

**HAWAI‘I
PACIFIC
HEALTH**

KAPI‘OLANI
PALI MOMI
STRAUB
WILCOX

**EMPLOYEE
HANDBOOK**

healthier

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Introduction

FOREWORD

Aloha and welcome to Hawai'i Pacific Health (HPH)! We hope your career with us will be both stimulating and rewarding. Hawai'i Pacific Health was formed with the merger of three longtime industry leaders, Kapi'olani Health, Straub Medical Center and Wilcox Health, becoming one of the largest health care systems in the State of Hawai'i. With a combined history of 250 years of excellence, we continue to provide premier health care to people throughout Hawai'i and the Pacific Region. Our goal is to provide excellence in clinical care and compassion for our patients, and we believe each employee serves an important role in our commitment. You have been selected because of your skills, abilities and dedication. We are all accountable to make Hawai'i Pacific Health a better place for our patients, community and fellow employ-ees. For this reason, your contribution and ideas for improvement are valued. Let us grow as individuals and as an organization, and continue to strive for excellence.

This handbook has been developed to acquaint you with the policies and procedures of Hawai'i Pacific Health. Policies contained in this handbook have been established in the interest of organizational integrity and out of concern for work-life situations. It is a written guide for all employees so that you know what to expect from us and what is expected of you. These policies are not inclusive of all situations that could possibly occur, but are meant to serve as guidelines. Please check with your supervisor as your department may have unique policies. A copy of the entire Human Resources policies is available on the intranet in the Central Policy Database. For further clarification, please refer to your supervisor or a Human Resources representative.

With the Executive Vice President of Human Resources' written approval, the policies and procedures in this handbook may be modified, amended, deleted or otherwise changed by Hawai'i Pacific Health at any time, effective immediately with or without notice. Please note all changes, and understand that employees will be responsible for compliance with all changes as of the effective date. This handbook is not intended to create, nor shall it be construed as creating, an express or implied contract, a cause of action or a guarantee of employment for any term. Your employment with us is strictly "at-will." This means that either you or Hawai'i Pacific Health may terminate your employment at any time for any reason, with or without cause or reason.

Please note that this handbook supersedes all previous handbooks, as well as any prior notices, letters, memoranda, or communications on the same subject matter.

If you are covered by a collective bargaining agreement, it is understood that this handbook is not intended to supersede any portion of your existing collective bargaining agreement.

You are required to acknowledge and understand the contents of the Employee and Standards of Conduct Handbook. This acknowledgement form is assigned to you on the Hawai'i Pacific Health Learning Center (HLC) and is required as a condition of your employment.

ABOUT HPH

HAWAII PACIFIC HEALTH

With a combined history of 250 years of excellence and commitment, the hospitals of Hawaii Pacific Health have been caring for Hawaii's families and leading the way in many specialty areas.

In December 2001, Hawaii Pacific Health (HPH) was formed with the merger of Kapi'olani Medical Center for Women & Children, Pali Momi Medical Center, Wilcox Medical Center, Kauai Medical Clinic and Straub Medical Center, into one system sharing a single mission: To create a healthier Hawaii.

Our facilities span the four islands of Kauai, O'ahu, Lana'i and the Big Island and includes four hospitals, over 15 clinics and numerous community outreach programs.

The system has over 6,400 employees, which includes about 500 medical staff, and affiliations of over 1,000 community based physicians.

KAPI'OLANI MEDICAL CENTER FOR WOMEN & CHILDREN

Kapi'olani Medical Center for Women & Children is recognized as Hawaii's leader in the care of women, infants and children. It is also a tertiary care, medical teaching and research facility. Specialty services for patients throughout Hawaii and the Pacific Region include intensive care for infants and children, 24-hour emergency pediatric care, air transport, maternal fetal medicine and high-risk perinatal care. More than 1,400 employees and 645 physicians provide specialty care at Kapi'olani. The hospital extends services through Kapi'olani Women's Center and Kapi'olani Women's Cancer Center - the state's only dedicated breast health and gynecological cancer centers. It also offers numerous community programs and services, such as the Kapi'olani Child Protection Center and Sex Abuse Treatment Center.

KAPI'OLANI MEDICAL SPECIALISTS

Kapi'olani Medical Specialists is a specialty physician group committed to providing health care needs for Hawaii's women and children. Kapi'olani Medical Specialists partners with Kapi'olani Medical Center for Women & Children to provide pediatric and women's specialty care. The group also partners with the University of Hawaii John A. Burns School of Medicine in research, education and training. Other efforts include patient care at outreach clinics and community health centers throughout Hawaii. A significant portion of the care provided at Kapi'olani Medical Center to those unable to pay for their care is provided by Kapi'olani Medical Specialists.

PALI MOMI MEDICAL CENTER

Pali Momi Medical Center was founded in 1989 and is a not-for-profit hospital located in West O'ahu and dedicated to the health and well-being of all Hawaii residents. With private rooms, 128 beds and nearly 400 physicians on its medical staff, Pali Momi offers a full range of services. It has delivered many medical firsts for the community, including West O'ahu's only interventional cardiac catheterization unit for the detection and treatment of heart disease, a fully integrated minimally invasive surgical suite, CT scan and MRI services, emergency services and a Women's Center. It is the only facility in Hawaii that uses a team triage approach in its Emergency Room, where patients are promptly evaluated by an emergency physician.

STRAUB MEDICAL CENTER

Founded in 1921, Straub Medical Center is a fully-integrated not-for-profit health care provider with a 159-bed hospital in Honolulu, a network of neighborhood clinics and a visiting specialist program that reaches throughout the state of Hawai'i. With more than 400 physicians on medical staff, Straub provides expert diagnoses and treatments for more than 32 different medical specialties, including bone and joint, heart, cancer, endocrinology/ diabetes, family medicine, gastroenterology, geriatric medicine, internal medicine, women's health, vascular and urology. It is also home to the Pacific Region's only multi-disciplinary burn treatment center. The hospital consistently brings new technologies and innovative medical practices to Hawai'i, such as minimally invasive cardiac surgery and total joint replacement.

WILCOX MEDICAL CENTER

Founded in 1938, Wilcox Medical Center is a not-for-profit hospital dedicated to providing the Kaua'i community with accessible, quality health care. Wilcox is the largest medical facility on Kaua'i with 72 beds, which includes 7 intensive care beds, 4 birthing suites, 20 same-day surgery beds and a 20-bed emergency department. It is a state-of-the-art acute care facility with a full suite of services including emergency, OB/GYN, pediatrics, cardiology, gastroenterology, orthopedics, neurology, internal medicine, family practice and urgent care.

KAUAI MEDICAL CLINIC

Kaua'i Medical Clinic began in 1966 as Kaua'i Medical Group, when Wilcox Medical Center built an outpatient clinic adjacent to the hospital. In 1996, the clinic changed its name to Kaua'i Medical Clinic and formally affiliated with Wilcox. Kaua'i Medical Clinic is the island's largest clinic and only multi-specialty medical group. More than 80 physicians and mid-level providers offer care in more than 20 medical specialties.

