

DARWIN L.D. CHING DIRECTOR

COLLEEN Y. LaCLAIR DEPUTY DIRECTOR

STATE OF HAWAII DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 321 HONOLULU, HAWAII 96813 www.hawaii.gov/labor Phone: (808) 586-8842 / Fax: (808) 586-9099 Email: dlir.director@hawaii.gov

February 25, 2010

To:

The Honorable Jon Riki Karamatsu, Chair

and Members of the House Committee on Judiciary

Date:

February 25, 2010

Time:

2:00 p.m.

Place:

Conference Room 325, State Capitol

From:

Darwin L.D. Ching, Director

Department of Labor and Industrial Relations

Testimony in Opposition to H.B. 2473 – Relating to Workplace Practices

I. OVERVIEW OF PROPOSED LEGISLATION

H.B. 2473 proposes to do the following:

- Make an abusive work environment an occupational safety violation, and abusive conduct a workers' compensation claim.
- Amend chapter 396, Hawaii Revised Statutes (HRS), by adding a new part to be designated Abusive Work Environments.

II. CURRENT LAW

As to Chapter 386 Claims:

Chapter 386-3, Hawaii Revised Statute (HRS) provides for injuries covered under workers' compensation to include personal injury either by accident arising out of and in the course of employment, including a willful act of a third person directed against an employee because of the employee's employment. Chapter 386 and the related administrative rules also provides for rights of both employees and employers in any workers' compensation claim.

HB 2473 – Relating to Workplace Practices February 25, 2010 Page 2

As to Chapter 396:

Section 396-8(e)(3) provides protection from discharge and discrimination to any employee who files a complaint or institutes or causes to be instituted any proceedings under or related to chapter 396, HRS, or has testified or intends to testify in any such proceedings, or acts to exercise or exercised on behalf of the employee or others any right afforded by Chapter 396, HRS.

Section 396-8(e)(6) provides that if upon investigation the director of DLIR determines that the provisions of section 396-8(e) have been violated, the director shall order the employer to provide all appropriate relief to the employee, including rehiring or reinstating the employee to the former position with back pay and restoration of seniority.

Section 396-8(e)(8) provides that nothing in subsection 396-8(e) shall preclude any employee or representative of an employee from simultaneously pursuing a cause of action for injunctive relief or any other remedy provided by law.

III. House Bill

The DLIR believes that Chapters 386 and 396 already provide protection to employees. As to Chapter 396: The Department believes that the current law provides protection to employees who exercise their rights afforded by Chapters 386 and 396, HRS. The protection includes workers' compensation and workplace violence resulting from the exercise of an employee's rights.

IV. Additional Comments

The Department offers the following additional comments:

The DLIR opposes HB 2473. The Department believes that Chapter 386, HRS, already provides protection to employees who have a right to file a workers' compensation claim under this Chapter, and does not believe further legislation is needed on this issue.

The DLIR's Occupational Safety and Health Division (HIOSH) has section 60-2(a)(3), Hawaii Administrative Rules (HAR), which requires employers to "provide safe work places and practices by elimination or reduction of existing or potential hazards." This rule is the general duty clause that HIOSH uses to cite employers for a recognized hazard, which has a substantial probability to cause death or serious physical harm from a condition that exists or from one or more practices, means, methods, operations, or processes that have been adopted or are in use in a place of employment, for which there is no standard. The HIOSH has used section 60-2(a)(3) to cite employers for exposing employees to workplace violence.

DEPARTMENT OF HUMAN RESOURCES

CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 10TH FLOOR HONOLULU, HAWAII 96813

MUFI HANNEMANN



February 25, 2010

NOEL T. ONO DIRECTOR

The Honorable Jon Riki Karamatsu, Chair and Members of the Committee on Judiciary The House of Representatives State Capitol Honolulu, Hawaii 96813

Dear Chair Karamatsu and Members:

Subject: House Bill No. 2473

Relating to Workplace Practices

The City and County of Honolulu strongly opposes House Bill No. 2473, which amends Chapter 396, Hawaii Revised Statutes (HRS), by adding a section entitled "Abusive Work Environments."

