



CONTRACTOR HANDBOOK



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Contractor Handbook Confidentiality and Non-Disclosure Agreement:

The contents of this Contractor Handbook are confidential and are intended solely for the use of Contractors of KTS Call Center. Contractors are prohibited from sharing, reproducing, or disclosing any part of this handbook, or any information contained within it, to anyone outside of the organization without prior written consent from KTS Call Center management. Unauthorized disclosure or distribution of this handbook or its contents may result in disciplinary action, up to and including termination of employment, and could lead to legal action. By acknowledging receipt of this handbook, you agree to comply with this confidentiality and non-disclosure policy.

1. Introduction

Welcome to KTS Call Center! We are pleased to have you join our team of independent contractors who are dedicated to delivering exceptional customer service. This handbook provides an overview of the policies, procedures, and expectations for working with us. It also includes specific information required by North Carolina law for independent contractors.

2. Company Overview

KTS Call Center is a virtual call center that partners with Arise to provide high-quality customer service solutions for various clients. As an independent contractor, you will represent our company and our clients while enjoying the flexibility of working from your home office.

3. Employment Classification

All individuals working with KTS Call Center are classified as independent contractors. As such, you are not an employee of KTS Call Center or any client company. This means you are responsible for your own taxes, benefits, and insurance, and you have the flexibility to set your own work hours within the guidelines provided by the opportunities you choose to work on.

4. Non-Disclosure and Confidentiality Agreement

All independent contractors must sign a non-disclosure agreement (NDA) before starting work with KTS Call Center. This agreement ensures that all confidential and proprietary information obtained during the course of your contract remains private and is not disclosed to unauthorized individuals.

5. Independent Contractor Policies

A. Work Environment and Home Office Requirements

- Quiet Work Environment: Your home office must be free from background noise and distractions.

- **Secure Workspace:** Ensure that your workspace is secure and that no unauthorized individuals have access to your equipment or confidential information.

B. Equipment and Technology Requirements

- **Computer Requirements:** Your computer must meet the minimum technical specifications outlined by Arise, including an up-to-date operating system and antivirus software.
- **Internet Connection:** A reliable high-speed internet connection is required for all work.
- **Telephone Equipment:** A dedicated landline or VoIP phone line may be required, depending on the client you are servicing.

C. Training and Certification

- **Initial Training:** You must complete all required training and certification programs for the clients you choose to service. This training is unpaid and is a prerequisite for beginning work.
- **Ongoing Training:** Additional training may be required periodically to maintain your certification and stay updated on client policies and procedures.

D. Work Schedule and Availability

- **Scheduling:** You have the flexibility to choose your work hours based on client needs. However, some clients may require a minimum number of hours per week or month.
- **Availability:** You must adhere to your scheduled hours and provide adequate notice if you are unable to fulfill a scheduled commitment.

E. Compensation and Pay Periods

- **Payment Structure:** Compensation is based on a per-interval basis, typically in 30-minute increments. The pay rate varies depending on the client and your performance.

Payment Schedule

1. Payment Timing:

- Contractor payments are processed twice monthly, on the **1st** and **15th** of each month.
- Payments are based on completed and approved service hours as reported within the client's invoice cycle.

2. First Payment Determination:

The timing of your first payment depends on the date you complete your certification training and begin actively servicing.

○ **Completion Before the 16th of the Month:**

- If you complete training and start servicing **before the 16th**, your first payment will typically be issued on the **1st** of the following month.

○ **Completion After the 16th of the Month:**

- If you complete training and start servicing **after the 16th**, your first payment will likely be issued on the **15th** of the following month.

3. **Processing Timeline:**

- Payments for the **1st** of the month are typically processed the week you begin servicing, provided you complete training before or around that cycle.
- Contractors starting **after the 1st** of a month may experience their first payment being issued on the **15th** or later, depending on the client's reporting and invoice submission.

Important Considerations:

- Payments are contingent upon accurate reporting and approval of service hours.
- The specific client's invoice cycle dictates when hours worked are reported and paid.
- Subsequent payments after your first paycheck will follow the regular **1st** and **15th** schedule.
- IBO Fee: This mandatory fee of \$25 is deducted from your pay every pay cycle for services including, but not limited to, access to the arise platform, administrative support, and other related services.
- Arise platform usage fee of \$19.75 that is charged bi-weekly

***If you do not service enough to make these fees during a pay period, these fees will not apply.**

F. Expense Reimbursement

· Non-Reimbursable Expenses: As an independent contractor, you are responsible for all expenses related to your home office, including internet, phone, and equipment costs. KTS Call Center does not reimburse these expenses.

G. Communication and Reporting

- Communication: You are expected to maintain open communication with your assigned team lead or supervisor.
- Reporting: Regular performance and progress reports may be required, depending on the client's needs.

6. North Carolina Specific Policies and Disclosures

A. Independent Contractor Status

Under North Carolina law, you are classified as an independent contractor and not an employee. This classification means you are not entitled to employee benefits such as unemployment insurance, health insurance, or workers' compensation from KTS Call Center.

B. Anti-Discrimination and Harassment Policy

KTS Call Center is committed to providing a work environment free from discrimination and harassment. We comply with all federal and state anti-discrimination laws, including those pertaining to race, color, religion, sex, national origin, age, disability, genetic information, and veteran status.

C. Workers' Compensation

As an independent contractor, you are not covered by KTS Call Center's workers' compensation insurance. You are responsible for your own health insurance and any insurance coverage for workplace injuries.

D. Minimum Wage and Overtime Exemption

Independent contractors are not subject to minimum wage or overtime requirements under North Carolina law. Your compensation is based on the terms outlined in your contract with KTS Call Center.

E. Safety and Health Standards

While working from home, you are responsible for maintaining a safe and healthy work environment. KTS Call Center encourages all independent contractors to follow ergonomic best practices and maintain a clean and organized workspace.

F. Tax Obligations

As an independent contractor, you are responsible for your own tax obligations, including federal and state income taxes, self-employment taxes, and any other applicable taxes. KTS Call Center does not withhold taxes from your compensation.

7. Code of Conduct

All independent contractors are expected to conduct themselves professionally and ethically while representing KTS Call Center. This includes maintaining confidentiality, providing excellent customer service, and adhering to all client-specific guidelines and policies.

8. Dispute Resolution and Arbitration

Any disputes arising from your contract with KTS Call Center will be resolved through binding arbitration in accordance with the rules of the American Arbitration Association. This means that you waive your right to a trial by jury or to participate in a class-action lawsuit.

9. Termination of Contract

Your contract with KTS Call Center may be terminated by either party at any time, with or without cause. Upon termination, you must return all company property and confidential information.

10. Acknowledgment of Receipt

By signing below, you acknowledge that you have received and read the KTS Call Center Contractor Handbook and agree to abide by its terms and conditions.

Signature: _____

Date: _____