ABOUT HAWAII PACIFIC HEALTH MISSION

To create a healthier Hawai'i.

KEYS TO SUCCESS

Patient Experience

Population Health

Employee Wellbeing

Physician Engagement

Community Partnerships

Financial Stewardship

SERVICE STANDARDS

Hawai'i Pacific Health is committed to providing the best care possible to our patients. This includes high level of customer service. In order to maintain a culture of service excellence, our employees are expected to follow Service Standards:

- Treat each patient as if he or she is the most important person in our hospital.
- Treat everyone in a kind and professional manner with patience and consideration; rudeness is never acceptable.
- Take action when recognizing a patient's expectations have not been met.
- Do not say, "It's not my job." Find someone else to meet a request if unable to do so.
- Knock before entering a room. Offer to close doors/curtains when leaving.
- Always communicate using **AIDET**:
 - A:** Acknowledge patients and visitors with smile and greeting.
 - I:** Introduce yourself by giving your name, title and role (purpose for the encounter). Manage up and add your credentials and/or experience to help put the patient at ease.
 - D:** Duration- Manage the patient's expectations by informing them about the length of time a particular procedure or request will take. It's better to over-estimate than under-estimate. Anticipate and explain delays.
 - E:** Explanations- Make sure the patient is knowledgeable about and involved in their treatment. Ask if they have any questions, or "what can I explain further for you?" Use words others will understand by avoiding technical jargon, slang and acronyms.
 - T:** Thank patients for waiting, providing information, choosing your hospital, etc. Include "is there anything else I can do for you?"
- Sit down during conversations with a patient whenever possible.
- Inform patients about any noise, discomfort or delays they might experience.
- Actively listen without interrupting and without judgment.
- Notice if someone appears in need of assistance and offer help immediately.
- Walk guests to their destination when they need directions.
- Follow the "10 and 5 Rule"- When you are within ten feet of someone, make eye contact and warmly smile to acknowledge them. When approximately five feet from someone, give a sincere greeting or friendly gesture of acknowledgement.
- Be respectful of privacy in public areas (elevators, hallways, cafeteria, etc.)
- Do not discuss personal complaints or other issues with, or in the presence of, patients or visitors.
- Speak with an appropriate voice level, and be mindful of the noise level. Quiet creates a healing environment.
- Show courtesy on the telephone and convey a pleasant tone of voice.
- Be respectful of others' privacy by eliminating gossip. Other people can also hear this unprofessional talk.
- Act professionally with everyone—patients, families, colleagues, vendors, etc.
- Manage up by speaking positively about our organization, other departments, our services and staff.
- Ensure a safe and clean environment. When litter is observed, pick it up and dispose of it properly – Don't walk past it.
- Be a role model and strive to exceed the service excellence standards.

Employment

NEW HIRE ORIENTATION

All newly hired employees are required to attend the Corporate New Hire Orientation and Facility Orientation. These programs are intended to acquaint new employees with general information about Hawai'i Pacific Health, including policies, procedures, philosophy, benefits and expectations.

HERO

HERO is a web-based Human Resources information system that allows employees the opportunity to access their own employment and benefits information from a computer at home, at work, or from any other computer with internet connection anytime, anywhere. This is a secure system that protects all personal information from unauthorized access.

Through this system you are able to:

- Review and update personal employment information such as social security number, mailing address, contact phone, emergency contacts, etc.
- Review current benefits and make annual benefit elections.
- Review bi-weekly pay checks and annual W2.
- Review and update Federal/State payroll tax information.
- Request an employment verification.
- Request a replacement ID badge.
- Review and update license information that is related to your position.
- Retrieve and print various Human Resources documents and forms.

LICENSING/CERTIFICATION/REGISTRATION

If licensing, certification (including CPR) and/or professional registration are required for your position, you are responsible for presenting the appropriate document at the time of hire, keeping such status current, and notifying Human Resources and/or your department supervisor of your current status. The Company may take related job action, such as reclassification, demotion, suspension, or termination if you fail to maintain the active and unrestricted status of your licenses, certificates and/or professional registrations.

JOB DESCRIPTIONS

Each position has designated roles and responsibilities. Upon hire or transfer into a new position, you will be given a copy of your job description to ensure you understand the responsibilities and competencies of your position. Job descriptions are generally reviewed and updated periodically by each department as the essential responsibilities of your position may change.

PROBATIONARY PERIOD

The first 90 days of hire or transfer shall be considered a probationary period. This probationary period is one in which you can evaluate your work relationship and interest in the job, and also gives your supervisor the opportunity to determine your suitability for the position. At the end of the probationary period, your performance may be reviewed. If performance is steadily improving, but not yet at standard, your probationary period may be extended.

If you are in doubt about the responsibilities of your job or standards of performance, you are encouraged to seek clarification from your supervisor immediately. The probationary period must be completed before a transfer request can be considered.

Regardless of whether you successfully pass your probationary period, you are considered an at-will employee. This means that you or HPH may end the employment relationship at any time, with or without cause or reason.

For benefit eligible (regular full-time and regular part-time) employees, your length of service and applicable benefits are calculated from your date of hire once you have satisfactorily completed your probationary period. Employees in their probationary period are not covered by the corrective action procedures described in this handbook.

EMPLOYMENT STATUS

We have the following employment statuses:

- **Exempt Employee:** An employee who is compensated on a salaried basis and does not earn overtime wages. Exempt employees are paid on a salary basis and regularly receive a predetermined amount of compensation each pay period, which is not subject to reduction because of variations in the quality or quantity of work performed.
- **Non-Exempt Employee:** An employee who is compensated on an hourly basis and is eligible for overtime payments for all hours worked in excess of 40 hours per week.
- **Regular Full-Time Employee:** An employee who normally works a predetermined schedule of at least 36 hours per week.
- **Regular Part-Time Employee:** An employee who normally works a predetermined schedule of at least 20 hours per week, but less than 36 hours per week.
- **Per Diem Employee:** An employee who does not work a predetermined work schedule, and regularly works less than 20 hours per week.
- **Temporary Employee:** An employee who normally works a predetermined work schedule of at least 20 hours per week, and is hired for a limited period of time, usually not exceeding a period of 90 calendar days.

Note: This information is intended to define the normal hours of work, and should not be construed as a guarantee of work hours per day or per week.

ADVANCEMENT/TRANSFER

It is Hawai'i Pacific Health's preference to promote from within and to hire the best qualified candidate. However, we reserve the right to seek qualified applicants from outside HPH. All employees are required to complete their 90-day probationary period before they are eligible for advancement or transfer to another position. Employees are considered in accordance with job requirements as defined by the job description and the needs of the organization to maintain efficient operation. Selection is based on a broad number of business factors, including but not limited to, the needs of HPH, the employee's skill, competence, seniority, attendance record, experience, demonstrated efficiency and conduct on the job.