In particular, we oppose Section 396-G which allows an employee making a claim under Section 396-C to elect to accept workers' compensation benefits under Chapter 386, HRS, in lieu of bringing a civil action. Unlike any other claim filed for workers' compensation benefits, this law makes a workers' compensation claim filed for "abusive conduct" compensable without allowing the employer the opportunity to defend itself against the claim with substantial evidence to the contrary. The addition of this part to Chapter 396 will result in an increase in the number of workers' compensation claims filed in the State of Hawaii. Higher workers' compensation costs negatively impact the cost of doing business in Hawaii and further erode Hawaii's ability to overcome the current financial situation facing our State.

We are also opposed to the bill making "abusive conduct" an occupational safety and health violation and allowing an employee to file a civil action based on the purported abusive conduct. Both provisions will increase the costs of the City as well as other public and private employers in the State. Particularly onerous is the portion of the bill which holds an employer vicariously liable for actions of its employee, notwithstanding the fact that such abusive conduct by the employee is by definition "unrelated to an employer's legitimate business interests."

We respectfully urge your committee to file House Bill No. 2473.

Yours truly

Noel T. Ono Director

aug Bro

FEB-24-2010 01:02PM



LYNN G. KRIEG Director

LANCE T. HIROMOTO Deputy Director

COUNTY OF MAUI DEPARTMENT OF PERSONNEL SERVICES

200 S. HIGH STREET • WAILUKU, MAUI, HAWAII 96793-2155
PHONE (808) 270-7850 • FAX (808) 270-7969
Website: www.mauicounty.gov/departments/Personnel • Email: personnel.services@mauicounty.gov

February 24, 2010

The Honorable Jon Riki Karamatsu, Chair and Members of the Committee on Judiciary The House of Representatives Hawaii State Capitol 415 South Beretania Street Honolulu, HI 96813

Dear Chair Karamatsu and Committee Members:

RE: H.B. 2473. RELATING TO WORKPLACE PRACTICES

I am Lynn G. Krieg, Director of Personnel Services for the County of Maui, writing to express the County of Maui's opposition to this bill.

There are many reasons why the bill should not be advanced. While the County recognizes that workplace bullying constitutes inappropriate behavior, such behavior should be dealt with through a company procedure rather than by legislation that permits individual lawsuits to be brought up to three years after the incidents have occurred, with the possibility of the employee recovering monetary damages and attorney's fees. The more sensible approach is to require companies to adopt anti-bullying policies which could include use of a neutral mediator to resolve complaints. This would present a better remedy for both the employer in that it balances the right of an employer to correct a problem quickly and to be free from vexatious lawsuits with the right of the complaining employee to have a quick determination made as to whether any bullying has occurred. If it has, then at that point, management can take prompt actions.

There are other problems with HB2473 as well. Specifically, the definitions are so broad that almost any action that an employee finds offensive, particularly any sort of counseling or discipline (even though deserved), could be construed as bullying. For example, is a frustrated boss raising his voice at an employee who continues coming to work late "harassment i.e. bullying" or good management?

Secondly, unlike HRS Chapter 368 which prohibits discriminatory harassment in the workplace, HB2473 does not have a requirement for administrative agency review of the complaint regarding bullying before a lawsuit has been filed. Statistics for discriminatory harassment compiled by the Hawaii Civil Rights Commission show that after the investigations of the complaint are completed, less than 10% of the complaints are justified based on the evidence.

In short, we believe this proposal to be bad legislation and strongly oppose it.

Thank you for the opportunity to testify on this measure.

Sincerely,

LYNN G. KRIEG

Director of Personnel Services

cc: Mayor Charmaine Tavares
Marian Feenstra, Executive Assistant



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

RANDY PERREIRA Executive Director Tel: 808.543.0011 Fax: 808.528.0922

NORA A. NOMURA
Deputy Executive Director
Tel: 808.543.0003
Fax: 808.528.0922

DEREK M. MIZUNO
Deputy Executive Director
Tel: 808.543.0055
Fax: 808.523.6879

The Twenty-Fifth Legislature, State of Hawaii Hawaii State House of Representatives Committee on Judiciary

Testimony by
Hawaii Government Employees Association
February 25, 2010

H.B. 2473 – RELATING TO WORKPLACE PRACTICES

The Hawaii Government Employees' Association, AFSCME Local 152, AFL-CIO supports the purpose and intent of H.B. 2473 — Relating to Workplace Practices. H.B. 2473 defines abusive conduct, creates a cause of action for affected employees, and charges the Department of Labor Industrial Relations to develop and disseminate information on abusive conduct to employers. This legislation also makes abusive conduct an occupational safety and health violation and compensable through a workers' compensation claim. We would support the inclusion of specific abuses, such as yelling, shouting and screaming at employees, as prohibited actions under this legislation.

