. As King's continues to grow, the need may arise and King's reserves the right to revise, supplement, or rescind any policies or portion of the manual from time to time as it deems appropriate at its sole and absolute discretion. This manual does not constitute an employment contract. King's will not be held responsible for errors in this manual. *The only exception to any change is our employment-at-will policy permitting you or King's to end our relationship for any reason at any time.* Employees will, of course, be notified of such changes to the manual as they occur, and in many cases may have a say in some of these changes.

004. Company Responsibilities

Notwithstanding any other provision of this manual, all managerial and administrative functions and prerogatives entrusted to and conferred upon employers inherently, expressly and by law are retained by and vested exclusively with King's, including but not limited to, the right in our judgment to:

- Take whatever action is necessary to operate King's' business
- Protect health, property, security, and general welfare of our employees and clients
- Reduce, contract out, sell, close down, or relocate King's' operations or any part of the operation
- Hire, lay off, retire, direct, discipline, discharge, or increase the efficiency of the work force in the manner or to the extent the company deems appropriate
- Set the standards of productivity, maintenance, service, security, research and development
- Take whatever other action necessary in King's' judgment and discretion to administer the company's operations and direct its work force

Although King's from time to time expects to enhance the wages, benefits, work rules, service and policies summarized in this manual, we reserve the right to alter, amend, reduce, or discontinue any wage, policy, work rule, or benefit included in this manual. The failure of King's to exercise any prerogative or function in a particular way shall not be considered a waiver of the company's right to exercise these prerogatives or functions or prevent it from exercising that prerogative or function in some other way.

101. Nature of Employment

Employment with King's is voluntarily entered into, and the employee is free to resign at will at any time with or without cause. Similarly, King's may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this manual are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between King's and any of its employees. The provisions of this manual have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or canceled at any time at King's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of King's.

102. Employee Relations

King's believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our expertise has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that King's amply demonstrates its commitment to employees by responding effectively to employee concerns.

103. Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at King's will be based on merit, qualifications, and abilities. **King's does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other characteristic protected by law.**

King's will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or a member of management. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104. Immigration Law Compliance

King's is committed to employing only United States citizens and aliens who are authorized to work in the United States, and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with King's within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact a member of management. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

105. Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which King's wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact a member of management for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of King's' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she disclose to an officer of King's as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which King's does business, but also when an employee or relative receives any kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealings involving King's.

106. Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with King's. All employees will be judged by the same performance standards and will be subject to King's scheduling demands regardless of any existing outside work requirements.

If King's determines that an employee's outside work interferes with performance or the ability to meet the requirements of King's as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with King's.

Outside employment will present a conflict of interest if it has an adverse impact on King's.

107. Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of King's. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Customer account information
- Customer lists
- Customer preferences
- Default policies
- Financial information
- Labor relations strategies
- Manuals (training, sales, managerial, technical or any other)
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Technological data

All employees will be required to sign a non-disclosure agreement as a condition of employment. Any employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

201. Employment Categories

It is the intent of King's to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and King's.

Each employee is designated as either *NONEXEMPT* or *EXEMPT* from federal and state wage and hour laws. *NONEXEMPT* employees are entitled to overtime pay under the specific provisions of federal and state laws. *EXEMPT* employees are excluded from specific provisions of federal and state wage and hour laws. An employee's *NONEXEMPT* or *EXEMPT* classification may be changed only upon written notification by King's management.

In addition to the above categories, each employee will belong to one other employment category:

- **REGULAR FULL-TIME** employees are those who are not in a temporary or introductory status and who are regularly scheduled to work King's full-time schedule. Generally, they are eligible for King's benefit package, subject to the terms, conditions and limitations of each benefit program. Regular Full-Time employees must average 32 hours per week.
- **REGULAR PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule but at least 16 hours per week. Regular part-time employees are eligible for some benefits sponsored by King's, subject to the terms, conditions and limitations of each benefit program.
- **PART-TIME** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 16 hours per week. While they do receive all legally mandated benefits (such as Social Security and Workers' Compensation insurance), they are ineligible for all of King's' other benefit programs.
- **ON-CALL** employees are those who are not assigned to a temporary or introductory status and who are not regularly scheduled to work. There is an hourly requirement to be an On Call employee, you must work at least 16 hours a pay period eight of which must be weekend hours. They do receive all legally

mandated benefits (such as Social Security and Workers' Compensation insurance); they may be eligible for some benefits sponsored by King's, subject to the terms, conditions and limitations of each benefit program.

- **CASUAL** employees are those who have established an employment relationship with King's but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as Workers' Compensation insurance and Social Security), they may be eligible for some benefits sponsored by King's, subject to the terms, conditions and limitations of each benefit program.
- **INTRODUCTORY** employees are those whose performance is being evaluated to determine whether further employment in a specific position or with King's is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

202. Employment Reference Checks

To ensure that individuals who join King's are well qualified and have a strong potential to be productive and successful, it is the policy of King's to check the employment references of all applicants.

A manager will respond to all reference check inquiries from other employers. Responses to such inquiries may confirm dates of employment, wage rates and position(s) held, as well as attendance records and rehire eligibility.

203. Personal Data Changes

It is the responsibility of each employee to promptly notify King's of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergencies, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the administrative office.

From time to time it will be necessary to contact you at home. Therefore, we require that every employee have a reliable method of being contacted. We will publish your number and emergency contacts for use by King's personnel only and to enable supervisors to contact you in times of emergencies relating to King's business. No other use will be made of that information, including its use for general announcements or solicitations.

204. Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. King's uses this period to evaluate employee capabilities, work habits and overall performance. Either the employee or King's may end the employment relationship at will at any time during or after the introductory period with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within King's must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence may automatically extend an introductory period by the length of the absence. If King's determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within King's, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and King's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as Workers' Compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other King's-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within King's.

205. Employment Applications

King's relies upon the accuracy of information contained in the employment application as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in King's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

206. Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards and performance requirements of the new position. Additional formal performance evaluations may be conducted on a regular basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals.

301. Employee Benefits

Eligible employees at King's are provided a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, state disability and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee manual.

The following benefit programs are available to eligible employees:

- AFLAC
- Auto Mileage
- Benefits Continuation (COBRA)
- Bereavement Leave
- Dental Insurance
- Family Leave
- Holidays
- Jury Duty Leave
- Medical Insurance
- Vacation Benefits
- Vision Insurance
- Workers' Compensation Insurance

Some benefit programs require contributions from the employee, but most are fully paid by King's.

302. Paid Time Off

Time off with pay is available to eligible employees to provide opportunities for rest, relaxation and personal pursuits. All employees, with the exception of those in the On Call classification, are eligible to earn and use paid time off as described in this policy.

The rate at which employees accrue paid time off increases with the length of their employment as shown in the following schedule:

PTO Earning Schedule

Length of Eligible Service	PTO Hours Per Year
0-2 Years	1 Hour per 30 Hours Worked (Max of 40)
3-9 Years	1 Hour per 26 Hours Worked (Max of 80)
10-19 Years	1 Hour per 17.3 Hours Worked (Max of 120)
20+ Years	1 Hour per 13 Hours Worked (Max of 160)

The length of eligible service is calculated on the basis of a "benefit year". This is the 12-month period that begins when the employee starts to earn paid time off. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they begin to accrue paid vacation time according to the schedule.

Paid time off can be used in hourly increments. To take vacation, employees should submit a request form on the employee intranet. Requests will be reviewed based on a number of factors including business needs and staffing requirements.

Paid time off is paid at the employee's base pay rate at the time used. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid time off for rest, relaxation, and personal pursuits. However, in the event that available vacation is not used by the end of the benefit year, any unused time will be carried over to the following benefit year.

Requests for paid time off should be made at least 30 days in advance whenever possible. If paid time off is requested with less than 30 days' notice, the likelihood of it being granted is significantly reduced.

Employees who have been with King's for less than 6 months are generally not eligible for unpaid vacation. All requests for unpaid leave will be honored at the discretion of King's management. Our scheduling is done for the good of our customers, and we discourage unpaid leave.

Our paid time off policy is more generous than required by law - we consider it a gift from employer to employee to show gratitude for service given and to enable the employee to have a mental, physical and emotional break from their daily jobs so that they may return to work with renewed enthusiasm.

303. Holidays

King's recognizes seven major holidays each year. They are the holidays listed below:

New Year's Day (Jan. 1)	Labor Day (first Mon. in Sept.)
Easter Sunday	Thanksgiving Day (fourth Thurs. in Nov.)
Memorial Day (last Mon. in May)	Christmas Day (Dec. 25)
Independence Day (Jul. 4)	

It is imperative that we always have full staffing on holidays. Our requirements may be lower than normal days.

If your regularly scheduled day falls on a holiday, you will be paid time-and-a-half for those hours worked.

If you would prefer to be off, you may submit a request, and it will be granted based on staffing levels, seniority, number of holidays the employee has already had off and performance level. There is no pay for most employee classifications when holidays are not worked.

If you are not scheduled and you would like to work on the holiday, you may submit a request, and it will be granted based on staffing levels, seniority, number of holidays the employee has already worked and performance level. Time-and-a-half will be paid.

SHOULD YOU ASK FOR A HOLIDAY OFF, YOU MAY BE ASKED TO WORK EITHER THE DAY BEFORE OR THE DAY AFTER IF YOU ARE NOT ALREADY SCHEDULED.

It should be noted that Good Friday, the day after Thanksgiving, and Mondays of long week-ends are exceptionally busy, and on those days we rarely grant additional time off.

304. Workers' Compensation Insurance

King's provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither King's nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social or athletic activity sponsored by King's.

305. Other Insurance Benefits

King's employees may enroll in a group health insurance plan. Employees are eligible to enroll for medical insurance on the first day of the calendar month following sixty days of their start date. King's will pay 50% of the single employee rate.

If you decide not to enroll, you will be asked to sign a waiver indicating that the plan has been offered to you, and its benefits have been carefully explained. If you wish to participate in the plan at a later date, you can only enroll during the open enrollment period that takes place once a year.

One full insurance payment must be made before the insurance will be in effect. For instance, since employees are paid weekly, one fourth of the insurance payment will be deducted each paycheck of the month. The employee's payment will then be sent to the insurance company and coverage will begin.