RESIGNATION

If you choose to leave the organization, you must notify your supervisor in writing of your intended last day of work and your reasons for your resignation. Employees are requested to give at least 21-days written notice of resignation. Management/supervisory employees and clinical professionals (i.e., RNs, Pharmacists, Respiratory Therapists, Rehab Therapists, etc.) are requested to give at least 28-days notice. Nurse Practitioners, Physician Assistants, and CRNAs are requested to provide at least 90-days written notice. This notice is necessary to allow time to fill the position with a minimum amount of disruption. If you fail to provide the requested notification, Paid Time Off (PTO) benefits may not be payable at the time of separation.

REDUCTION IN WORKFORCE

When a reduction-in-workforce becomes necessary, HPH's decisions are based on a number of business factors, including, but not limited to, position, performance, productivity, qualifications and individual abilities as judged by the facility. In cases where it is determined that these factors are essentially equal between you and one or more employees, length of service may also be considered in determining who will be retained.

EXIT SURVEY

Exit surveys provide departing employees with an opportunity to share their perception about their employment experience with HPH. These surveys also enable HPH to gain insights into ways in which we may continue to improve working conditions. Upon leaving Hawai'i Pacific Health, you will be asked to voluntarily participate in an exit survey.

EMPLOYMENT OF RELATIVES

We recognize that relatives of employees may be a valuable source of recruitment. However, restrictions have been established to help prevent problems related to potential conflicts of interest, favoritism, and employee morale. Employment of relatives may be prohibited in cases in which you would directly or indirectly supervise or be supervised by a relative; you would be employed to work in the same department as a relative; or a conflict of interest or the perception of a conflict of interest could occur by being employed in such areas as Administration, Finance, Materials Management, Purchasing, Security, Human Resources, Corporate Compliance and Legal. Relatives of all executives and other key members of management may not be employed by Hawai'i Pacific Health.

Current employees who become related to each other after they are hired (including situations where two employees marry or become civil union partners) must disclose the relationship to management. HPH will review the potential conflict of interest and may transfer, demote or take other job-related action if an employee would otherwise have supervisory authority over his/her relative.

For the purposes of this policy, relatives are defined as spouses, civil union partners, domestic partners, parents, stepparents, parents-in-law, brothers, sisters, stepbrothers, stepsisters, brothers-in-law, sisters-in-law, children, stepchildren, sons-in-law, daughters-in-law, grandparents, grandparents-in-law and legal guardians.

Professional Development and Continuing Education

HAWAI'I PACIFIC HEALTH LEARNING CENTER (HLC)

We are proud to provide employees with access to an efficient online training and development system called the HLC. It allows you to access your own personal training page and transcript and to complete required and elective courses online. Over 500 courses with free continuing education credits are available in the HLC catalog and are offered free of charge to all HPH employees.

All employees are required to complete their educational requirements, including safety training, compliance training and select clinical competencies, via the HLC by the due date listed in the HLC. Assigned HLC courses are expected to be completed within regularly scheduled work time. As with other types of training, time needed to meet training requirements beyond regularly scheduled work time requires prior approval from your supervisor.

Some programs may assess a no show fee for failure to cancel your registration at least 36 hours in advance of the program start time. Please refer to the course description for specific details.

REIMBURSEMENT FOR PROFESSIONAL DEVELOPMENT AND EDUCATION

Employees are encouraged to further develop and enhance their skills through a variety of different programs offered by Hawai'i Pacific Health and the community. HPH may provide eligible full-time and part-time employees some financial support for programs providing the course is:

- Job-related;
- Completed in a timely fashion with satisfactory or better results; and
- Approved in advance and in writing in accordance with our reimbursement policies and budget provisions.

For more information on reimbursable expenses please refer to the Tuition Reimbursement Program Policy and Professional Development Allowance Program Policy or your respective Bargaining Agreement.

General Guidelines

EQUAL EMPLOYMENT OPPORTUNITY AND HARASSMENT

Hawai'i Pacific Health is committed to equal employment opportunity and maintaining a harassment-free environment. In keeping with this commitment, the organization maintains a strict policy prohibiting discrimination and harassment on the basis of race, color, religion, national origin, ancestry, citizenship, sex (including gender identity or expression), age, disability, marital status, arrest and court record, military/veterans status, medical condition or pregnancy, sexual orientation, genetic information, domestic or sexual violence victim status, credit history, citizenship status, or any other characteristics protected by state or federal laws, regulations and/or executive orders.

Harassment undermines the dignity of the workplace and is a form of misconduct that is prohibited and will not be tolerated. Examples of prohibited harassment include verbal or physical conduct of a sexual nature (including requests for sexual favors), singling out an individual with selective verbal and physical abuse, and repeated inappropriate criticism (especially conducted publicly). Hawai'i Pacific Health strictly prohibits all employees from harassing another employee, job applicant, individual doing business with HPH (including patients and their family members), or any other visitor on company property. Managers and supervisors are further prohibited from knowingly allowing a subordinate to engage in harassment.

We put forth a good faith effort to provide a work environment free from harassment and to ensure that equal employment opportunity and non-discrimination exist in all of our programs and employment practices, including but not limited to, recruitment, hiring, placement, training, promotion, compensation, benefits, transfers, layoffs, recalls, leaves of absence, discipline and termination.

We also provide reasonable accommodation to qualified individuals with a disability, victims of domestic or sexual violence, for an individual's religious beliefs or practices, or as otherwise required by law. Please contact your supervisor or the Human Resources Department to request an accommodation.

Any questions regarding this policy should be directed to your supervisor or to Human Resources.

NO RETALIATION

Employees of Hawai'i Pacific Health can report their concerns without fear of retaliatory action from co-workers or supervisory management. We do not tolerate any form of retaliation against employees who avail themselves of this procedure, oppose prohibited discrimination, harassment or retaliation, or testify or assist in proceedings regarding prohibited discrimination, harassment or retaliation. However, we also do not tolerate the filing of maliciously false complaints. Employees who make maliciously false complaints under this policy may be subject to discipline, up to and including unpaid suspension and/or immediate termination.

REPORTING AND INVESTIGATING CONCERNS

If you believe that you have been subject to discrimination, harassment or retaliation, or have observed another individual being subjected to discrimination, harassment or retaliation, you are required to immediately report the incident(s) to your supervisor, Human Resources Department or the Compliance Hotline, regardless of your employment status within HPH.

It is Hawai'i Pacific Health's policy to conduct a thorough, prompt and impartial investigation and to take immediate and appropriate corrective action to end prohibited conduct and to prevent additional violations of our policy prohibiting discrimination, harassment and retaliation. To the extent possible, the investigation will be conducted in a confidential manner. This procedure shall not be interpreted to prevent, limit or delay the imposition of corrective action against any individual in circumstances where corrective action is deemed appropriate.