Abusive work environments can have serious health effects on targeted employees, including stress, loss of sleep, anxiety, depression, hypertension, and stress-related gastrointestinal disorders. Such environments can also have adverse consequences for employers, in the form of reduced employee productivity, low morale, and higher turnover and absentee rates. Abusive work environments have also led to significant increases in medical and worker compensation costs. Eliminating abusive conduct in the workplace serves both the employer's and the employee's best interests.

Unless targeted employees are subjected to abusive treatment on the basis of a protected class status (race, sex, national origin or age), they are unlikely to have any recourse or redress for such treatment. This proposed legislation addresses that discrepancy and offers employees an avenue to address and pursue a remedy to the workplace abuse.

During the 2006 Legislative Session, we had the opportunity to testify in support of Senate Concurrent Resolution 106 and Senate Resolution 62, which urged employers to develop and implement policies to reduce workplace bullying. It has always been our



Hawaii State House of Representatives - Committee on Judiciary Re: H.B. 2473 – Relating to Workplace Practices February 25, 2010 Page 2

position that employees be afforded a safe and healthy work environment. We are pleased that this proposed legislation accomplishes that objective for all employees.

We appreciate the opportunity to testify in support of H.B. 2473.

Respectfully submitted,

Nora A. Nomura

Deputy Executive Director



Testimony to the House Committee on Judiciary Thursday, February 24, 2010; 2:00 p.m. Conference Room 325

RE: HOUSE BILL NO. 2473 RELATING TO WORKPLACE PRACTICES

Chair Karamatsu, Vice Chair Ito and Members of the Committee:

My name is Jim Tollefson and I am the President and CEO of The Chamber of Commerce of Hawaii ("The Chamber"). I am here to state The Chamber's <u>opposition</u> to House Bill No. 2473, relating to Workplace Practices.

The Chamber is the largest business organization in Hawaii, representing more than 1,100 businesses. Approximately 80% of our members are small businesses with less than 20 employees. As the "Voice of Business" in Hawaii, the organization works on behalf of its members, which employ more than 200,000 individuals, to improve the state's economic climate and to foster positive action on issues of common concern.

This measure makes abusive conduct against an employee in the workplace a violation of occupational safety and health law and creates a private cause of action against coworkers and employers. Although the Chamber understands the intent of the bill, the Chamber believes that employers already place an emphasis on what they can do for their employees to create a positive work environment. Many employers are constantly seeking ways to provide benefits and security to retain employees, including the prevention and intolerance of an abusive work environment.

The language in the bill poses some concerns. For example, "Subjection of an employee by the employee's employer to an abusive work environment" is too broad and indefinite a concept to realistically or fairly impose on businesses. As a result, this bill interferes with a business' ability to operate. If this bill passes, employers will be exposed to liability for conduct it did not know of or could not reasonably prevent. The description of what is abusive conduct that is actionable is so broad and fact dependent that any claim may require a jury trial to resolve. The expansive definition focuses on what a "reasonable person" would find abusive and that opens the door to uncontrolled litigation and cost. We also object to the language that states: "A single act normally may constitute abusive conduct if the act is especially severe and egregious; provided that the severity, nature, and frequency of any conduct objected to shall be considered in determining whether acts constitute abusive conduct." Finally, the line between someone who is a qualified victim of workplace bullying and a disgruntled employee can be difficult to differentiate.

Existing federal and state laws already provide remedies to employees who have been harmed in the workplace, such as workers' compensation laws and discriminatory employment practices under § 378, Hawaii Revised Statutes.

In light of the above, the Chamber respectfully requests that the measure be <u>held</u>. Thank you for the opportunity to testify.

Testimony before the House Committee on Judiciary

By Jim B. Beavers Manager, Safety, Security and Facilities Hawaiian Electric Company, Inc.

February 25, 2010 2:00 p.m. House Bill 2473 Relating to Workplace Practices

Chair Karamatsu, Vice Chair Ito, and Members of the Committee:

My name is Jim Beavers and I am testifying on behalf of the Hawaiian Electric Company and its subsidiaries, Hawaii Electric Light Company and Maui Electric Company.

We support the intent of HB 2473, relating to Workers' Compensation. However, we oppose several of the provisions of the bill.