The King's Group Health Insurance plan does not include dental or vision coverage. Following ninety days of their start date, employees are eligible to enroll in other coverages; including AFLAC, vision, dental, and life, and they will be responsible for paying the entire premium for this coverage.

Insurance premiums rates may be obtained from your supervisor or King's administrative office.

306. Benefits Continuation (COBRA)

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under King's' health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee, a reduction in an employee's hours or a leave of absence, an employee's divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at King's' group rates plus an administration fee.

King's provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under King's' health insurance plan. The notice contains important information about the employee's rights and obligations.

401. Time Keeping

Accurately recording time worked is the responsibility of every employee. Federal and state laws require King's to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Employees should accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved by a member of management before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

Employees should report to work no more than ten minutes prior to their scheduled starting time nor stay more than ten minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

If an employee arrives at work significantly early and is not needed in rotation, he or she is to wait outside the operations room until his or her scheduled start time and should not use this time to chat with others already at work. An employee may clock in and begin work early if authorized to do so by the shift supervisor.

Employees will clock in when ready to work; do not clock in and then go to the rest room, prepare coffee, etc. Please do not take care of personal needs just before clocking out.

As an operator, you are paid from the time you clock in until the time you clock out. **HOWEVER, YOU ARE EXPECTED TO BE IN ROTATION AT THE TIME YOUR SHIFT STARTS. IF YOU HAVE NOT YET GONE INTO CALL ROTATION BY THE TIME YOUR SHIFT IS SCHEDULED TO BEGIN, YOU WILL BE MARKED LATE. LIKEWISE, EMPLOYEES SHOULD NOT GO OUT OF CALL ROTATION MORE THAN FIVE MINUTES BEFORE THE END OF THEIR SHIFT. OUR SYSTEM REPORTS SHOW THE EXACT TIME EACH EMPLOYEE GOES INTO AND OUT OF CALL ROTATION.**

If you forget to clock in or out at the beginning or end of your shift, notify the Assistant Manager. Anyone making a practice of forgetting to clock in or out may be subject to disciplinary action.

402. Work Schedules

Because King's is open twenty-four hours a day, seven days a week, we enjoy scheduling flexibility. We endeavor to give each employee the hours that are best for him or her. However once a schedule has been arranged for you, we expect you to adhere to it. King's will set the times and days of your shift depending on our company's needs.

After six months, you will be eligible to request changes to a shift that you prefer; however, it will only be granted based on availability and our company's needs. Although it is our policy to keep shift changes to a minimum, we may from time to time be required to change working shifts on an as-needed basis.

All permanent schedule change requests must be submitted thirty days in advance, and frequent schedule changes are strongly discouraged.

403. Rest and Meal Periods

The following table shows the total duration of breaks for the amount of time worked in a shift:

0-3 Hrs 0 Min	3 Hrs 15 Min	4-5 Hrs 20 Min	6 Hrs 30 Min	7 Hrs 40 Min	8 Hrs 55 Min	9 Hrs+ 60 Min
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Since all breaks are taken on the clock and are paid as time worked, employees must not be absent from their work stations beyond the allotted rest period time.

Breaks are scheduled by the supervisor based on call volume. The supervisor will make every effort to schedule breaks between 2 and 2 1/2 hours apart; however, in extreme circumstances, when call volume is especially heavy, employees may be asked to delay or even forego their breaks.

Rest period time will generally be allotted into two or more breaks at the supervisor's discretion. The following table serves as an example of a typical allotment:

0-3 Hrs No Break	3 Hrs 1 15 Min.	4-5 Hrs 1 20 Min.	6 Hrs 2 15 Min. <i>or</i> 1 30 Min.	7 Hrs 1 30 Min. 2 10 Min.	8 Hrs 1 30 Min. 1 15 Min. 1 10 Min.	9 Hrs+ 1 30 Min. 3 10 Min.
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404. Unscheduled Time Off

Everyone can get sick from time to time and be unable to come to work as a result. Your absence can put a considerable strain on the other agents who are working without you.

Employees who cannot come to work on time as they are scheduled must call King's and speak to the Shift Supervisor or a member of management no less than 1 1/2 hours before their scheduled time. If it is long distance, you may use the 800 number.

ANYONE WHO DOES NOT CALL IN AND SPEAK DIRECTLY TO THE APPROPRIATE PERSON WILL HAVE AN UNEXCUSED ABSENCE ENTERED INTO HIS OR HER PERMANENT RECORD. YOU MAY NOT REPORT OUT VIA EMAIL OR TEXT MESSAGE, OR LEAVE A MESSAGE WITH A COWORKER.

A medical excuse from a physician may be required if an employee is absent due to illness. An unpaid leave of absence due to illness or hospitalization will be granted in accordance with our Medical Leave policy.

Management reserves the right to schedule you to work any other shift necessary to make up for the hours you do not cover yourself. If the company asks someone to cover your hours and that results in overtime, you can be required to work their hours so that overtime is avoided.

405. Medical Leave

King's provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, or residential medical care facility continuing treatment by a health care provider and temporary disabilities associated with pregnancy, childbirth and related medical conditions.

Employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to King's. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Employees are normally granted leave for the period of the disability up to a maximum of four weeks within any 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, King's will continue to provide their portion of the health insurance benefits for a maximum of thirty calendar days after the medical leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from medical leave, benefits will again be provided by King's according to the applicable plans.

When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the medical leave, King's will assume that the employee has resigned.

406. Family Leave

King's provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child, or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider.

Employees may request family leave only after having completed 365 calendar days of service. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates and the estimated time required.

When family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the approved leave period, King's will assume that the employee has resigned.

407. Bereavement Leave

If an employee wishes to take time off due to the death of an immediate family member, the employee should notify his or her supervisor immediately. Up to three days off, with pay, will be granted to allow the employee to attend the funeral and make any necessary arrangements associated with the death.

Approval of bereavement leave will occur in the absence of unusual operating requirements. Any employee may, with the supervisor's approval, use any available paid leave for additional time off as necessary.

King's defines "immediate family" as the employee's spouse, parent, child, sibling, the employee's spouse's parent, child, or sibling, the employee's child's spouse, grandparents or grandchildren. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

408. Jury Duty

We believe it is the privilege and responsibility of every American to serve on jury duty. No employee will ever be harassed or threatened for requesting time off for this purpose. However, we will not accept abuse of this policy.

The courts realize that serving on a jury may present a hardship to both the employer and the employee. Thus, they have made the following provisions:

1. An employer may petition the Court to have an employee postponed from jury duty if that person is an essential employee.
2. An employer is not required to pay an employee for the time that he/she is serving on jury duty, and therefore, away from the work place.
3. An employee for whom serving on jury duty would constitute a hardship due to lack of income can request a shortened term of duty.

Our official policy here at King's is one we feel is generous for such a labor intensive company.

1. We will allow one day with full pay for jury duty and a second consecutive day without pay if the case is held over.
2. We will allow as many further days off as an employee chooses to serve without pay. All jury days will be counted as "Fully Excused" days and will not count against the employee in any way.
3. Proof of serving, in the form of either a letter from the court or the pay voucher for each day, must be submitted to King's before absences will be marked as legal, and the single day is paid. The Court pay will not be deducted from the single day paid by King's.

If you have been issued a subpoena, a court order to appear in court, or a jury summons, you must provide the General Manager or Assistant Manager with a copy of the appropriate document.

409. Pregnancy-Related Absences

King's will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined in this handbook and in accordance with all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid personal or family leave.

410. Leave of Absence

On occasion, for personal reasons that are not covered by our Medical or Family leave policies, you may desire to take extended time off from work. An unpaid leave of absence, up to a maximum of sixty (60) days, may be granted to an employee at King's discretion depending upon all circumstances which include but are not limited to the following:

- King's' business needs
- Your overall job performance and length of service (a minimum of at least one-year of continuous service)
- The reason for the request

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, King's cannot guarantee reinstatement in all cases.

To apply for unpaid leave of absence, you must:

- Present a written request including the reason and length of time requested to the General Manager or Assistant Manager.
- Submit your request for leave of absence as soon as you have reason to believe you will have a future need for such a leave. You must obtain approval from the General Manager or Assistant Manager for leave to be granted.

If an employee fails to report to work promptly at the expiration of the approved leave period, King's will assume the employee has resigned.

501. Paydays

All employees are paid weekly on each Thursday by Electronic Funds Transfer (EFT). Each paycheck deposit will include earnings for all work performed through the end of the previous payroll period, which will have ended the previous Sunday night. Employees are given timecard report that shows your punches for that pay period and a paycheck withholding document.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's payroll deposit will be made in the normal fashion.

NOTE: Payroll deposits will not be made unless the appropriate tax forms have been properly filled out and submitted to the Director of Operations seven days prior to payday.

502. Overtime

When operation requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization.

Louisiana state law requires that we pay time and one-half for every hour or part of an hour over 40 in a one week period. The pay period begins at approximately 12 midnight on Monday morning and ends at approximately midnight the following Sunday night (approximately, because some overnight shifts begin at 10:00 or 11:00 PM.)

All overtime must be approved by a member of management or the shift supervisor.

Holidays and paid vacations do not count as hours worked and do not combine with regular hours to count toward overtime. For example, if an employee works 8 hours on Monday, takes 8 hours of vacation on Tuesday and works 8 hours on Wednesday, Thursday, Friday and Saturday, he or she will be paid for 48 regular hours of work time, not 40 regular hours and 8 hours of overtime.

503. Commissions

Growth is as essential to King's as it is to all companies, and we welcome your participation in our growth and are happy to reward your efforts.

Tell your friends and acquaintances about King's. Should they decide to try us, like us, stay with us, and pay us; we will pay current employees a one-time \$50.00 commission.

If someone calls one of our clients, likes the way we answer and inquires about the service, AND WE CAN DEFINITELY IDENTIFY THE KING'S AGENT, we will reward that excellent performance with a \$25.00 bonus when that new client makes his or her first payment.

We encourage your participation; we are delighted to pay commissions, and we are happy to make any needed sales materials, such as brochures, available to you. If you need assistance or are unsure of all we can offer or how to approach someone, ask the Assistant Manager or a sales representative to talk to your prospective subscriber.