ALCOHOL-FREE AND DRUG-FREE WORKPLACE

HPH is committed to providing an alcohol-free and drug-free workplace to protect the safety, health and well-being of our employees, patients and other individuals in our workplace. Alcohol abuse and drug use are inconsistent with the behavior expected of employees. Such behavior subjects patients and employees to unacceptable safety risks, and undermines the ability to operate effectively and efficiently. Employees are prohibited from possessing, selling, negotiating for sale of, distributing or, in the course of employment, consuming or being under the influence of illegal drugs or alcoholic beverages whenever anyone is representing or conducting business on behalf of HPH. This policy applies during all working hours and at all times while on company property or job sites.

To support our employees, we encourage employees to seek help if they are concerned that they or their family members may have a drug or alcohol problem. Treatment for alcoholism and/or other drug use disorders may be covered in part by our employee benefit plans. The Employee Assistance Program is also a benefit available to employees. Employees should contact the Human Resource Department for further information.

FITNESS-FOR-DUTY

It is Hawai'i Pacific Health's intent to ensure safe treatment of our patients and to provide a safe workplace for all employees. It is the duty and responsibility of all employees to be mentally and physically fit at all times while at work and thereby able to perform their duties as described in their job descriptions. If an employee is on medically prescribed medication that may affect their fitness-for-duty, it is the employee's responsibility to advise his/her supervisor of this fact before he/she reports to work. The fitness-for-duty procedure is implemented when an employee self-identifies or is perceived by management to be unfit for work based on factors that may include, among others, notable psychological distress or possible alcohol/drug intoxication, or appears to be unable to perform the essential functions of the job.

WORK SCHEDULE

Due to the nature of our business, many departments operate 24 hours a day, seven days a week. The hours of work will vary according to your department and the type of work you perform. Your supervisor will determine your work schedule, and will communicate it to you in advance, when possible. However, you may be required to work extra hours in a shift or even need to change your hours or shift from time to time to meet the needs of your department.

ATTENDANCE

Your value to the organization is influenced largely by your attendance at work. You are expected to report and be ready to work at the start of your scheduled shift and work your entire shift. It is your responsibility to notify your supervisor as soon as possible if you are going to be late or absent. For day shifts, you are required to give your supervisor or designee at least two hours' notice prior to your scheduled shift. For evening or night shifts, you are required to give your supervisor at least three hours' notice prior to your scheduled shift. If you are ill or have an emergency, you should notify your supervisor as soon as possible on each day of absence unless your department policy mandates otherwise.

Unscheduled absences and tardiness lead to an increased workload for the remaining staff, cause disruptions in work schedules and assignments, reduce flexibility in scheduling work, increase costs and decrease quality of patient care. For these reasons, regular attendance is an essential function of your job. An attendance review by your supervisor may be prompted by improper or excessive absences or by a pattern of absences. Generally, two occurrences of absence within one month or two occurrences of tardiness within 14 consecutive days are considered excessive. Improper or excessive absence or abuse may result in corrective action or denial of request for time off. Failure to meet regular attendance requirements may result in discipline up to and including termination of employment and impact your eligibility for transfer, ability to change regularly scheduled hours, and eligibility for promotions.

Failure to report to work and properly notify your supervisor on two consecutive scheduled work shifts will be considered a voluntary resignation of employment. Scheduled absences and approved leaves of absence such as scheduled annual vacation or state and federally mandated leaves are not considered occurrences.

Please refer to the Human Resources policies for more information.

APPEARANCE

You represent Hawai'i Pacific Health both in appearance and by your actions. Your appearance creates a professional image for the organization. It is important that you dress conservatively, in good taste, and appropriate to the requirements of your position, with attention to customer interactions, safety and professional image. If management feels your appearance is inappropriate for work, you may be sent home and may be directed to return to work in proper attire. You will not be compensated for the time away from work.

IDENTIFICATION

All employees are issued an identification badge, which they are required to wear while on duty. An identification badge provides positive identification and security. It should be worn above the waist so that it is plainly visible to our patients and visitors. Identification badges should not be defaced with pins, stickers or other items. If you lose or damage your badge or should the personal information on your badge change, please request a new badge through HERO. In the event of termination, you will be required to return your badge.

PERSONNEL RECORD: REPORTING PERSONAL STATUS CHANGES

The Human Resources Department maintains a confidential personnel file for each current employee. Employees wishing to review the information in their personnel file should contact the Human Resources Department.

It is your responsibility to report all personal status changes to the Human Resources Department through HERO when they occur so that they may be recorded in your personnel file. These include changes in name, address and telephone number, number of exemptions claimed, beneficiary designations, names and dates of birth for eligible dependents covered by the HPH's insurance programs, marital or civil union status, and emergency contacts. For all name changes, please submit an updated Social Security Card which reflects your new legal name.

SOLICITATION AND DISTRIBUTION

In order to prevent disruptions in the operation of the facility, interference with patient care and inconvenience to our patients and their visitors, solicitation of patients, employees and visitors for personal gain/profit is prohibited at any time on Hawai'i Pacific Health premises, except in circumstances specifically approved by management.

WORKPLACE SEARCHES AND SURVEILLANCE

Computers, work areas, desks, file cabinets, lockers, storage devices and vehicles may be provided by Hawai'i Pacific Health for your convenience, but remain the sole property of Hawai'i Pacific Health. In order to safeguard the property of employees, patients, visitors and HPH, designated personnel are authorized to inspect all areas of the premises, and all items and persons on the premises at any time, with or without prior notice. This includes personal and company property, including but not limited to, desks, lockers, and all company- provided electronics and storage devices, vehicles, packages, bags, pocketbooks, backpacks, handbags, lunch boxes, or removable clothing, being carried from and/or onto the premises (including parking areas). Any employee who wishes to avoid inspection of any personal item should not bring such item onto company premises. Any employee who refuses a search is subject to disciplinary action, up to and including termination.

SOCIAL MEDIA

We understand that the use of social media poses unique challenges with respect to workforce management, security of information systems and confidentiality. Employees who post on the internet must not violate any policies contained in this handbook, including our policies on disclosure of confidential business information, discrimination and harassment, workplace violence, no solicitation and conflicts of interest and ethical violations.

Employees are prohibited from using social media in a manner that may reasonably be perceived to be on behalf of Hawai'i Pacific Health, unless expressly authorized by a supervisor and the Director of Marketing. Unauthorized access or use of social media will subject the employee to disciplinary action as set forth in the Corrective Action examples of social media include, but are not limited to, Facebook, Myspace, Friendster, Flickr, Instagram, YouTube, Twitter, blogs and chat rooms.

You may refer to the Social Media Policy and Guidelines policy for more detailed information.

WORKPLACE VIOLENCE PREVENTION

We are committed to providing a safe environment for employees, patients and the public, and will not tolerate verbal or physical harassment, intimidation, violence or threats of violence within our workplace. If you believe that you have been subjected to intimidation, harassment or threats of violence made by a co-worker, patient, vendor or any third party, you are required to report the conduct as soon as possible to your supervisor, the Human Resources Department or Security.