1. Workers' Compensation

On Page 8, line 11 of the bill, under "§396-G Remedies", subsection (b) is in conflict with the *exclusive remedy* provision established in another statutory provision, HRS §386-5 (Exclusiveness of right to compensation).

2. HIOSH

In identifying abusive conduct against an employee in the workplace, a violation of occupational safety and health law is a concern in that the ongoing down-sizing of HIOSH will be yet another burden on the limited resources of HIOSH. Also historically, the spirit and underlying intent of HIOSH has been focused on "death or serious physical harm" and compliance with federal OSHA regulations that involve easily discernible, <u>objective</u> criteria relating to the abatement of physical hazards in the workplace. Accordingly, the proposed amendment, which seeks to establish a new workplace hazard that is arguably inherently reliant on <u>subjective</u> criteria and perception, constitutes a significant departure and would appear to be incongruous.

3. <u>Definitions and duplications of existing legislation</u>

Certain terms contained in the Bill such as "abusive work environment", are not defined; the terms which are defined are arguably subjective and ambiguous concepts that are highly susceptible to broad, varying, and inconsistent interpretations.

Also, some of the examples of abusive conduct contained in HB 2473 constitute conduct which is already protected under other state and federal laws, e.g., the whistleblower statute.

Thank you for the opportunity to present this testimony.



Pauahi Tower, Suite 2010 1003 Bishop Street Honolulu, Hawaii 96813 Telephone (808) 525-5877 Facsimile (808) 525-5879

Alison Powers
Executive Director

TESTIMONY OF ALISON POWERS

HOUSE COMMITTEE ON JUDICIARY Representative Jon Riki Karamatsu, Chair Representative Ken Ito, Vice Chair

Thursday, February 25, 2010 2:00 p.m.

<u>H.B. 2473</u>

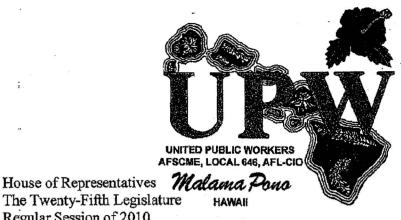
Chair Karamatsu, Vice Chair Ito and members of the Committee, my name is Alison Powers, Executive Director of Hawaii Insurers Council. Hawaii Insurers Council is a non-profit trade association of property and casualty insurance companies licensed to do business in Hawaii. Member companies underwrite approximately 45% of all property and casualty insurance premiums in the state.

Hawaii Insurers Council <u>opposes</u> H.B. 2473. This bill adds a new part, Abusive Work Environments, to Chapter 396. This bill makes abusive conduct a violation of occupational safety and health and makes it a workers' compensation claim. We oppose making abusive conduct a workers' compensation claim.

This bill greatly expands the exposure under current workers' compensation law and will increase costs to the system. The bill guarantees a workers' compensation claim under this new part by stating, "For purposes of chapter 386, emotional distress suffered by an employee shall be deemed to constitute a work injury." There is no opportunity for an employer to challenge the coverage, and therefore widespread abuse is likely. This subjective threshold adds sweeping new coverage for emotional distress, without providing the employer any defense. Increased costs as a result of this bill will be borne by all employers, insured and self insured.

We respectfully request that H.B. 2473 be held.

Thank you for this opportunity to testify.



The Twenty-Fifth Legislature Regular Session of 2010

Committee on Judiciary
Rep. Jon Riki Karamatsu, Chair
Rep. Ken Ito, Vice Chair

DATE:

Thursday, February 25, 2010

TIME:

2:00 p.m.

PLACE:

Conference Room 325

TESTIMONY OF THE UNITED PUBLIC WORKERS, LOCAL 646, ON HB 2473, RELATING TO WORKPLACE PRACTICES

HB 2473 makes abusive conduct against an employee in the workplace a violation of occupational safety and health law. UPW supports this measure.

In the majority of cases reported, workplace bullying has been perpetuated by a manager and takes a wide variety of forms: unfair treatment, public humiliation, threats of job loss, unfairly passed over for promotion or denied training opportunities.

Data from the 2007 WBI-Zogby survey show that 13% of U.S. employees are currently bullied, 24% have been bullied in the past and 12% witness workplace bullying. 49% of all American workers have been affected by workplace bullying, either being a target themselves or having witnessed abusive behavior against a co-worker. In terms of gender, the Workplace Bullying Institute states that women appear to be a greater risk of becoming a target, as 57% of those who reported being targeted for abuse were women (2007).