504. Employee Referral Awards

King's encourages and rewards employees who refer applicants who are hired for King's' job openings. A referral award will be paid to staff members referring new employees.

The referral awards are paid in three installments; \$60.00 will be paid 60 days after hire, \$100.00 at 90 days after hire, and \$400.00 at 180 days after hire. Payments will be made through the regular payroll process with all applicable deductions. The referring employee and referred applicant must still be employed at the time of the referral award payment. All necessary forms need to be completed and procedures followed to receive the award.

505. Pay Corrections

King's takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the supervisor so that corrections can be made on the following payroll.

506. Pay Deductions and Setoffs

The law requires that King's make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. King's also must deduct Social Security taxes (FICA) on each employee's earnings up to a specified limit that is called the Social Security "wage base." King's matches the amount of Social Security taxes paid by each employee.

NOTE: Federal withholding taxes are not required to be taken out if the paycheck is below a certain amount. If you worked very few hours, your check may show no federal withholding deduction. There may be a state deduction and there will be a FICA deduction, however, since Louisiana and Social Security requires a deduction even on very low amounts.

King's offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs (for example, health insurance or Christmas Club).

Pay setoffs are pay deductions taken by King's, usually to help pay off a debt or obligation to King's or others.

If you have questions concerning why deductions were made from your pay check or how they were calculated, the administrative office can assist in having your questions answered.

507. Garnishment

Employees are expected to meet their personal financial obligations in a business-like manner avoiding involvement of their employer in the satisfaction of creditor claims.

Federal law states that employees who allow a first garnishment on a second debt to be served upon the employer may be subject to disciplinary action up to and including discharge.

508. Discussion of Wages

At King's, as in most companies, we consider a person's wages to be a very private issue. A number of factors are considered when determining the rate of pay offered to our staff members. These include, but are not limited to, education, skills, experience, level of excellence, time in service, attitude, absenteeism, and tardiness.

We make it a policy not to discuss anyone's pay or benefits except with that individual. Employees should not ask what another person is earning or offer to share their wage information. This is a private issue between King's and each employee.

509. Business Travel Expenses

King's will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the President.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by King's. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs for public transportation, or other ground travel.
- Taxi fares when there is no less expensive alternative.
- Mileage costs for use of personal cars when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels or similar lodgings.
- Cost of meals that are no more lavish than would be eaten at the employee's own expense.
- Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax and similar services required for business purposes.
- Charges for one personal telephone call each day.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased or rented by King's may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees after travel has been approved. Employees should submit a written request to management when travel advances are needed.

With prior approval, employees on business travel may be accompanied by a family member or friend when the presence of a companion will not interfere with the successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel as long as time away from work is approved. Additional expenses arising from such non-business travel are the responsibility of the employee.

When travel is completed, employees should submit completed travel expense reports within 15 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee or non-business related expenses, can be grounds for disciplinary action, up to and including termination of employment.

510. Auto Mileage

Occasionally, an employee will be asked to run an errand or drive to visit a client. When use of an employee's car is requested by our company, we will reimburse mileage costs under Federal tax guidelines.

601. Operations Room Procedures

There are times during the day that the volume of calls is such that you may not have any pending actions or incoming calls assigned to you. This is the time to look up and learn new accounts or ask your supervisor for something to do. Non-business-related uses of time, such as recreational reading, are to be done at the supervisor's discretion only.

Eating food, soft candy, or chewing gum is not permitted in the operations room. You may have hard candy or cough drops, providing they do not interfere with your ability to enunciate words clearly. You may have beverages in the operations room; however, they must be in an approved container. An approved container is one that is "sweat-proof" and "spill-proof".

602. Use of Phone Systems

Personal use of the operations room equipment for outgoing calls, including local calls, is not permitted. Employees may be required to reimburse King's for any charges resulting from their personal use of the telephone. Public phones, located in the break areas, are available for personal outgoing calls during breaks, meal periods or at other times with the shift supervisor's permission.

Should a personal call for you come to King's while you are in rotation, the call will be transferred to the Supervisor. The supervisor may then transfer the call to you at their discretion. Please be brief.

If you must make an emergency call and it is long distance, inform your supervisor. The call will be logged and, upon receipt of our telephone bill, the cost can be deducted from your next paycheck. If an unauthorized long distance call is made, the cost of the call will not only be deducted from your paycheck, but an incident form will be recorded and made part of your personnel file. Telephone misuse will not be tolerated.

WE RESERVE THE RIGHT TO DEDUCT PERSONAL TELEPHONE TIME FROM AN EMPLOYEE'S TIME WORKED AND ULTIMATELY FROM THEIR PAY.

603. Use of Computer Systems

All computers and related services (e.g., internet connectivity) provided by King's are primarily for business use, to assist our employees in the performance of their jobs. Any use of these computers or services that hinders or prevents their use for business purposes can result in disciplinary action, up to and including termination. Additionally, employees may not at any time use these computers or services for creating, accessing, transmitting, or storing any communications that are discriminatory, harassing, obscene, defamatory, threatening, illegal, contrary to King's policies, or otherwise harmful to King's business interests. Any employee that violates this policy will be subject to any applicable legal action or criminal liability.

To ensure these policies are being adhered to, as well as for the purposes of cost analysis and resource allocation, King's routinely gathers logs for most electronic activities and employee communications, and reserves the right, at its discretion, to review any employee's activities, files, and messages to the extent necessary to ensure compliance with the law, this policy, and any other company policies.

Additional information regarding our computer use policy is available in the appendix.

604. Use of Other Equipment

Equipment essential in accomplishing job duties is expensive and may be difficult to replace. When using company property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Please notify your supervisor if any equipment appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. A supervisor or member of management can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

605. Your Voice in the Company

We all strive to make King's the best possible place to work. Your opinions and ideas are important to us. If you have a suggestion that you feel would benefit our clients or your co-workers, we want to know about it. We have a contact form on our employee intranet specifically for suggestions.

Submissions are reviewed regularly, and every suggestion will be answered in writing, except those which are unsigned. Your suggestion will be marked anonymous if you ask that your name not appear. We will not acknowledge unsigned suggestions.

If we are able to adopt your idea, \$10.00 will be paid on the day that the suggestion is published.

Suggestions on specific accounts do not qualify and should be entered on that account.

606. Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, King's has established a workplace safety program. This program is a top priority for King's. The General Manager has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

King's provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, who fail to report, or, where appropriate, remedy such situations may be subject to disciplinary action up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify a member of management or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and Workers' Compensation benefits procedures.

607. Mobile Phones and Devices

As with any other non-business activity in the operations room, use of mobile phones or other devices (tablets, e-readers, handheld games, etc) is at the supervisor's discretion. However, when traffic permits, and with the supervisor's permission, you may use a mobile phone or device in the operations room for recreational purposes, with certain restrictions:

- Due to the sensitive nature of the information we handle on a daily basis, at no time is an agent allowed to utilize applications or features that engage the device's camera or microphone. This includes placing or receiving telephone calls.
- All sounds - including ringtones, notifications, and alerts - must be silenced to avoid disturbing coworkers.
- Headphones or earbuds may not be worn in the operations room at any time.
- At no time should the USB ports on the workstation computers be used for charging phones or other devices.

The violation of any of these restrictions is grounds for immediate disciplinary action, up to and including termination. If the supervisor feels a phone or device is creating a distraction that is preventing an agent from performing their job-related duties, they are authorized to require the agent to stow the device in their locker or outside of the building.

608. Smoking

King's is a smoke free workplace. Furthermore, we forbid the use of tobacco products, smokeless or otherwise, as well as the use of e-cigarettes or vaporizers anywhere in the building. This policy applies equally to all employees, customers and visitors.

Smokers are expected to use the receptacles at the back door during breaks, and are responsible for ensuring that all cigarette butts are disposed of properly, and ash trays are emptied regularly.

609. Visitors in the Workplace

Generally, personal visitors are discouraged at King's. Our clients deserve our full attention, and friends and relatives distract everyone from their work. Employees of King's are not to come into "visit" other shifts. If you are not "on the clock", we ask that you not be in the office. Please ask your family and friends to refrain from dropping in while you are at work. Our service is continuous, thus guests may not visit when you are in the office or on breaks, nor may they wait for you in the office if your shift is not quite over.

Should you wish to show someone where you work, a brief visit may be arranged by your manager at a time when it will be least likely to disturb other workers.

Young children are **NOT WELCOME** at King's at any time due to the tremendously expensive and delicate equipment we have here.

During regular business hours, all visitors should enter King's at the reception area at the front of the building. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. Visitors after hours are prohibited. Unauthorized non-employees may not enter our premises through the back doors at any time.

If an unauthorized individual is observed on King's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

610. Parking

King's is pleased that parking is free for all staff members. We do ask that the parking spaces towards the front of the building not be used by our staff members.

Staff members park in the lot behind the building.

611. Emergency Weather Conditions

King's never closes. It is imperative that we have every position staffed during weather emergencies. **We MUST be available because our customers are frequently unable to get to work, and we must handle their calls.**

Our call traffic increases dramatically during any extreme weather. Heat, high humidity, summer storms, wind, snow, ice, and freezing temperatures each brings its own emergency circumstances and calls for assistance - the more extreme the weather, the higher the call volume.

High call volume requires more agents. Our senior staff members may be pressed into service, agents are asked to work extra shifts, and personal time off may be canceled.

During snow and ice especially, we must have sufficient staffing. It is our policy to assist operators in getting to work when necessary, and facilitate remote access when possible, but we absolutely do not allow employees to call out because of weather conditions.

701. Progressive Procedures for Discipline

The word “discipline” has traditionally had a negative connotation. However, for us, it is a means of communicating issues so that they can be resolved. This outline will serve as guidelines for addressing employee infractions before they become major problems.

1. Verbal Correction

Problems will generally first be addressed verbally by a supervisor, trainer, or member of management. A written record of a verbal correction may be added to an employee’s file, but only as a way to document the conversation.

2. Written Warning

Written warnings will state the nature of offense, method of correction, and action to be taken if offense is repeated. Employees will be required to sign the written warning as acknowledgement that it has been received and understood, and are aware it will be retained permanently in their employee records.

3. Investigatory Leave

Employees may be put on unpaid suspension while the full nature of an infraction is determined. The length of time and nature of the review will be determined by the appropriate supervisor or member of management.