Should any incident of any kind occur, Hawai'i Pacific Health is committed to prompt investigation, appropriate protections and no retaliation for reporting about management, coworkers or others. It is the responsibility of each employee to report threatening statements or actions immediately. Any employee who is found to have engaged in conduct in violation of this policy will be subject to discipline, up to and including termination of employment. HPH also prohibits retaliation against any employee making a good faith complaint under this policy or against any employee who participates in the investigation of such a complaint.

If you are personally threatened and in immediate danger, contact your Supervisor, Human Resources, and Security.

Compensation

SALARY ADMINISTRATION

We recognize the future growth and success of the organization depend on the dedication and high quality work of our employees. It is our goal to ensure our employees are compensated fairly, equitably and competitively. In order to provide a fair, consistent and competitive method for administering salaries for non-bargaining employees, HPH regularly reviews local, regional and national compensation surveys on a regular basis to help determine pay practices and compensation levels.

TIME RECORDS/PAYDAYS/PAYCHECKS

Your time record is the basis by which your pay is computed. It is your responsibility to record time worked accurately and timely. Employees should check their time record through the time and attendance system on a regular basis. If there is an error, please contact your supervisor or timekeeper. Hawai'i Pacific Health reserves the right to correct payroll errors that are the result of an employee's failure to record their time correctly in the next regularly scheduled bi-weekly paycheck. Altering, falsifying or tampering with time records; working off the clock, recording time on another employee's time record, and/or asking another employee to record time on your time record is prohibited and may result in disciplinary action, up to and including termination.

Employees are paid bi-weekly. Direct deposit of paychecks into your financial institution is highly encouraged. Hawai'i Pacific Health makes deductions from your paychecks that are required by law or court order, in addition to those deductions that are authorized by you in writing. Mandatory deductions include: Federal and State Income Tax, Social Security Tax, Medicare, and court-ordered garnishments. Employees are responsible for reviewing their paycheck. If there is an error, please contact your supervisor or timekeeper.

OVERTIME

If you are a non-exempt employee, overtime is paid in accordance with federal guidelines for all hours worked in excess of 40 hours in a work week (defined below). For select clinical and operational units/positions, employees will be paid overtime for hours worked in excess of the employee's scheduled shift. All overtime must be authorized in advance by your supervisor. Employees performing unapproved overtime will be paid for the overtime but may be subject to disciplinary action, up to and including termination of employment, for failing to obtain prior authorization. There shall be no duplication of overtime or premium pay for the same hours worked, and to the extent that hours are compensated for at overtime or premium rate, they shall not be counted as hours worked in determining overtime or premium payments.

WORK WEEK

For the purposes of calculating overtime, Hawai'i Pacific Health's standard work week begins at 12:01 a.m. on Sunday and ends at midnight on Saturday.

ON-CALL/STANDBY

Due to patient care or business operational needs you may be placed on an on-call status for a limited time period. If you are designated on-call or standby, you are expected to be available to be called in, and expected to respond as immediately as possible or according to your departmental policy. Pre-determined on-call hours which have been approved by management are compensated at a predetermined amount. Verify with your supervisor or the Human Resources Department for specifics related to the on-call/standby practice.

SHIFT DIFFERENTIAL

Shift differential is paid to employees who work an evening or night shift. Consult with your supervisor or the Human Resources Department for specific information.

MEAL PERIODS AND REST PERIODS

Non-exempt employees are generally afforded two paid 15 minute rest periods with pay and a 30-minute uninterrupted meal period without pay for each 8-hour shift worked. Meal periods should be taken within 6-1/2 hours after the start of the shift. Rest periods should be taken during each 4 hours of work, as workload permits.

Generally, breaks should not be scheduled at the beginning or end of the shift or with your meal period. All meal and rest periods are subject to patient care and business operational needs.

LACTATION BREAK

Female employees who breastfeed their child ("nursing mothers") will be provided with reasonable break periods to express milk, for a period of up to one year after the birth of their child. Employees who need to express milk during work should notify their supervisor of their need to take lactation breaks.

PAY TRANSPARENCY NONDISCRIMINATION PROVISION

Hawai'i Pacific Health will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

Benefits

It is the philosophy of Hawai'i Pacific Health to provide employees with a competitive level of benefits to help protect against unforeseen or extraordinary loss and to assist in saving for retirement. Various benefit plans have been established to accomplish these goals.

The following is a summary of benefits you may receive as an eligible Hawai'i Pacific Health employee. The summaries do not provide detailed, technical or exhaustive explanations of the benefits available, and are not intended to be a contract. For specific details, you may refer to the Summary Plan Description (SPD). In cases of a conflict between the explanations of benefits in this handbook, and the applicable SPD, the terms of the SPD shall prevail. For copies of SPDs and for more information concerning premiums and benefits, please contact the Human Resources/Benefits Department.

At any time, with or without notice, HPH may add new employee benefits; modify or discontinue current benefits; and increase, decrease or eliminate company or employee contributions to a benefit plan. HPH has the right to interpret its benefit plans and its interpretation shall be final.

MEDICAL/DENTAL/PRESCRIPTION/VISION PROGRAMS

Regular and temporary full-time and part-time employees are eligible for medical insurance, including vision care and prescription drug coverage, as well as dental insurance. Eligible employees have the option to enroll themselves and their qualified family members into these programs. All employees are encouraged to protect themselves and their families against the unexpected expenses of illness or accident. Any premium co-payments will be deducted pre-tax from your paychecks on the second paycheck of each month.

Dual coverage under two HPH medical programs or two HPH dental programs will not be provided. Employees may not be covered under the plans as a subscriber and dependent and children may not be covered under both parents' HPH plans.

Per diem employees who have worked 20 or more hours per week for four consecutive weeks are eligible for single medical coverage, including vision care and prescription drug coverage. Employees will be notified as to what plan they are eligible for and when coverage will begin. Continued coverage is dependent upon working at least 20 or more hours per week.

Per diem employees who have worked 1560 or more hours during the annual lookback period under the Affordable Care Act are eligible for medical coverage including vision care and prescription drug coverage with the option to cover dependents. Employees will be notified of their eligibility. Continued coverage is dependent upon eligible hours worked during a lookback period.

Employees who are covered by the medical plan and are unable to work due to an illness or injury will have their medical coverage continued for up to three months following the month in which the employee became disabled. Employees must continue to pay their share of the premium co-payments during this period to maintain their coverage.

Changes in benefit elections are typically allowed only during the annual Open Enrollment period. However, mid-year changes in benefit elections may be available based upon IRS regulations. For a complete listing of qualifying events, please see the Summary Plan Description in HERO. Mid-year changes must be reported to Human Resources/Benefits Department through HERO within 30 days following the date of the qualifying event.

Consolidated Omnibus Budget Reconciliation Act (COBRA) coverage will be offered to all eligible participants upon loss of coverage. Common reasons are due to job loss, reduced hours, divorce or death.

LIFE INSURANCE PLAN

Hawai'i Pacific Health provides regular and temporary full-time and regular part-time employees with company-paid group term life insurance and an equivalent amount of accidental death and dismemberment (AD&D) insurance. Supplemental coverage may be available at your expense.