Organizations are beginning to take notice of the financial costs. An International Labor Organization analysis of bullying (2009) estimated a cost of 1.88 billion pounds plus the cost of lost productivity. Based on replacement cost of those who leave as a result of being or witnessing bullying, Rayner and Keashly (2004) estimated that for an organization of 1000 people, the cost would be \$1.2 million US. This estimate did not include the cost of litigation should victims bring suit against the organization.

The establishment and enforcement of minimum health and safety standards can reduce workplace bullying, employee injuries and illnesses, and also lessen the burden on businesses. For these reasons we urge passage of this resolution.

karamatsu1-Kenji

From:

mailinglist@capitol.hawaii.gov

Sent:

Wednesday, February 24, 2010 11:14 AM

To:

JUDtestimony

Cc: Subject: jillf2184@yahoo.com Testimony for HB2473 on 2/25/2010 2:00:00 PM

Testimony for JUD 2/25/2010 2:00:00 PM HB2473

Conference room: 325

Testifier position: support Testifier will be present: No Submitted by: Jill Friedman Organization: Individual

Address: P.O. Box 1248 Kekaha, HI

Phone:

E-mail: jillf2184@yahoo.com Submitted on: 2/24/2010

Comments:

Kathleen Yamashiro POB 2781 Ewa Beach, HI 96706

State of Hawaii Legislature 2010
Judicial Committee
Honorable Chairman Jon Riki Karamatsu
Honorable Vice-Chairman Ken Ito
Honorable Committee Members

My name is Kathleen Yamashiro and I am here to testify in support of HB 2473. This House Bill is one that will address Hawaii's workplace to ensure a safe and hostile free environment. I hope this Bill passes this Legislative Session so that what I have experienced will not happened to anyone else.

I have been employed with the State of Hawaii for 26 years. Of the 26 years, 16 years was in the field I am presently in. My yearly Job Performance Reviews has met or exceeded expectations.

Starting 9/07, I began experiencing psychological and physical problems due to my Supervisor's management style which included yelling and intimidation. My Supervisor's inappropriate conduct has also had a negative affect on my clients whereby I have had to calm their fears before assisting them.

The last time my supervisor yelled/shouted at me was when my son, Anthony passed away. Anthony passed away unexpectedly at the age of 24 years old on 3/24/09. On 3/31/09, I called my Supervisor intending to ask for an extended leave till the end of 4/09. My supervisor started yelling/shouting telling me that (I had a lot of work, I had things to do that needed tending to, that she was sorry for my loss but I had to understand that she had a unit to run).

My Supervisor yelled so loud that my husband heard her shouting five feet away from me. We were traumatized and distressed. I returned to work 3 days after my son's funeral. Upon my return to work, my coworkers reported that my work was good and none of my cases needed immediate attention.

At the end of 8/09, on two occasions, my supervisor discussed an issue with me. She raised her voice and spoke with an unkind tone, facial expression and body language. I left the Workplace and could not work for 5 months. I have provided my Administrators with letters from three physicians recommending a transfer to a hostile free work environment; that did not happen.

Through research, I have found that there are no State laws governing these issues in the workplace. In closing, I sincerely thank you all for taking the time to hear my concerns and hope that you will find favor in this House Bill 2473.

Clayton Yamashiro POB 2781 Ewa Beach, HI 96706

My name is Clayton Yamashiro and I am here to support this House Bill 2473.

These past few years have been filled with anger, frustration and helplessness as I have had to stand by and watch my wife and her health suffer because of her work situation. There has been many days and nights when my wife experiences anxieties, fears, problems sleeping and staying asleep, and physical problems.

From 4/08 thru 12/08, I took my wife to work, picked her up for lunch and picked her up after work. I also called her at mid-morning always assuring her that she would be okay.

A week after my son, Anthony's passing, my wife called the supervisor to request an extended vacation leave. The supervisor yelled so loud that I heard her through the cell phone five feet away. My wife and I were shocked at this behavior and outburst. How could a person be so insensitive?

Thank you for the opportunity to express my concerns and to testify on behalf of this House Bill 2473.

I AM IN FAVOR OF THIS BILL

Thursday, January 28, 2010

My name is Maija L Kemper and I would like to testify on behalf of the HB 2473.

I have been employed by the State of Hawaii since October 2003 as an Eligibility Worker. I also worked as an Eligibility worker for the Los Angeles County DHS.