4. Final Written Warning

Employees may be issued a final written warning preceding termination. A final written warning may also be accompanied by an unpaid suspension, or a decision-making leave, during which employees will be required to re-familiarize themselves with the expectations of their position within the company, and make a decision as to whether or not they will reasonably be able to meet them.

While we generally adhere to these guidelines in an effort to ensure any disciplinary action is consistent and fair, the company may, at its sole and absolute discretion, deviate from any order of progressive procedures and utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including immediate termination of employment. The company’s policy for discipline in no way limits or alters the at-will employment relationship.

702. Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, King's expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of time keeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on or off duty or while conducting business related activities off the premises
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property, or property belonging to other employees
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Use of tobacco products or vaporizers inside the building
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, or weapons in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from the work station during the workday
- Unauthorized use of telephones, computers, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with King's is at the mutual consent of King's and the employee, and either party may terminate that relationship at any time with or without cause and with or without advance notice.

703. Confidentiality

In the course of performing our duties, we inevitably receive information from our callers and clients concerning their personal and business matters. The disclosure of any customer information to any entity other than the person it was intended for can cause irreparable harm to King's, our customers, and our employees. Additionally, due to the types of clients we serve, we, **as well as the agent that intentionally or inadvertently disclosed private information**, may be subject to fines and penalties under regulations such as HIPAA or PCI. As such, the confidentiality of client information is of the utmost priority. We require all of our agents to sign and agree to a strict confidentiality agreement, and any violation of that agreement, including taking actions that put at risk or divulge client information is considered grounds for immediate termination.

Further information on our HIPAA-related policies is available in the appendix.

704. Attendance and Punctuality

To maintain a productive work environment, King's expects employees to be at work when scheduled and on time. Absenteeism and tardiness cause our quality to suffer more than any other single factor, and one person's absenteeism will affect his/her co-workers' efficiency.

In order to provide quality service to our customers, we must be fully staffed. Therefore, dependability is necessary to work at King's. We expect you to work every day that you are scheduled, and we expect you to arrive on time, rested and ready for work. If you are scheduled to begin work at 2:00 PM, you should be in the operations room by 1:55 PM and in rotation by 2:00 PM. If you need to make other preparations for work, they should be done prior to your start time and prior to clocking in. All personal needs should be attended to so you can work with no interruption until your break.

Anyone clocking in after his/her scheduled starting time will be marked as late. **THREE LATES ARE THE EQUIVALENT OF ONE ABSENCE.** All staff meetings are considered scheduled hours, and all of the above policies apply.

King's allows two absences per quarter (first quarter being January, February, March; second quarter being April, May, June; third quarter being July, August, September; and fourth quarter being October, November, and December). Absences accompanied by a doctor's note will be evaluated on an individual case by case basis to determine how the days will be allotted. Excessive absence may lead to disciplinary action, up to and including termination of employment.

705. Courtesy

As a King's employee we expect you to work with others to ensure that our clients receive top quality service and attention in a courteous, complete and prompt manner.

Your dedication to excellence is key to your success and the success of King's. Our clients expect and deserve friendly and efficient service and assistance whether in person or on the telephone.

At King's everyone is expected to be considerate of their fellow employees. Extending yourself to your coworkers is important. It helps to maintain that team spirit of working together to accomplish the task.

706. Professional Language

Please use professional language at all times while on duty. The only contact we have with most of our customers is on the phone, so it is extremely important that you come across as a professional. Use extra care when speaking with non-native speakers as much of what you say will be taken literally. The items listed below are not acceptable at King's:

1. Over familiarity - the use of "honey", "darling" and other pet names or made-up nicknames for our clients, or our clients' callers is not acceptable. We should be warm and friendly but not overly familiar.
2. Slang words like "yeah", "nope", "uh huh" are not what clients want to hear and should be eliminated from our vocabulary.
3. Swearing or use of other anti-social language is forbidden whether the user is in or out of rotation.

Flirting on the part of our employees is prohibited, and on the part of our clients, is to be nicely discouraged. It is important to keep our conversation brief and professional and to keep our business relationships completely separate from our personal relationships.

Please remember that there CAN be harm in "harmless flirting". We do not know our clients or their background or what they are capable of doing. We must protect ourselves and our co-workers at all times. We cannot ever give the impression that "if you want to have a good time, call King's."

There are times when words are mispronounced or phrases used incorrectly. This may be colloquial in nature or simply a mistake, but when noted, it will be called to the attention of the speaker. We will be judged not only on what we say but how we say it, and our clients will also be judged by what we say and how we say it. Should someone draw your attention to a speech or language problem, please keep in mind that it is never done to embarrass an employee but to help give our clients the most polished, professional service possible.

There are a few "hot topics" that should never be discussed in the office (e.g. religion and politics). Such topics may lead to debates and must be done on your own time.

707. Personal Appearance

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image King's presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Our dress code is clean, comfortable and covered. We ask that you do not wear overly suggestive or profane tee shirts, bare midriffs, or very tight clothing, since our customers or potential customers may visit at any time. Please be sure what you wear will not leave a bad impression with our clients.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

Please remember that we work in close proximity of one another, daily showers and deodorant allow us to work side by side without unpleasantness. Heavy perfume and aftershaves are best saved for outside our workplace.

Consult your supervisor if you have questions as to what constitutes appropriate attire.

708. Solicitation

In an effort to assure a productive and harmonious work environment, persons not employed by King's may not solicit or distribute literature in the workplace at any time for any purpose. Vendors selling plants, books, cookware, etc. are not to be allowed to bring their wares into King's.

Staff soliciting is permissible but only during non-working times in non-working areas. Selling Girl Scout Cookies, Tupperware, Avon and other "home party" goods will only be allowed if all materials are kept neatly in break areas and used and discussed only on breaks. Materials will be confiscated if used at the desks or left in an unsightly manner.

The distribution of religious and political materials is prohibited in this office.

709. Errors

To err is human, but to continue to make errors causes loss of revenue and credibility for King's.

Errors will be documented and reflected on performance reviews. Any error so serious as to cause the loss of an account for King's, or an accumulation of errors in a short time may result in dismissal.

A recorded error is one that is brought to the attention of management through internal sources or by our clients. All errors will be documented and discussed with you personally.

710. Drug and Alcohol Use

It is King's' desire to provide a drug-free, healthful and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees or applicants may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol.

While on King's' premises and while conducting business related activities off King's' premises, no employee may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Any employee suspected of being under the influence of alcohol or illegal drugs will be asked to leave. The shift supervisor will call a friend, relative or taxi to provide transportation for the employee.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. If an employee is taking medication which may affect performance, that employee is required to discuss the matter with a member of management. Any employee observing another employee exhibiting adverse effects from a medication should notify the appropriate supervisor, and he or she may insist that the employee end their shift early.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance, abides by all King's policies, rules, and prohibitions relating to conduct in the workplace, and if granting the leave will not cause King's any undue hardship.

711. Sexual and Other Unlawful Harassment

King's is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion, sexual orientation, gender identity or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the General Manager. If the General Manager is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the President of the company. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the General Manager and/or the President who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

712. Personnel Conflicts

Problems or complaints regarding coworkers or working conditions should be discussed with your supervisor. If you feel this is unsatisfactory - or your problem is with your supervisor - the General Manager, another member of management, or the President should be informed. Please be sure you have factual information whenever possible.

Altercations in the operations room will not be tolerated. We must maintain a professional work environment. Should a disagreement occur, it should be handled in a respectful and quiet manner. If it should escalate and become disruptive, everyone involved will be disciplined.

Outbursts of any kind, whether one or more staff members are involved, will also not be tolerated and may result in disciplinary action up to and including dismissal.

Refusing to follow job related instructions, disregarding directions given by our management personnel, insubordination, dishonesty or threats of any kind are not acceptable.

Problems or complaints from clients should be given directly to the shift supervisor or an individual in the administrative office.

713. Headsets

Your job here at King's will require the use of a headset. During the course of training, you will be issued your own headset.

We've found that people appreciate having their own headset rather than sharing them. These are PERSONAL pieces of equipment. For reasons of health and human dignity, we ask that you never use another operator's headset without their approval.

King's will allow the agent use of a company headset at no charge. Ownership of this headset, however, remains with the company, and the headset may not be removed from the premises without company approval. The company agrees to pay for any costs associated with repairing or replacing this headset for the duration of the agent's employment with the company; granted that the damage or malfunction has been deemed, by the company, to have resulted from manufacturer's defect or reasonable wear and tear.

You may be held financially responsible for a lost or broken headset, and for that reason we strongly recommend storing your headset in your locker, not in your mail box, or anywhere else in the operations room.

If the agent desires a different style of headset than the ones provided, that agent may request to enter into a headset purchase agreement with the company. The technical department maintains a list of compatible headsets you can choose to purchase.

Headsets are delicate and expensive equipment. Use caution. Should you have any trouble with your headset, please report the problem to the technical department.

714. Security Inspections

King's strives to maintain a work environment free of illegal drugs, alcohol, firearms, explosives or other improper materials. To this end, King's prohibits the possession, transfer, sale or use of such materials on its premises. King's requires the cooperation of all employees in administering this policy.

Desks, lockers and other storage devices may be provided for the convenience of employees, but remain the sole property of King's. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of King's at any time either with or without prior notice.

King's likewise wishes to discourage theft or unauthorized possession of the property of employees, visitors, and customers. To facilitate enforcement of this policy, King's or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto King's' premises.

715. Return of Property

Employees are responsible for all property, materials or written information issued to them or in their possession or control. Employees must return all King's property immediately upon request or upon termination of employment. Where permitted by applicable laws, King's may withhold the final paycheck(s) until all items are returned. King's may also take all action deemed appropriate to recover or protect its property.

716. Life Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease and AIDS often wish to continue their normal pursuits including work to the extent allowed by their condition. King's supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, King's will make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. King's will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life threatening illnesses are encouraged to contact the General Manager for information and referral to appropriate services and resources.

717. Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with King's. Although advance notice is not required, King's requests at least two weeks' written notice of resignation from employees. King's reserves the right to limit final paycheck(s) to minimum wage if two weeks' notice is not given. If you terminate your employment, or if your employment is terminated by King's, while you are still in training, your paycheck may be paid at minimum wage.