TEMPORARY DISABILITY

Hawai'i Pacific Health provides Temporary Disability Insurance (TDI) benefits to all of our employees. TDI benefits are available to eligible employees who are unable to work because of a non-work related injury or illness. This benefit provides up to 58% of your average weekly earnings, up to a maximum set by the State. Generally, TDI payments will commence after the use of 24 Paid Time-Off (PTO) hours and the exhaustion of all Extended Sick Leave (ESL) hours, or after the completion of seven calendar days of disability from work, whichever occurs later. Use of PTO hours is not required if an employee is hospitalized or undergoes outpatient surgery. Employees shall complete the appropriate paperwork prior to or immediately upon onset of the disability. Forms are located on HERO.

LONG-TERM DISABILITY

Hawai'i Pacific Health provides eligible regular and temporary full-time and part-time employees with basic Long-Term Disability (LTD) Insurance at no cost. If you are disabled and meet the waiting period, this benefit provides you with up to 60 percent of your base monthly salary. If your salary is above the maximum base level, you can take advantage of low group rates to increase your LTD coverage.

RETIREMENT SAVINGS PLAN

Hawai'i Pacific Health offers a retirement savings plan. After meeting certain requirements, you may be eligible to participate in the plan, which provides for an employer match and fixed contribution. More information can be found in HERO. For further details contact the Human Resources Department.

UNEMPLOYMENT INSURANCE

Hawai'i Pacific Health participates in the Unemployment Compensation Program as mandated by the State. Eligibility is determined by the State, but is typically provided if employees should lose their jobs due to no fault of their own, provided that they are actively searching and available for work.

FLEXIBLE SPENDING PLAN

Hawai'i Pacific Health offers a Flexible Spending Plan which allows employees to set aside portions of their salary on a pre-tax basis to pay for out-of-pocket health care or dependent-care expenses.

PAID TIME OFF (PTO) AND EXTENDED SICK LEAVE (ESL)

Paid Time Off (PTO) is a program that enables you to exercise greater flexibility in scheduling time off. PTO is used for vacation, short illnesses not exceeding 24 consecutive work hours, holidays, care of sick family members, and for other personal reasons. Extended Sick Leave (ESL) is a compensation continuance program available in the event that your own illness or injury extends beyond 24 consecutive work hours. If your illness or injury results in immediate inpatient hospitalization or outpatient surgery, ESL may be used on the first day of absence.

Full-time and part-time employees will accrue PTO and ESL each pay period. Full-time employees are required to use a minimum of 120 PTO hours per year. Part-time employees accrue hours on a pro-rated basis based on their hours worked each pay period. You will be able to utilize your balances the first pay period after you have completed your 90 day probationary period. PTO must be taken in 1-hour increments. Requests for time off must be submitted in advance, and all time off is subject to supervisor approval. HPH will make an effort to grant your PTO dates as requested. However, approval of PTO requests is subject to the workload of your department and staffing needs.

Refer to the Time-Off Program Policy for accrual rates and balance maximums.

Hawai'i Pacific Health will pay you for any credited, but unused, PTO hours at the time of your separation from employment provided you have passed the 90 days probationary period, Hawai'i Pacific Health has received the minimum requested notice of your resignation and you are terminated for reasons other than misconduct or failure to abide by Hawai'i Pacific Health rules, regulations and standards of conduct.

Management and physicians are covered under a flextime program.

HOLIDAYS

Many of our patient care units operate around the clock; therefore, it is impossible for all employees to take time off on holidays. Employees who are required to work on a holiday may be eligible to receive holiday premium pay (time and a half premium pay). Refer to the Time-Off Program Policy for observed holidays.

LEAVE OF ABSENCE

A leave of absence is an authorized absence from work, with or without pay for personal, medical, educational or military reasons. All requests for leave should be made in writing to your supervisor with advance notice, except as permitted by law. In case of emergency, requests should be made to your supervisor as soon as possible. Your benefits may be affected by your leave of absence.

FAMILY AND MEDICAL LEAVE ACT (FMLA)/HAWAI'I FAMILY LEAVE (HFL)

Generally, FMLA allows employees to take time off for up to 12 weeks in a 12-month period for the birth, adoption or foster placement of a child, to care for a family member with a serious health condition, a qualifying military exigency situation, if the employee has a serious health condition, or to care for a serious injury or illness of a covered service member (in which case up to 26 weeks of time off in a 12-month period may be available). Under Federal law and HPH policy, "eligible employees" are those who have been employed at least 12 months and who have worked 1,040 eligible hours in the 12-month period prior to the start of leave.

Under HFL, employees who have been employed for at least six months may take up to four weeks of leave in a 12-month period for the birth or adoption of a child or to care for certain family members who have a serious health condition. Leaves taken for any reason which qualify for both FMLA and HFL will run concurrently and will be counted against both the 4-week HFL leave maximum and the 12-week FMLA leave maximum.

For additional information on FMLA and HFL rights and responsibilities, please see your Human Resources/Benefits Department, view the Leaves of Absence Policy in the Policy and Procedures area on the HPH intranet, and/or review your collective bargaining agreement, if applicable.

MEDICAL LEAVE OF ABSENCE

Absence due to non-work related injury and illness, including pregnancy, is considered medical leave, and may be covered under FMLA. Appropriate paperwork must be completed for the leave to be approved. Periodic physician statements may be required depending upon the length of the leave. In order to return to work, a physician release is required. If there are work restrictions, we will do our best to accommodate the restrictions without posing unreasonable hardship on the organization. It is your responsibility to inform your supervisor and the Human Resources Department of the status of your leave so appropriate work schedules can be maintained.

PERSONAL LEAVE OF ABSENCE

A personal leave will be granted at supervisory discretion based upon your department's operational needs, except as mandated under state and federal laws. Maximum leave will not exceed six months. Failure to return to work on the approved return date will be considered a voluntary resignation, unless a request for extension has been submitted and approved. Should the appropriate forms not be completed, your leave will not be considered approved, and you may be deemed as having voluntarily resigned.

EDUCATIONAL LEAVE

An educational leave will be granted at supervisory discretion based upon your department's operational needs. In most circumstance, the maximum leave granted will not exceed 12 months. Employees may request an extension of another 12 months for a baccalaureate or master's program. Failure to return to work on the approved return date will be considered a voluntary resignation unless a request for extension has been submitted and approved. Should the appropriate forms not be completed, your leave will not be considered approved, and you may be deemed as having voluntarily resigned.

MILITARY LEAVE OF ABSENCE

A leave will be classified as military leave for the time taken off for uniformed services (Army, Navy, Marines, Air Force, Army or Air National Guard, the reserves, the commissioned corps of the Public Health Service, or any other uniformed services designated by the President in time of war or emergency) as required by the Uniformed Services Employment and Reemployment Rights Act (USERRA). You are required to provide your supervisor with written or oral notice in advance, unless it is impossible or unreasonable to do so. USERRA provides for a maximum cumulative protection of five years, provided that service is not performed because of national emergency or war. The leave may not exceed the actual period of time spent in military training, reasonable travel time, and time required under USERRA restoration rights. It is your responsibility to work with your supervisor and the Human Resources Department so that appropriate work schedules and reinstatement of your benefits can be processed. You must also have been released from service under "honorable conditions."