In October 2007, I transferred to the place of work closer to my home. My supervisor transferred cases to me on a daily basis. My training for one program was two year prior. I asked the Supervisor several times for training to no avail. I was not provided any manuals to process this program until several months later. However, the supervisor expected me to do the work.

The Supervisor reviewed my cases for three months and did not have any complaints. Four months into this position, the Supervisor called me into her office for a meeting and accused me of not knowing what I was doing, that my cases were all wrong, and she was going to send me back to my previous place of work.

I was shocked; this was a lightning from the sky, no warning. I did not know she was not happy with my work, this never happened to me before. The supervisor wrote me up for previous workers' errors. After that incident, I was not able to do my work in a timely manner.

In the fifth month of employment, the Supervisor called me into her office, closed the door, and started screaming to me again, "You don't know what you are doing, all your work is wrong and I want to get rid of you".

About ten minutes of her screaming, it was too much for me. I left her office and went home sick. I was shaking, crying and not able to do my work that day. I did not return to that workplace, and could not work for months.

I was transferred back to my previous workplace. Thank you for taking the time to hear my story.

Sincerely,

Maija L Kemper

THE HOUSE OF REPRESENTATIVES TWENTY-FIFTH LEGISLATURE 2010 STATE OF HAWAII JUDICIAL COMMITTEE

TESTIMONY OF SUSAN BREININGER RE: HB 2473 RELATING TO WORKPLACE PRACTICES

Aloha gentlemen and ladies. My name is Susan Breininger and I am testifying in favor of House Bill 2473 relating to workplace practices.

I am a retiree from Hawaii State DHS employment after 21 years of service. During that time I witnessed many instances of abusive, bullying, behavior. This took place from supervisors to employees, employees to employees and employees to supervisors. The form it took was anywhere from just yelling to insulting to blatant threatening of employment status. In every instance the workplace environment was severely impacted in a negative manner and productivity of the individual targeted and others affected by it declined markedly. The most egregious aspect of this was that only the most vulnerable individuals were targeted for this abusive treatment. There seemed to be no proscription in the State employment psyche against such behavior.

It is well documented in other spheres of endeavor that abusive, bullying tactics achieve nothing but resentment, ill health and low productivity. In view of the many criticisms the State encounters regarding efficiency I firmly believe that a law such as that proposed by HB2473 allowing for Workman's Compensation benefits to those injured by abusive, bullying tactics would bring the issue to the fore, encourage more positive methods and behavior and significantly increase productivity.

Respectfully submitted Susan Breininger

Maile Anderson 98 269 Waikalani Drive Mililani, HI 96789

Re: House Bill 2473

Dear Honorable Chairman Karaguchi, Vice-Chairman Ito, and Committee Members:

I am writing in support of the above House Bill 2473. I know people that have been in situations at their Workplace and my sympathy goes out to them. These are the people that the Civil Rights Commission does not cover.

I feel that there needs to be more public awareness in the community regarding bullying in the workplace. Intimidation, harassment and verbal abuse is not addressed as it should be. Victims of bullying in the Workplace have gone unnoticed and have suffered a great deal for many years.

This Bill may be too late for many people. However, it will be a help to others in the future. I thank you for allowing me to voice my concerns.

Mahalo.

Maile Anderson

Testimony for HB2473 Relating to Workplace Practices; Occupational Safety, Abusive Work Environment January 29, 2010

My name is Ann G. (Angie) Tam Sing and I am a retiree from the Department of Human Services. I was employed by DHS from November, 1972 through June 2004. I began as an Social Service Assistant and retired from the position of Eligibility Administrator for the Med-QUEST Division, a position I held for 9 ½ years. Prior to that I spent 12 years in positions of supervisor or administrator. I believe that these years of management experience give me some credibility with the issue of workplace behavior that I discuss below.

Ms Kathleen Yamashiro has authorized the use of her name and situation for this testimony. Her situation is being provided to give a current example of an abusive work environment and its affects on an individual. I have known Ms. Yamashiro for over 25 years, first as a fellow parent at our sons' baseball and soccer games and later as her Administrator at the Department of Human Services. During that time I have known her to be a positive, competent, hard working and caring individual, both at work and in her personal life. At work she would take on additional work in efforts to help her understaffed office. Her caring manner helped ease the difficult process for a welfare or food stamp applicant. She has always been an employee that can be depended upon, is open and friendly to her fellow employees and who does her best to meet all of the job's expectations.

