

OFFICIAL PAPER CUTS Inc. COVID-19 POSITION STATEMENT

Update March 17, 2020

While it is the hope of *PAPER CUTS* that the COVID-19 pandemic is short-lived, we wish all of our clients, good health during this time. And to ensure maximum transparency and clarity in reassurances provided by our company, *PAPER CUTS* is issuing a complete detailed communication regarding its interim policies and actions related to the impact of COVID-19 outbreak on our clients and employees.

Because the situation is evolving, *PAPER CUTS* will update this position statement as needed.

Interactions with Clients

Security: The security and integrity of the information clients rely on us to protect and manage will continue to be a top priority. The usual high standard of care *PAPER CUTS* provides in that regard will remain unchanged.

Flexibility: At this time, unless instructed or arranged otherwise at the client's discretion, we will continue to provide service as scheduled. To modify service, please contact *PAPER CUTS* Customer Service at **800-939-0390** or **customer_service@papercuts24-7.com**.

PAPER CUTS will make every reasonable effort to amend that schedule if requested to meet clients' needs. Should the client wish to curtail or reduce service during the outbreak, there will be no attempt to enforce contractual requirements. Service frequency or methodology may be modified at any point.

Employee/Client Interactions: Should service continue in any form, we have implemented explicit policies, instruction, and training to minimize the need for interaction among clients' employees and others, including our employees adhering to the following:

- Not reporting for work should they feel any symptoms, including but not limited to fever, difficulty breathing, headaches, or muscle aches.
- Declaring their fitness for duty each day upon arrival at work, which is also subject to supervisor evaluation
- Frequent sanitizing of hands and, where possible, wearing sanitized gloves and face masks
- Washing of any, and all equipment that is used to service clients
- Maintaining a safe distance between customers' employees and eliminating or minimizing the need to exchange paperwork or writing instruments during service
- If refused entry due to a client policy or concern, stand down
- Maintaining all existing policies related to data security, including authorized access to records and media already transferred to employees' custody

PAPER CUTS will continue to do its best to promptly address all inquiries and instructions. If, due to staffing limitations, we cannot respond immediately, we will do so as soon as possible. We thank our clients in advance for patience during this time.

Regarding Data Protection & Integrity

It is well known that times of high stress create security vulnerabilities. Telecommuting and reduced staffing have the potential to put data security at risk and increase the potential for fraud and targeted email phishing. We urge all clients and employees to ensure the protection of regulated information is not put at risk during this period.



Clients should consider providing instructions and the means for remote employees to safeguard any information required to be retained, as well as the instructions and means for remote employees to properly destroy discarded information and media.

As it is also expected, the rate of business may well slow during this time; it may offer an opportunity to remove unnecessary, obsolete records and electronic equipment from the storage areas. Such records and electronic equipment are known to pose a recognized risk to data security.

Employment Policy

In addition to the employment policies summarize above, *PAPER CUTS* has adopted other polices designed to protect our employees and customers. For example, non-essential employees will work from home until further notice. Those working remotely are required to take home one of the security collection containers provided at each workstation.

We have instructed our employees that no employee should come into work if showing symptoms of influenza, including but not limited to fever, difficulty breathing, headaches, or muscle aches. Coming into work ill is grounds for termination. There will be no discrimination or negative repercussions for appropriately reported absences. Furthermore, should a family member or close personal associate with whom an employee has regular direct contact shows such symptoms, employees are required to inform their supervisor, and may be required to stay away from work.

Questions & Comments

While our phones will remain open, we request questions, comments, and instructions are emailed in as it provides a written record. Please send all such emails to customer_service@papercuts24-7.com.