King's has a bonus program for those individuals that can give a six week notice. To be eligible, an employee giving six week notice must work every day that they are scheduled to work; they may not be late or leave early unless prior permission has been obtained from their immediate supervisor. Employee performance will continue to be monitored on a regular basis. Work responsibilities must be fulfilled in a satisfactory manner. If all requirements are met the employee will receive a \$200.00 exit bonus added to their final paycheck.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

(See Chapter 715 Return of Property)

718. Employment Terminations

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine.

King's will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, payment of outstanding debts to King's, or return of King's-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with King's is based on mutual consent, both the employee and King's have the right to terminate employment at will, with or without cause, at any time. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions and limitations of such continuance.

IF AN EMPLOYEE IS TERMINATED, THEIR FINAL PAY CHECK(S) WILL BE PROCESSED DURING OUR REGULAR PAYROLL PERIOD.

ATSI Code of Ethics

As a member of the Association of Teleservices International, King's holds each of our employees to the high standards set forth in the ATSI Code of Ethics.

Members will operate their services in such a way as to be a credit to themselves and the teleservices industry. Members will not knowingly transact their business in a manner which is unethical, dishonest, or illegal or which would reflect discredit on the teleservices industry. They will operate on strict conformity with all regulations prescribed by public authority. Members acknowledge the fact that corporate forms do not absolve them from or alter their moral obligations that they have as individuals. They will adhere to honest and fair business practices in relation to one another.

Members acknowledge their obligation to render all subscribers a service that is efficient, courteous, impartial, and confidential and at a rate reasonable and sufficient to operate and maintain a high standard of operation.

All information that may come to the attention of a member or any of its employees as to the business and affairs of any customer shall be confidential and shall under no circumstances be disclosed unless compelled to do so by law. Messages shall be available only to customers or their authorized agents.

No member shall make or cause or permit to be made or published any false, untrue or deceptive statement to the general public by way of advertisement or otherwise concerning the services rendered or the prices charged therefore.



Computer Use Policy

1. Purpose

- a. To remain competitive, better serve our customers, and provide our employees with the best tools to do their jobs, King's makes available to our workforce access to one or more forms of electronic media and services, including computers, e-mail, telephones, voicemail, fax machines, forums, online services, intranet, Internet, and the World Wide Web.
- b. King's encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organization should remember that electronic media and services provided by the company are company property and their purpose is to facilitate and support company business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.
- c. To ensure that all employees are responsible, the following guidelines have been established for using e-mail and the Internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express King's philosophy and set forth general principles when using electronic media and services.

2. Prohibited Communications

- a. Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is
 - i. Discriminatory or harassing
 - ii. Derogatory to any individual or group
 - iii. Obscene, sexually explicit, or pornographic
 - iv. Defamatory or threatening
 - v. In violation of any license governing the use of software
 - vi. Engaged in for any purpose that is illegal or contrary to King's policy or business interests

3. Personal Use

- a. The computers, electronic media, and services provided by King's are primarily for business use to assist employees in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the systems' use for their business purposes. However, employees are expected to demonstrate a

sense of responsibility and not abuse this privilege.

4. Access to Employee Communications

- a. Generally, electronic information created and/or communicated by an employee using e-mail, word processing, utility programs, spreadsheets, voicemail, telephones, Internet and similar electronic media is not reviewed by the company. However, the following conditions should be noted:
 - i. King's does routinely gather logs for most electronic activities or monitor employee communications directly (e.g., telephone numbers dialed, sites accessed, call length, and time at which calls are made) for the following purposes:
 - (1) Cost analysis
 - (2) Resource Allocation
 - (3) Optimum technical management of information resources
 - (4) Detecting patterns of use that indicate employees are violating company policies or engaging in illegal activity
 - ii. King's reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy, and other company policies.
 - iii. Employees should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

5. Software

- a. To prevent computer viruses from being transmitted through the company's computer system, the download or installation of any unauthorized software is strictly prohibited. Only approved software registered through King's may be downloaded. Employees should contact the system administrator if they have any questions.

6. Security / Appropriate Use

- a. Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:
 - i. Monitoring or intercepting the files or electronics communications of other employees or third parties

- ii. Hacking or obtaining access to systems or accounts they are not authorized to use
- iii. Using other people's log-ins or passwords
- iv. Breaching, testing, or monitoring computer or network security measures
- b. No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.
- c. Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- d. Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify, or forward copyrighted materials except as permitted by the copyright owner.

7. **Encryption**

- a. Employees can only use encryption software supplied to them by the systems administrator for the purposes of safeguarding sensitive or confidential business information.

8. **Participation in Online Forums**

- a. Employees should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network – for example, Internet mailing lists, forums, and online services – are statements identifiable and attributable to King's.
- b. King's recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of an online community devoted to the technical area.

9. **Violations**

- a. Any employee who abuses the privilege of their access to the internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

HIPAA Policy

STATEMENT OF POLICY

It is the policy of King's Telemessaging Services to comply with any and all provisions mandated by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and all subsequent amendments, including but not limited to the HITECH provisions of the American Reinvestment and Recovery Act of 2009.

HIPAA compels Business Associates to develop strict information and privacy and security standards as more clearly set forth in the Code of Federal Regulations. These standards are incorporated into this policy and subsequent policies in this manual.

These policies and any attached forms shall not be revised, reformatted, amended, or deleted except for the insertion of appropriate information where indicated and requested.

Any and all subsequent revisions, amendments, deletions, or changes to these policies shall be effective only upon approval by the Privacy Officer, Security Officer, and the President of King's Telemessaging Services.

GOVERNING LAWS

- PL 104-191; Health Insurance Portability and Accountability Act of 1996; 42 U.S.C. § 1301d et seq.
- 45 CFR Parts 160 and 164
- PL 111-5; Health Information Technology for Economic and Clinical Health (HITECH) Act, incorporated into Title XIII of Division A and Title IV of Division B of the American Reinvestment and Recovery Act of 2009

APPLICABILITY

This policy applies to all employees of King's Telemessaging Services; vendors, agents, business associates, contractors, subcontractors, and affiliates.

EFFECTIVE DATE

This policy and any subsequent revisions shall be effective upon signature of the President of King's Telemessaging Services, the Privacy Officer, and the Security Officer, as appropriate.

RESPONSIBILITIES

The President of King's Telemessaging Services shall be responsible for ensuring compliance with this and all subsequent policies.

King's Telemessaging Services's administration, including direct line supervisors of any organizational work unit, shall be responsible for the enforcement of this and all subsequent policies relative to all employees within their supervision.

The Privacy Officer, in conjunction with the Security Officer, shall be responsible for implementing, reviewing and updating this and all subsequent policies. The Privacy Officer and Security Officer shall advise administration, supervisors, and employees on the application of and adherence to this policy.

SANCTIONS

Willful violations of this policy may subject the employee or other actor to disciplinary action by King's Telemessaging Services and to civil or criminal penalties imposed by state and federal regulatory agencies as described more fully in this Chapter.

REPORTING

Any person aggrieved by conduct which may be in violation of this policy or subsequent HIPAA policies must report the activity or incident to the Privacy Officer, to the Security Officer, to his or her supervisor; or to King's Telemessaging Services's administration. A complaint form shall be available for this purpose.

All complaints will be promptly investigated and resolved in a fair, impartial, and effective manner. Confidentiality will be preserved to the extent practicable.

INQUIRY

Any provider, employee, business associate, vendor, contractor, subcontractor, or affiliate who has questions regarding HIPAA, this policy or any subsequent policies should contact the Privacy Officer.

IMPLEMENTATION

This policy replaces and supersedes any and all HIPAA policies previously issued by King's Telemessaging Services.

DEFINITIONS

Business Associate

Means a person or entity who, on behalf of King's Telemessaging Services, but other than in the capacity of a member of the workforce of such covered entity, performs or assists in the performance of a function of activity involving the use or disclosure of individually identifiable health information, or protected health information as defined herein, including claims process or administration, data analysis, processing or administration, utilization reviews, quality assurance, billing, benefit management, practice management and repricing or any other function or activity regulated by the HIPAA Privacy and/or Security Rule; and including legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial services to or for the King's Telemessaging Services, where the service includes the disclosure of individually identifiable health information or protected health information. This term includes agents, subcontractors, and subsidiaries of Business Associate.

Person

Means a natural person, trust or estate, partnership, corporation, professional association or corporation, or other entity, public or private.

Protected Health Information

Means individually identifiable health information that is transmitted via electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. Protected health information includes demographic information created or received by a provider, health plan, employer or clearinghouse, and relates to the past, present, or future health condition of an individual; or with which there is a reasonable basis to believe the information can be used to identify the individual to which it pertains.

Secretary

Means the Secretary of the Department of Health and Human Services or his/her designee.

Privacy Officer

Means the person designated by KING'S TELEMESSAGING SERVICES to act as the Privacy Officer appointment by the President of KING'S TELEMESSAGING SERVICES

Disclosure

Means the release, transfer, transmittal, provision of access to or divulging of Protected Health Information in any manner to a third party or entity outside of KING'S TELEMESSAGING SERVICES, whether or not such was authorized.

Designated Record Set

Means a group of records maintained by or for King's Telemessaging Services regarding individual Protected Health Information; or any record included in the definition that is maintained or held by a Business Associate of King's Telemessaging Services.

Record

Means any item, collection or grouping of Protected Health Information originated by a Covered Entity to the extent it is maintained, collected, used or disseminated by or for King's Telemessaging Services. "Record", as used in this policy, includes videotapes, audiotapes and digitally stored Protected Health Information.

Workforce

Means employees, volunteers, trainees and other persons whose conduct in the performance of duties for KING'S TELEMESSAGING SERVICES is under the direct control of KING'S TELEMESSAGING SERVICES, whether or not the person is paid by KING'S TELEMESSAGING SERVICES. This includes full-time, part-time, regularly scheduled contract workers, trainees, or others as defined by KING'S TELEMESSAGING SERVICES.

Covered Entity

Means a health care provider, health care clearinghouse, or health plan.