Being an Eligibility Worker with the Department of Human Services Department is not an easy job. In that position Ms. Yamashiro has successfully dealt with irate, unreasonable, and sometimes abusive clients. She had not expected to have to also deal with this behavior from her supervisor. Some examples of this behavior by her supervisor toward Ms. Yamashiro are:

- 1. Berating her in the office waiting room in front of her clients for a work related issue dealing with another client.
- 2. Speaking to her in a loud manner, such that others in the office could clearly hear.
- 3. When Ms. Yamashiro's son died suddenly, and she requested needed additional time to deal with funeral preparations, her son's personal affairs and to grieve, she was told by her supervisor that she (the supervisor) was sorry for her loss but that she had a unit to run and there was work that had to be completed. She was talking about Ms. Yamashiro's caseload. The caseload was up to date and there was no work left around for other staff members. Her supervisor was talking in such a loud voice that Mr. Yamashiro could hear her shouting five feet away. As a result of her interaction Ms.

Yamashiro returned to work without taking the needed additional time, as she was afraid of what might happen if she didn't.

Perhaps this behavior is the result of the current climate at the Department or the stress put upon management to produce results without sufficient staffing. But it really doesn't matter. Good treatment of employees is an important part of any manager's job. No one should take out his/her stress frustrations on others in the workplace, especially those that they oversee. They should, instead, find a way to deal with it so that their physical and mental health is cared for and other employees are not adversely affected. The behavior by Ms. Yamashiro's supervisor toward her, whether it was caused by work stress or not, is a prime example of the type of behavior that this bill addresses.

Over the past few months I have had the opportunity to discuss with Ms. Yamashiro her problems with her supervisor and the resulting physical affects. The best term that comes to mind is 'brow beaten'. The normally upbeat and positive person that I have known is now fearful, unhappy, unhealthy and downright miserable; this, the result of what I view as inappropriate and abusive treatment by her supervisor.

As a retired administrator, who spent over 31 years with DHS, I fully support a law that prohibits this type of behavior by supervisors, managers, administrators, any other person in authority or co-workers. No one should be subjected to another person's inability to control their anger or frustrations, least of all an employee from their immediate supervisor.

Thank you for this opportunity to speak to this issue, which I feel is of the utmost importance. If you have any questions, please do not hesitate to contact me, either by phone at via e-mail at: atamsing@hawaii.rr.com

Aloha and Mahalo,

Ann G. (Angie) Tam Sing 865 Kahena St. Honolulu, HI 96825

Josephine Garcillas 94-011 Waipahu Street, D-112 Waipahu, Hawaii 96797

IN REFERENCE TO BILL #2473

I was employed at an agency from 2004 thru 2009 as an Office Assistant. During my employment there, I have been mistreated, yelled at, verbally and mentally abused by co-workers and supervisors. I assisted two units and had two supervisors. In one unit I did the accounting and the other unit office clerk. The Department was short staffed with no assistance.

There was an incident when almost half of the office was against Supervisor #1. A letter was circulated for employees to sign in support of getting rid of this supervisor because he did not support them when they made decisions regarding clients. I refused to sign this letter because I did not want to get involved.

A few days later, I was interrogated by Supervisor #1. I told him that there was a letter, I did not read it and I did not sign it. I did not tell him at the time because I felt that it was none of my business. Supervisor #1 told my co-workers that I told him all the details of the letter.

I was approached by Supervisor #2 who yelled at me in front of all the other employees, asking me why I told Supervisor #1 about the letter. Supervisor #2 further yelled and said, "You couldn't just shut up your mouth or just lie about it?" I walked away not saying anything and in tears. I informed another co-worker that I wasn't feeling well and left for home. I was very frustrated and very disturbed. I thought not only did my Supervisor #1 put me in a fire but I was also interrogated like it was all my fault. And he lied about me and put me in a terrible situation with other employees.

Another incident was when I called in sick one morning when Supervisor #2 did not answer the phone. I spoke to another coworker and told her I wasn't feeling well so I was not going to work. A few minutes later, Supervisor #2 called me at home while I was sick in bed. Supervisor #2 asked me why was I at home again. I replied that I called in sick a few minutes ago and did she not get the message. Supervisor #2 said that I was always sick and I need to learn to take care of myself. And that when I am sick there is no one to do the work and the work gets piled up.