VICTIMS LEAVE

As provided in the Hawai'i Victims Leave Act ("HVLA" or "the Act"), employees with six consecutive months of service may take up to 30 days of unpaid victims leave per calendar year, if the employee or the employee's minor child is a victim of domestic or sexual violence (i.e. domestic abuse, sexual assault, or stalking). For purposes of this policy, "child" means an individual who is a biological, adopted, foster child, stepchild or a legal ward of an employee.

If you have any questions or concerns regarding victims leave, please contact your supervisor or the Human Resources Department.

JURY DUTY

Recognizing that all employees have a civic duty when called to serve on a jury, we will pay any regular full-time or regular part-time employee the straight time pay that he/she would have earned if he/she had worked. Please notify your supervisor as soon as court notification is received to maintain essential services. In cases where temporary personnel are necessary but unavailable, your supervisor may request that you be excused from duty. If you are released early from the day for jury duty, you are expected to call your supervisor to determine whether you are needed at work.

BEREAVEMENT

Hawai'i Pacific Health recognizes the need for employees to meet their personal obligations when they are unable to continue working because of death in the immediate family. Full-time and part-time employees may request up to four days leave with pay based on scheduled hours for bereavement. Immediate family is defined as father or stepfather, mother or stepmother, spouse, civil union partner, child or stepchild, brother or stepbrother, sister or stepsister, mother-in-law or father-in-law, grandparent or grandchild. Bereavement leave must be used within 30 days of death of an immediate family member. Exceptions to the 30-day requirement may be granted by the employee's supervisor.

Health, Safety and Security

Your work is part of the cooperative effort required to provide the best care and service to our customers: patients, physicians, community, visitors and each other. To accomplish this goal and to safeguard you as an employee, policies and procedures relating to your daily routine and other facility activities have been developed. They are important for your safety, security and peace of mind.

EMPLOYEE HEALTH REQUIREMENT AND SERVICES

Patient care depends on each of us being at work and ready to do our job safely. Hawai'i Pacific Health seeks to maintain a healthy workforce. The organization arranges for all employees to have a health assessment/drug screening after an offer of employment has been made. A similar examination at company expense may be required periodically to ensure ability to return to work, to determine your ability to perform the essential job duties required of your position in a safe manner, and to ensure that you are free of active communicable disease.

Medical information received by HPH will be kept confidential and maintained in separate files from your personnel file.

WORKERS' COMPENSATION

Workers' compensation provides medical care, wage loss replacement and disability benefits for work-related illness or injury. The Workers' Compensation Department is responsible for coordinating benefits and making necessary pay adjustments, in compliance with the State Workers' Compensation Law. If you are deemed unable to work by an authorized medical provider, you will be eligible for up to sixty six and two thirds percent of your normal base pay to a maximum set by the State after a 3-day waiting period. Per Hawai'i Pacific Health's policy, earned PTO hours must be used for the 3-day waiting period. Earned PTO/ESL hours may also be used to supplement the difference between workers' compensation benefits and your weekly wage. Please notify the Workers' Compensation Department in writing if you would like to supplement your workers' compensation benefits with your PTO/ESL hours. If disabled from work, you are required to furnish written certification verifying your disability and then a subsequent release from your authorized medical provider before returning to work.

Leaves of absence for workers' compensation purposes may be designated as FMLA, if applicable.

All injuries, regardless of their extent, must be reported to the supervisor and the work injury line as soon as possible after the occurrence. By reporting, you may help to alleviate an unsafe working condition and prevent future injuries or illnesses.

EMPLOYEE ASSISTANCE PROGRAM

We provide an Employee Assistance Program (EAP) designed as a confidential counseling and referral service to help employees and their immediate family members find assistance with personal problems which may affect their job performance. EAP also provides information, referral and networking for other varied concerns such as elder and child care, and legal and financial services. All employees are eligible. Information shared with EAP staff is held strictly confidential except when there is concern for the safety of the employee and others.

FIRE, DISASTER, EMERGENCY AND SAFETY PLAN: EMPLOYEE RESPONSIBILITY AND INCIDENT REPORTING

Safety is everybody's job. Your help is needed to create a safe environment for patients, employees and others. You have the responsibility to conduct yourself in a safe and efficient manner at all times, and to comply with safety rules and regulations. Copies of the fire, disaster and emergency and safety regulations are available in each work area. It is your responsibility to become familiar with these procedures.

If you are involved in or witness an accident or incident that may cause injury, damage or loss, you must report it immediately to your supervisor. Every accident, however slight and whether injury is involved, must be reported to your supervisor so it may be investigated to prevent future injury, damage or loss. We also have an obligation to prevent and eliminate conditions that are potentially hazardous. If you notice an unsafe condition, or become suspicious about the actions of non-employees or facility personnel, report this to your supervisor.

SMOKING POLICY

Smoking (including e-cigarettes) is prohibited within all Hawai'i Pacific Health facilities, any partially enclosed areas and within 20 feet of any entrance, exit, window that can be opened, or ventilation intake for any building. We have identified designated areas which are marked as smoking areas, and smokers may only smoke in those marked areas.

Employee Relations and Development

MANAGEMENT RIGHTS

Hawai'i Pacific Health management has the responsibility to support its mission, vision and values, and accomplish its goals and obligations. We reserve for its management all the normal and customary rights of management, such as the right to hire, lay off, promote, demote, transfer, terminate, maintain discipline, require observance of our policies and regulations, and maintain efficiency of employees in all instances in which it believes such action is necessary or desirable after careful review of the matter. These rights are not limited or waived by any provisions in this handbook or any other statements or documents. We have the exclusive duty and right to manage our business, direct our employees, determine the location of activities and select the manner, method and means of production.

EMPLOYEE CONDUCT

Hawai'i Pacific Health expects all employees to maintain high standards of conduct and job performance to ensure the well-being of our patients and to protect the rights of fellow employees and visitors alike. Your actions affect the opinions that patients, visitors and fellow employees have about you and the organization. Conformance to organizational policies and practices is expected of you while on duty, and also while off duty when that conduct affects the organization. It is our expectation that employees will use their personal social media (e.g., networking websites, video, blogging, etc.) in good taste and in a manner consistent with our policies and procedures.

CONFLICT WITH VALUES AS THEY RELATE TO PATIENT CARE

Employees have the right to request not to participate in an aspect of patient care or treatment of a patient when there is a conflict with the employee's cultural values, ethics or religious beliefs. It is your responsibility to notify your supervisor in writing of such a conflict. There should not be a disruption in the continuum or in the quality of the patient's care. Cultural values cannot be cited as a basis for withholding care from patients based on any unlawful discriminatory grounds.