Administrative Safeguards

Means actions, policies and procedures, to manage the selection, development, implementation, and maintenance of security measures to protect electronic Protected Health Information and to manage the conduct of the Business Associate's workforce in relation to the protection of that information, as more particularly set forth in 45 C.F.R. § 164.308.

Physical Safeguards

Means physical measures, policies, and procedures to protect Business Associate's electronic information systems and related buildings and equipment from natural and environmental hazards, and unauthorized intrusion, as more particularly set forth in 45 C.F.R. § 164.310.

Security Incident

Means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.

Technical Safeguards

Means the technology, policies and procedures for use of Protected Health Information and to control access to it, as more particularly set forth in 45 C.F.R. § 164.312.

Mobile Device

Means any device which is capable of receiving, storing, or transmitting information electronically which may be physically transported outside a KING'S TELEMESSAGING SERVICES facility by an individual. This definition includes any device with Bluetooth capability, a SIM (Subscriber Identity Module), Smart phone, PDA, laptop, tablet, USB, DVD, CD, removable storage device, external computer drive, and/or application software for any Mobile Device. This definition is intended to include, but not be limited to all such devices currently known, or later developed that are capable of receiving, storing and/or transmitting information electronically.

DESIGNATION OF PRIVACY OFFICE AND COMPLAINT CONTACT: RESPONSIBILITIES OF PRIVACY OFFICER.

King's Telemessaging Services shall designate a Privacy Officer to oversee and implement privacy policies and procedures to ensure compliance with the requirements of HIPAA's privacy regulations. The Privacy Officer shall be responsible for receiving complaints rising under HIPAA and/or state privacy laws. In order to properly perform his or her duties, as described in Section V, below, the Privacy Officer should:

- Establish or identify a committee to assist the Privacy Officer in investigations and policy matters; and
- Be granted program oversight and responsibility, reporting to King's Telemessaging Services's governing body periodically or as necessary.

Responsibilities of Privacy Officer

The Privacy Officer's responsibilities, in conjunction with the Security Officer, shall include, but not be limited to:

- Ensuring compliance with policies and standards
- Dissemination of King's Telemessaging Services's policies and procedures to King's Telemessaging Services officers, administrators, health care providers, employees, agents, affiliates, contractors or subcontractors
- Training-Overseeing initial and ongoing training for all members of King's Telemessaging Services regarding policies and procedures as necessary and appropriate to perform their job duties
- Ensuring all new members of the workforce are trained within a reasonable period of time
- Ensuring that appropriate documentation is maintained regarding training
- Advising members of the workforce on privacy issues
- Managing Complaints
- Receiving and investigating complaints with the assistance of the Privacy Committee as necessary and appropriate
- Maintaining records of complaints, reports, investigations and the resolution of complaints
- Reporting to King's Telemessaging Services's governing body regarding resolution of complaints and recommends corrective actions as necessary and appropriate
- Recommending, in conjunction with human resources and supervisors, appropriate sanctions to be imposed upon members of the workforce if HIPAA policies and/or procedures have been violated
- Maintain documentation of sanctions imposed
- Ensure violations of privacy policies and procedures are addressed as appropriate
- Act to mitigate, to the extent practicable, any harmful effect that is known to King's Telemessaging Services from the use or disclosure of Protected Health Information in violation of King's Telemessaging Services's HIPAA policies and procedures.

Mitigation shall include if necessary and appropriate, or required by HIPAA:

- Notice to the individual;
- Notice to and/or inclusion in the annual report to the Secretary of DHHS, and-Notification to the media, if required by HIPAA.

DESIGNATION OF SECURITY OFFICER AND COMPLAINT CONTACT: RESPONSIBILITIES OF SECURITY OFFICER

King's Telemessaging Services shall designate a Security Officer to oversee and implement Security policies and procedures to ensure compliance with the requirements of HIPAA's Security regulations.

Responsibilities of Security Officer

The Security Officer shall be responsible for receiving complaints rising under HIPAA and/or state Security laws pertaining to Protected Health Information. In order to properly perform his or her duties, as described in this Chapter, the Security Officer should:

- Establish or identify a committee to assist the Security Officer in investigations and policy matters
- Be granted program oversight and responsibility, reporting to King's Telemessaging Services' governing body periodically or as necessary.
- The Security office's duties, in conjunction with the Privacy Officer, shall include, but not be limited to:
- Ensuring compliance with policies and standards regarding Administrative, Physical and Technical Safeguards
- Dissemination of King's Telemessaging Services' information security policies and procedures to King's Telemessaging Services officers, administrators, health care providers, employees, agents, affiliates, contractors or subcontractors
- Overseeing initial and ongoing training regarding HIPAA's Security Rule for all members of King's Telemessaging Services regarding policies and procedures as necessary and appropriate to perform their job duties
- Ensuring all new members of the workforce are trained regarding HIPAA Security within a reasonable period of time
- Ensuring that appropriate documentation is maintained regarding training
- Advising members of the workforce on Security issues
- Receiving and investigating complaints with the assistance of the Security Committee as necessary and appropriate
- Maintaining records of complaints, reports, investigations and the resolution of complaints

rev 7.23.2019

- Reporting to King's Telemessaging Services' governing body regarding resolution of complaints and recommends corrective actions as necessary and appropriate
- Recommending, in conjunction with human resources and supervisors, appropriate sanctions to be imposed upon members of the workforce if HIPAA policies and/or procedures have been violated
- Maintaining documentation of sanctions imposed
- Ensure violations of Security policies and procedures are addressed as appropriate
- Act to mitigate, to the extent practicable, any harmful effect that is known to King's Telemessaging Services from the use or disclosure of Protected Health Information in violation of King's Telemessaging Services' HIPAA policies and procedures.

Mitigation shall include if necessary and appropriate, or required by HIPAA:

- Notice to the individual;
- Notice to and/or inclusion in the annual report to the Secretary of DHHS, and
- Notification to the media, if required by HIPAA.

ADMINISTRATIVE, TECHNICAL AND PHYSICAL SAFEGUARDS

KING'S TELEMESSAGING SERVICES will take all reasonable measure to safeguard information from uses and disclosures in violation of HIPAA, the Privacy Rule and the Security Rule. The information to be protected may be used, stored, transmitted or received in any medium, including paper, electronic, oral or visual representations of PHI.

Administrative Safeguards:

KING'S TELEMESSAGING SERVICES will establish, monitor and maintain policies and procedures regarding administrative safeguards for access to its information systems and its facilities while ensuring properly authorized access is allowed. These shall include:

- Role Based Access ("RBA") for use and disclosure of PHI. RBA requires permission to access PHI be based upon job function in accordance with KING'S TELEMESSAGING SERVICES's policies regarding the Minimum Necessary standard.
- KING'S TELEMESSAGING SERVICES shall conduct internal reviews to evaluate the effectiveness of the Administrative, Technical and Physical safeguards implemented.
- The Privacy Officer shall review all HIPAA Privacy policies and procedures every two years, when applicable laws change, and/or in the event KING'S TELEMESSAGING SERVICES materially alters its organization; and
- The Security Officer shall conduct internal systems reviews to evaluate the effectiveness of the Administrative, Technical and Physical safeguards implemented to protect the security of KING'S TELEMESSAGING SERVICES's information technology systems every two years, when applicable laws change, and when hardware, software or other technology is implemented or decommissioned.

KING'S TELEMESSAGING SERVICES will provide training to all employees and members of its workforce regarding HIPAA privacy and security. KING'S TELEMESSAGING SERVICES will provide periodic refresher courses.

KING'S TELEMESSAGING SERVICES will foster a secure atmosphere and enhance the belief that the security and privacy of PHI is key to achieving KING'S TELEMESSAGING SERVICES's mission.

Supervisors and managers will monitor existing safeguards and to ensure workforce compliance and strive to improve existing Administrative, Technical and Physical safeguards.

KING'S TELEMESSAGING SERVICES shall implement and maintain a Security Management Process to detect, contain and correct security violations. This process shall include:

- The identification of information systems that collect, store, process, house or transmit PHI; including an analysis of the business functions and ownership of the information system elements as necessary;
- An accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity and availability of PHI;
- Periodic supplemental risk assessments to ensure the assessment is accurate and current;
- Security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level;
- Implement the decisions concerning the management, operational, and technical controls selected to mitigate identified risks, and establish appropriate policies and procedures to accomplish implementation, including an effective sanctions policy;
- A regular review process for information system activity, including audit logs, access reports and security incident tracking reports;
- Policies and procedures for authorizing access to PHI based upon the Minimum Necessary standards, including modification and termination of access when appropriate;
- Security awareness and training program which includes education regarding guarding against malicious software, log-ins and passwords; and conduct refreshers when changes occur in technology or practices;
- Policies and procedures to address security incidents which includes procedures to identify, respond to, mitigate and document known security incidents; and post incident analysis of the effectiveness of the response;
- Policies and procedures for responding to an emergency or other occurrence that damages systems, including a data backup and disaster recovery plan, emergency mode operations plan and recovery strategy;

- Satisfactory assurances from Business Associates will appropriately safeguard PHI created, received, maintained, or transmitted on KING'S TELEMESSAGING SERVICES's behalf; including a written agreement; and
- Maintain all policies and procedures implemented in written form, including all actions, assessments or activities for a minimum of six (6) years. Assure that all documentation is available to those who are responsible for implementation, and any updates, amendments or changes in documentation will also be maintained in written form, for a minimum of six (6) years.

Technical Safeguards

KING'S TELEMESSAGING SERVICES will develop and maintain appropriate policies and procedures to ensure access control, data integrity, audit controls, authentication and transmission security for information systems that receive, collect, store, backup, transmit or house PHI. These safeguards will include:

- Policies and procedures for information systems that maintain PHI to restrict access to only authorized users;
- Emergency access procedures for obtaining PHI during an emergency
- Automatic logoff procedures;
- Access termination procedures for users who no longer require access to PHI
- Hardware, software and/or procedural mechanisms to determine which activities to track or audit, the tools to be employed and standard operating procedures for the types of data needed to derive exception reports
- Policies and procedures to protect PHI from improper alteration or destruction; including mechanisms to authenticate PHI and assessments of the effectiveness of integrity controls
- Procedures to verify that a person or entity seeking access to PHI is the one claimed and
- Technical security measures to guard against unauthorized access to PHI transmitted over an electronic communications network, including an appropriate transmission security policy and appropriate integrity controls.

Physical Safeguards

KING'S TELEMESSAGING SERVICES will establish, monitor and update policies and procedures to limit physical access to its information systems and its facilities, while ensuring properly authorized access is allowed. These measures will include:

- Periodically conducting an analysis of existing Physical safeguards and vulnerabilities and identify corrective measures;
- A facility security plan to safeguard KING'S TELEMESSAGING SERVICES's facilities from unauthorized physical access, tampering and theft;
- Procedures to control and validate a person's access to KING'S TELEMESSAGING SERVICES's facilities based upon their role or function, including visitor control, and control of access to software programs for testing and revision;
- Procedures to document repairs and modifications to the physical components of the facilities related to security;
- Policies and procedures specifying the proper functions to be performed, the manner in which functions are performed and the physical attributes of workstation or classes of workstations that access PHI;
- Appropriate Physical safeguards for workstations that access PHI to ensure access is restricted to authorized users; and implement policies and procedures that govern removal of hardware and electronic media containing PHI into and out of KING'S TELEMESSAGING SERVICES facilities, and movement of these items within KING'S TELEMESSAGING SERVICES's facilities, including final disposal, reuse, backup and storage procedures.

MINIMUM NECESSARY STANDARD FOR USE AND DISCLOSURE OF PHI

All KING'S TELEMESSAGING SERVICES facilities, employees and Business Associates shall, if the Minimum Necessary standard applies, use or disclose only the minimum amount of PHI required in the performance of their duties to reasonably complete the task.

The Minimum Necessary standard and this policy does not apply to:

- Disclosures to, or requests made by, a healthcare provider for treatment purposes;
- Uses or disclosures to the individual who is the subject of the PHI;
- Disclosures to the Secretary of the U.S. Department of Health and Human Services when the disclosure is required under HIPAA for investigative or enforcement activities;
- Uses and disclosures required by law;
- Uses and disclosures required for compliance with the HIPAA Privacy Rule.

Each KING'S TELEMESSAGING SERVICES facility shall identify persons or groups in its workforce who need access to PHI to carry out their duties, and to designate the PHI needed by each. This designation should include:

- A job description;
- The access to PHI granted or to be granted based upon the persons' job duties;
- Limit the access of each person or group to the Minimum Necessary;
- Be consistent with related Information Technology security standards and policies;
- Be documented and maintained using Attachment "A" to this policy manual.

KING'S TELEMESSAGING SERVICES shall implement procedures for termination of access to information systems containing PHI immediately upon termination of employment, whether voluntary or involuntary; and where access is no longer required to perform the employee's job duties.

Each supervisor and the Business Office, with the approval of the Privacy Officer, will be responsible for reviewing and approving the Minimum Necessary designation of each workforce member.

Any changes, amendments or updates to the designation due to changes in job duties, reassignment, promotion or changes in technology shall also be documented.

An incidental use or disclosure is permitted only to the extent that the facility has applied reasonable safeguards to prevent disclosures of PHI and has implemented the Minimum Necessary standards set forth in this Chapter.

KING'S TELEMESSAGING SERVICES prohibits its employees, Business Associates and members of its workforce from discussing PHI unnecessarily among themselves and others. All employees, workforce members and Business Associates must make reasonable efforts to limit the amount of information communicated regarding an individual in public areas of KING'S TELEMESSAGING SERVICES's facilities, including reception areas, break rooms or restrooms.

USE OF MOBILE DEVICES AND REMOTE ACCESS

KING'S TELEMESSAGING SERVICES may allow the use of any type of Mobile Device whether issued by KING'S TELEMESSAGING SERVICES or provided by a member of its workforce, to be securely used to access KING'S TELEMESSAGING SERVICES's information resources. This policy will be applied to any and all traditional Mobile Devices, including laptops, USB drives, CD/DVD's, Smart phones, removable storage media, SIM (Subscriber Identity Module); or any Device now known or later developed which has the capabilities of a Mobile Device as defined in this chapter. This policy applies to any Mobile Device and its user, including those issued by KING'S TELEMESSAGING SERVICES as well as personal Devices that are used for business purposes and/or to receive, transmit or store information.

Mobile Devices

The use of Mobile Devices for business use is prohibited at KING'S TELEMESSAGING SERVICES's facilities unless permission to use such Device is granted by the President of King's Telemessaging Services or the Security Officer. Permission to possess or use such Device will not be given unless the following conditions are met:

- Access to KING'S TELEMESSAGING SERVICES's information resources using a Mobile Device must be approved, documented, and logged
- Only approved applications may be installed and used on Mobile Devices. A list of approved applications will be maintained by the Security Officer. All Mobile Device systems and application software in use must be identified and documented
- Users must disable Bluetooth capabilities unless necessary to perform duties assigned as a member of KING'S TELEMESSAGING SERVICES's workforce
- To the extent feasible, all Mobile Devices must be protected from unauthorized access or use by:
 1. Access control through the use of a PIN.
 2. SIM access control through the use of a PIN.
 3. Strong passwords are required for applications that access or store sensitive information.
 4. Mobile Devices must require PINs to unlock after a period of inactivity.

The use of personal Mobile Devices at KING'S TELEMESSAGING SERVICES is permitted so long as the device is not used to access KING'S TELEMESSAGING SERVICES' information resources and the use of the device does not interfere with its business practices.

User Agreement

KING'S TELEMESSAGING SERVICES will develop, document, and implement procedures to quickly respond to its lost or stolen Mobile Devices. Every Mobile Device will have the capability to remotely wipe and/or track its location on demand if the technology is reasonable available. Users, if granted permission to use Mobile Devices, specifically agree to the following:

- Users that use personal Mobile Devices for business use shall do so only with the permission of KING'S TELEMESSAGING SERVICES's President and/or the Security Officer
- Users will who use Mobile Devices provided or authorized by KING'S TELEMESSAGING SERVICES shall only use such Device for an approved use, and shall not access or download information that does not have a legitimate business purpose. This includes user review of all links and URLs accessed prior to clicking to prevent a successful phishing attempt
- Users will limit storage of sensitive data on Mobile Devices. However, critical data that is stored will be backed up to KING'S TELEMESSAGING SERVICES's file server on a regular basis
- Users will only install approved applications and forward suspicious permission requests to the Security Officer prior to granting access to the application
- Users will physically secure the Mobile Device when left unattended. When left in a car, Mobile Devices will be hidden from view
- Users will not allow unattended access to Mobile Device by another user
- Users will notify the Security Officer immediately if Mobile Device is lost or stolen
- Users will return Mobile Devices at the end of employment if such mobile device is the property of King's Telemessaging Services
- If the mobile device is the personal property of the employee, the employee agrees to allow King's Telemessaging Services access to the device to remove any Protected Health Information and uninstall any applications or software which allow or facilitate access to King's Telemessaging Services' Protected Health Information
- Users will not use Mobile Device while operating a motor vehicle
- Critical security updates for in-use software must be deployed to all Mobile Devices
- Anti-virus software should be used on Devices with known malicious software when available

Remote Access

Remote access to KING'S TELEMESSAGING SERVICES's technology systems shall only be granted to those members of KING'S TELEMESSAGING SERVICES's workforce who have a demonstrated need for such access to perform the job duties assigned. Members of the workforce who, by the terms of their agreement with KING'S TELEMESSAGING SERVICES, perform services for KING'S TELEMESSAGING SERVICES from a remote location are bound by the provisions of the Chapter to the same extent as members of the workforce who report to work at a KING'S TELEMESSAGING SERVICES facility. In addition to the provisions of this Chapter, members of the workforce who access KING'S TELEMESSAGING SERVICES's technology systems shall:

- Ensure that any access to KING'S TELEMESSAGING SERVICES's technology systems is for a legitimate business purpose
- Create and maintain a secure environment which complies with the Administrative, Technical and Physical safeguards provided in this Chapter
- Routinely purge, delete, or destroy PHI created, stored and transmitted on any Devices used at the remote location as instructed by the Security Officer; and
- Agree to submit to routine and/or random audits of access to and the use of KING'S TELEMESSAGING SERVICES's technology services, which may include a visit to the remote location by KING'S TELEMESSAGING SERVICES's Security Officer.

USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION FOR TREATMENT, PAYMENT AND HEALTH CARE OPERATIONS

All KING'S TELEMESSAGING SERVICES facilities, employees and Business Associates must follow the requirements of the HIPAA Privacy Rule, HIPAA Security Rule and KING'S TELEMESSAGING SERVICES's policies when using or disclosing PHI, whether for the purposes of treatment, payment or health care operations.

KING'S TELEMESSAGING SERVICES facilities, employees and Business Associates may use and/or disclose PHI without an individual's authorization for treatment activities of a health care provider, whether or not such provider is properly considered a covered entity.

KING'S TELEMESSAGING SERVICES facilities, employees and Business Associates may disclose PHI to a covered entity or health care provider for payment activities of the entity receiving such information.

KING'S TELEMESSAGING SERVICES facilities, employees and Business Associates may disclose PHI to a covered entity or a health care provider for health care operations activities, if:

- The entity has or had a relationship with the individual who is the subject of the request;
- The PHI directly pertains to the request; and
- The disclosure is for the following purposes:
 - Conducting quality assessment and improvement activities, including outcomes evaluation and development of clinical guidelines, provided that the obtaining of generalized knowledge is not the primary purpose of any studies resulting from such activities; population-based activities relating to improving health or reducing health care costs, protocol development, case management and coordination of care, contacting of health care providers and patients with information about treatment alternatives; and related functions that do not include treatment; or
 - Reviewing the competence or qualifications of health care professionals, evaluating practitioner and provider performance, health plan performance, conducting training programs; accreditation, certification, licensing or credentialing activities; or
 - Information gathering for those purposes of investigating and resolving complaints by individuals; and/or
 - The disclosure is for the purposes of compliance activities or health care fraud and abuse detection.

USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION TO AN INDIVIDUAL INVOLVED IN THE PERSON'S CARE

If the individual is present or reasonably available, and has the capacity to discuss his or her condition, and/or to make decisions, KING'S TELEMESSAGING SERVICES may disclose PHI to a family member, friend or other person if KING'S TELEMESSAGING SERVICES, its employee or Business Associate:

- Obtains the individual's agreement to disclose PHI to the third person; or
- Provides the individual with an opportunity to object to such disclosure; or
- Reasonably infers from the circumstances based upon the exercise of professional judgment that the individual does not object.