PERFORMANCE EVALUATION

Effective performance management requires open communication between you and your supervisor with respect to your performance on the job. While this should be done regularly and as often as needed, a formal performance evaluation is generally done annually as an important tool for measuring your level of performance. This will enable you and your supervisor to discuss your performance in terms of specific strengths and/or shortcomings when compared with your responsibilities and competencies as stated in your job description.

As part of the evaluation process, your job description may be reviewed and revised according to changes in your responsibilities. It is also an opportunity for you and your supervisor to establish goals for improving performance and job satisfaction. It will be acknowledged by you and your supervisor, and used to assess your performance during your next evaluation. A copy of this evaluation will be maintained in Human Resources.

FAIR TREATMENT AND ARBITRATION

If you have a work-related complaint, you should attempt to resolve it by discussing it promptly with your immediate supervisor. If you are not satisfied with the outcome of that discussion, you may submit your complaint in writing to the Human Resources Department by following the Fair Treatment and Arbitration Process. The Fair Treatment and Arbitration Process is intended to assure fair treatment for all employees and to resolve work-related complaints without the delay, cost, inconvenience and publicity of lawsuits in court. The procedure includes a good faith attempt to resolve complaints internally through informal discussion. For unresolved disputes involving either a suspension or discharge, an appeal for a hearing before an impartial arbitrator may be requested.

This procedure requires specific actions to be performed by specific individuals within a designated time frame. For guidelines, please refer to Human Resources policies. In any event, an appeal to arbitration must be filed with the Human Resources Department within the applicable state or federal statute of limitation for filing a lawsuit in court.

This procedure applies to all exempt and non-exempt employees except bargaining unit members, who are subject to a similar procedure under their applicable collective bargaining agreements.

CORRECTIVE ACTION

We value your contribution and will strive to treat you with the respect and integrity that you have a right to expect. Conversely, you are expected to conduct yourself in a way that reflects integrity, brings credit to Hawai'i Pacific Health, and meets our obligation to those who look to us for quality care. In the event that there is a need for correction of performance or behavior, and you are beyond the probationary period, you will be counseled and generally given the opportunity to improve through a corrective action process.

The corrective action process generally incorporates a documented oral warning, followed by a written warning, a suspension(s) with or without a final warning and, finally, termination. For serious infractions, immediate corrective action up to and including suspension or termination may be taken. In this instance, your supervisor may place you on administrative leave without pay pending an investigation. If the investigation supports suspension or termination, such action will be taken. If suspension or termination is not warranted, you will be reinstated to your position and paid for the time off while the investigation took place.

HOUSE RULES

The following list of House Rules provides examples of conduct requirements and is not intended to be a complete and exhaustive list that is prohibited or required in the workplace. Conduct which may not be listed as prohibited in this handbook may fully justify discipline or discharge in certain cases, and may impact your eligibility for transfer, changes in regularly scheduled hours, promotions and employment status may also be affected.

1. Failure or refusal to comply with company or department policies, procedures or protocols.
2. Pilferage, carelessness or disorderly conduct on the job that causes disruption, jeopardizes safety in the workplace, or results in loss, damage, waste or destruction of the property of the company, patients, employees or others.
3. Absence from work without giving adequate notice (unless the giving of notice is not possible), unauthorized absence from work, excessive absenteeism or tardiness in reporting to work or returning to duty following rest and meal periods; abuse of sick time privileges and benefits.

4. Failure to cooperate or giving false testimony in the investigation of accidents, employee misconduct, compliance issues or grievances conducted on behalf of the company.
5. Failure to report loss, damage, breakage or destruction of company property or property of patients, employees or others.
6. Failure to immediately report or giving false information to a supervisor regarding any job-related injury, illness or accident, unsafe, hazardous or unsanitary conditions or incidents of disease which jeopardize or cause injury to patients, employees or others; failure to observe established safety rules.
7. Gambling or promotion of gambling during work hours or on Hawai'i Pacific Health premises.
8. Soliciting of patients, visitors or employees without company authorization, including pressure to borrow money or obtain contributions; posting, distributing or removing notices or other material on property without proper authorization.
9. Acceptance and/or solicitation of tips or gratuities except modest noncash gratuities such as candy or flowers.
10. Using or operating company properties for personal use such as supplies, facilities and equipment, including personal electronic devices (PEDs), telephones and computers, and/or removal of property from the company premises without authorization of the supervisor or if use of PEDs is in conflict with company established policy.
11. Failure to wear identification badge in clear view at all times.
12. Smoking anywhere other than designated smoking areas.
13. Inadequate or poor work performance.
14. Insubordination which may include but is not limited to:
 - a. Refusal to follow a direct order or perform assigned work.
 - b. Slowdown of work or neglect of duty.
 - c. Restriction of or interference with other employees in the performance of their jobs.
15. Theft of any kind, regardless of value; unauthorized possession of property belonging to the company, patients, employees or others; unauthorized possession of keys.
16. Unauthorized distribution, possession or use on the job of drugs including alcoholic beverages; reporting for duty under the influence of drugs or alcoholic beverages, or with the smell of alcohol on the breath.
17. Access, release, use or sale of confidential information outside of the scope of the employee's responsibilities; this includes but is not limited to violations of patient privacy, confidential proprietary information or confidential personnel information on another employee.
18. Physical violence, threats, abusive or vulgar language; intimidation or coercion directed at patients, employees or others, or harassment and/or discrimination.

19. Unauthorized possession of firearms, explosives, knives or other lethal or incapacitating weapons on company premises.
20. Abuse of property of facility, company, patients, employees or others.
21. Altering employee time records without supervisory approval; altering or falsifying any record or documenting time for another employee.
22. Illegal or inappropriate conduct on company property; conducting oneself in a manner that could bring his/her department and/or company into disrepute; conducting or misrepresenting oneself in a manner that could have a detrimental effect on the health, safety or property of patients, visitors, the public, employees, supervisors or the company; misrepresenting oneself in relation to Hawai'i Pacific Health.
23. Incompetence or inefficiency where a patient, visitor or an employee's safety or welfare is jeopardized, including abandonment of a work area or a patient.
24. Failure or refusal to comply with any Standard of Conduct, state, federal, regulatory agency rules, regulations and statutes.
25. Knowingly committing or failing to report a fraudulent act.
26. Sleeping or giving the appearance of sleeping on company premises.
27. Failure to report to work cleanly and properly dressed or otherwise failing to maintain good personal appearance and hygiene; failure to adhere to the company policy regarding standards of appearance.
28. Working during unauthorized, unscheduled periods; working off the clock; loitering in working areas before or after working hours without authorization.
29. Falsifying personnel, medical or other records; omitting pertinent facts or giving false testimony or statements.
30. Holding unauthorized meetings on company premises.
31. Parking on the company property when and/or where prohibited.
32. Retaliation against an employee or individual who has reported a complaint or participated in an investigation conducted on behalf of the company.
33. Failure or unwillingness to work in harmony with others.
34. Bringing minors into the work area during work shift.