Consent may be inferred.

KING'S TELEMESSAGING SERVICES, its employees and Business Associates may infer an individual's consent to disclose PHI if:

- A person is calling at the individual's request; or where it is reasonable to infer the individual made the request;
- The contact with a covered entity, health care provider or a person involved in the individual's care was requested by the individual, or it is reasonable to infer the individual requested contact be made.

No verification.

KING'S TELEMESSAGING SERVICES employees are not required to verify the identity of relatives or other individuals involved in the persons care for purposes of this policy. If the individual is not available or able to either agree or object to the use or disclosure, KING'S TELEMESSAGING SERVICES, its employees or Business Associates may, in the exercise of professional

judgment, determine whether the disclosure is in the best interest of the individual, and, if so, disclose only the PHI directly relevant to the person's involvement with the individual's care. The Minimum Necessary standard applies if the individual is not available to either agree or object, however.

USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION TO A BUSINESS ASSOCIATE

KING'S TELEMESSAGING SERVICES may disclose PHI to a Business Associate, and may allow a Business Associate to create or receive PHI on its behalf, if the Business Associate has entered into a Business Associate Agreement regarding the use and disclosure of PHI. The Business Associate Agreement must provide that the Business Associate will:

- Appropriately safeguard the information;
- Establish the permitted and required uses and disclosures of Protected Health Information;
- Not use or further disclose Protected Health Information beyond the scope of the agreement;
- The Business Associate will not use or disclose Protected Health Information other than as required by the contract or the HIPAA Privacy Rule and/or the HIPAA Security Rule, or as required by other state and federal law;
- Use appropriate safeguards to prevent use or disclosure of the information other than as provided for by its contract;
- Promptly report to KING'S TELEMESSAGING SERVICES any use or disclosure of the information not provided for by its contract of which it becomes aware;
- Ensure that any agents, including a subcontractor to whom the Business Associate provides Protected Health Information received from, or created or received by the Business Associate on behalf of KING'S TELEMESSAGING SERVICES, agrees to the same restrictions and conditions that apply to the Business Associate with respect to such information;
- Make Protected Health Information available in accordance with the patient's right of access set forth in 45 C.F.R. § 164.524;
- Make Protected Health Information available for amendments in accordance with the individual right to request an amendment to their Protected Health Information as stated in 45 C.F.R. § 164.526;
- Provide an accounting for disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528;
- Make its internal practices, books and records relating to the use and disclosure of Protected Health Information received from, or created and received by the Business Associate on behalf of KING'S TELEMESSAGING SERVICES, available to the Secretary for purposes of determining KING'S TELEMESSAGING SERVICES's compliance with HIPAA's Privacy and/or Security Rules;
- Upon termination or the expiration of the underlying agreement, the Business Associate will return or destroy all Protected Health Information received from, or created or received by the Business Associate on behalf of KING'S TELEMESSAGING SERVICES that the Business Associate maintains in any form. If such return or destruction is not feasible, the Business Associate agrees to extend the protections contained in the underlying agreement or the Business Associate Agreement;
- Implement and document, as required by 45 C.F.R. § 164.316, Administrative Safeguards, Physical Safeguards and Technical Safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of Protected Health Information the Business Associate creates, receives, maintains or transmits on behalf of KING'S TELEMESSAGING SERVICES as required by the HIPAA Security Rule, 45 C.F.R. § 164, Subpart C, including, but not limited to the requirements of this paragraph, and:
 1. Protect against any reasonably anticipated threats or hazards to the security or integrity of such information;
 2. Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required under HIPAA;
 3. Ensure compliance with this section by its workforce;
 4. Ensure that any agent or subcontractor to whom the Business Associate provides Protected Health Information agrees to implement, and document reasonable and appropriate Administrative, Physical and Technical Safeguards, including the requirements set forth in this section; and
 5. Promptly report to KING'S TELEMESSAGING SERVICES any security incident of which it becomes aware.
- Authorize termination of the underlying agreement or other relationships with KING'S TELEMESSAGING SERVICES if KING'S TELEMESSAGING SERVICES determines the Business Associate has violated a term of the Business Associate Agreement.

INDIVIDUAL'S RIGHT TO REQUEST AN ACCOUNTING OF DISCLOSURES OF PROTECTED HEALTH INFORMATION

KING'S TELEMESSAGING SERVICES facilities and Business Associates must provide individuals the right to request and receive an accounting of the uses and disclosure of their Protected Health Information as required by HIPAA, the HIPAA Privacy Rule and any other applicable laws and regulations.

An individual has the right to an accounting of disclosures of Protected Health Information made by KING'S TELEMESSAGING SERVICES, its employees and Business Associates for up to six (6) years prior to the date on which the accounting is requested, except for disclosures:

- To carry out treatment, payment or health care operations
- To individuals themselves
- Incident to another permissible or required use or disclosure of PHI
- Pursuant to a valid authorization

- To persons involved in the individual's care
- For national security or intelligence purposes
- For notification purposes, such as identifying or locating a family member
- To correctional institutions or law enforcement officials
- As a part of a limited data set.

KING'S TELEMESSAGING SERVICES shall temporarily suspend an individual's right to receive an accounting of disclosure to a health oversight agency or law enforcement official, for the time specified by such agency or official, if such agency or official provides KING'S TELEMESSAGING SERVICES with a written statement that indicating such accounting would be reasonably likely to impede the agency or official's activities. The statement must include the time such suspension shall be in effect, not to exceed thirty (30) days. If the request is made orally, KING'S TELEMESSAGING SERVICES shall reduce the request to writing.

An accounting for uses and disclosures of Protected Health Information must be in writing, and include:

- The date of disclosure
- The name and address, if known, of each entity or individual to whom Protected Health Information was disclosed
- A brief description of the Protected Health Information disclosed, including a statement regarding the purpose of the purpose of the disclosure. A copy of the request may be submitted in lieu of the description.

The information may be reported to the individual upon a standard form, which included at the end of this Chapter.

An individual has the right to one accounting per year without charge. For any subsequent requests within a twelve month period, KING'S TELEMESSAGING SERVICES may charge a reasonable fee, taking into account the costs to provide such accounting, including employee time, supplies, photocopying and the like. Individuals will be informed in advance that charges will apply.

AN INDIVIDUAL'S RIGHT OF ACCESS TO AND OBTAIN COPIES OF PROTECTED HEALTH INFORMATION

All King's Telemessaging Services facilities and Business Associates must provide individuals with access to inspect and/or obtain copies of their Protected Health Information in a Designated Record Set from a King's Telemessaging Services facility.

The President of KING'S TELEMESSAGING SERVICES, or his designee, shall be responsible for receiving and processing requests for access by individuals to inspect and obtain copies of their Protected Health Information in a designated record set.

The President of KING'S TELEMESSAGING SERVICES or his designee may require individuals to make any request for access to or copies of Protected Health Information in writing, in substantially the same form as included at the end of this Chapter. King's Telemessaging Services may deny a request for inspection and/or copies of Protected Health Information if such information is:

- Compiled in reasonable anticipation of, or for use in, a civil, criminal or administrative proceeding
- Otherwise shielded from disclosure by state or federal laws pertaining to privileged communications
- If the Protected Health Information was obtained from someone other than a health care provider, Covered Entity or Business Associate, under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information
- The access requested is reasonably likely to endanger the life or physical safety of the individual or another person
- The Protected Health Information makes reference to another person, and the access requested is reasonably likely to cause substantial harm to such other person
- The request for access is made by the individual's personal representative and the provision of access to such personal representative is reasonably likely to cause substantial harm to the individual or to another.

Responses to an individual's request will be given within fifteen (15) days of the receipt of a completed written request.

If King's Telemessaging Services does not maintain the Protected Health Information requested, but knows where such information is maintained, it must inform the individual where such Protected Health Information may be requested.

If the request for copies of the Protected Health Information is granted, such copies must be in the form or format requested by the individual, unless the format requested is not readily producible. If such case, the Protected Health Information may be produced in a hard copy or other format agreed upon by King's Telemessaging Services and the individual.

Access for inspection purposes shall be at a mutually convenient time and place. Copies of Protected Health Information may be mailed to the individual upon request.

A reasonable cost-based fee may be charged for copies of Protected Health Information, which may include the cost of storage media, such as disks, jump drives or tapes; the cost of reproduction of Protected Health Information, employee time, paper and postage.

TRAINING AND EDUCATION REQUIREMENTS FOR MEMBERS OF THE WORKFORCE

All KING'S TELEMESSAGING SERVICES facilities must provide members of its workforce with training regarding KING'S TELEMESSAGING SERVICES's policies for HIPAA Privacy and HIPAA Security. Training must be provided:

- To new members of KING'S TELEMESSAGING SERVICES's workforce within a reasonable time after starting work, but in no event later than ninety (90) days after joining KING'S TELEMESSAGING SERVICES's workforce;
- Within a reasonable time in response to material changes in federal or state laws, or procedural changes within KING'S TELEMESSAGING SERVICES.

Training will be documented. Acceptable documentation may include:

- Copies of training materials
- The presenter or educator's biographical information or curriculum vitae (CV)
- Attendance records
- Meeting minutes
- Samples of awareness and educational tools such as posters, cards or flyers
- Test scores

SANCTIONS

KING'S TELEMESSAGING SERVICES shall enforce its policies regarding HIPAA. Any employee or member of its workforce who violates these policies shall be subject to disciplinary action, up to and including termination of employment, if, after reasonable investigation, it is determined that the employee or member of the workforce has violated any provision of a HIPAA Policy.

In determining the sanction to be imposed, KING'S TELEMESSAGING SERVICES may consider:

- The degree of harm caused by the act or omission
- The number of individuals affected
- Whether the act was intentional or unintentional
- Prior disciplinary actions
- Any justification provided by the employee or members of the workforce for the act or omission

In addition to internal sanctions, employees and/or members of KING'S TELEMESSAGING SERVICES's workforce may be subject to civil and criminal penalties by the Department of Health and Human Services, the Office of Civil Rights, and by the State Attorney General's Office.