I was shocked that Supervisor #2 would call me at home and yell at me. I told Supervisor #2 that I was not feeling well, sick, I did not ask to be sick and I don't want to be sick; but I was sick. I also told Supervisor #2 that I know that the work gets piled up

when I am out sick but what can I do. It is not my fault that Management doesn't support and provide more personnel to help with the work load.

I told Supervisor #2 that I did not like to be called at home to be yelled at and spoken to in an abusive manner. Supervisor #2 again reminded me that I needed to take care of myself. I hung the phone up on her because I was so upset.

When I returned to work, I informed the Administrator. Supervisor #2 acted as if nothing was wrong with what she did. The Administration did not do anything about the incident.

My coworkers reported to me after Supervisor #2 called me at home and talked to me. She came out of her office and in the middle of the main office spoke loud and announced to all the employees, that I was out sick again and that if I was out sick for personal reasons, I should just quit! Because I have been abused and mistreated, I was lucky that I could transfer to another Department.

I am therefore, more that 100% in support of this House Bill 2473.

Should you have any questions or concerns, please feel free to contact me at the above address. Mahalo!

Sincerely

sephine Garcillas

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Alvina Kubo	leftato	381-1057	1247 Ulypalakea St got
Lois Yamasaki	Lew Yamasaki	734-3943	1306 Kanewai Rt. Hnz 9681
Wender SYADOMARI	Wender & Sademard	731.5378	334BROKAN SA Hon. Hi 9683
Albert Cabibe	all Got obile	387-6201	45-532 Kapalai Rd Kareda
Arlew Kawakemi	ZD-	132-1658	POB11284 Gm Hi 96828
Nancy Cummings	Honn Count	354.6007	2560 Lai Rds Honoluly Hi 968
Timena Porous	Amia M	(810 7681	210 Da D. Alea 967
Dige Tato	Legas for	383-6939	95.209 Kaopur & Mililani 96
Delius Das	Willers H.) also	741-6939	ce u) 11
Eduardo Fernandea	Ela Zuro	256-5883	94-1087 Kumyiki st Kapolei
Goodon Lum	Irdin hm	988-7808	3255 Alani Dr. Hon 96822
KATHUEEN YAMASHIRO	Karle yamashu	181-1869	POB 2781, UNA BEALLY 96706
	0		
			·
1			
·			

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Turi A. Godinez	1 Di D.S.	224-4642	91-1051 Puhipaka St. Ewa Beach HI 96706
Christina Linua		692-7933	601 Kanukila Blud. #173 Kapolei H1 96707
Davlyn Marshall	Davin Marshall	692-7932	"
Muriel Ana	Thereof Cina	692-7854	95-549 aliber Ceop Militarii (1) 96789
SDIVJA TUPLIA	Sylven	692-7857	95-257 MAS Kalon, Dr. B309
Lisa Zablan	COM .	6927829	115-86811001100
lora alm	Lalen	692-1831	bol bankin Blog- #1
Dianne Pana	Danutina	492-7844	1105 Apopal Bl. 96 7632
Yelve San michas	HES/L	492.7839	PD box 598, Rue, to 96701-0598
Lillian MADINO	D. Macho	692-1930	601 HAMOKICA BENO
Raymond Nishining	8 2 D	692-7842	94-1066 Kapel ~ 3+. Waipaho Hi 96797
Analal-Lyn Molina	Stanl Syn John	UPQ2-7825	Lea Kamoki la Blod Kapitai HP
MICHELE GAECIA	Michele Craicia	692-7643	94-820 Rumiauau St. # K101 Waipahu 96797
GRANT FERWANDER	Aragon 7	692-7826	91-1102 c magnulou st. Em Black, Its. 947%
Melody Spencer	VALO	692-1830	435 Keolu Dr. Kailna i HI 96734
Clas Doctor	Clark	692 7845	601 Kamokala Block Pm172 Kyoley, la 90
Darlenettagashi	Hartayal.	692-7865	Cos Kanolila Blad Rm 172 Kapalei HP91
Varal Cont	Sarah Ori	690 8805	• • • • • • • • • • • • • • • • • • • •
Mohala Winies	Mohela Dunies	277-2099	601 Kamokila Blvd " "
Epenesa R. Ili	Epenen De'	692-7864	He has the he

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Marian Maytorena	Marian Haytorena	351-8657	P.O.Box 971176 96797
Kenwyn Kanhaina	markeniae)	692-7862	601 Kamokila #172, Kapolei 8670
Dettic Udan	Oth	692-7859	same as above.
Shanda Tanlor	Dhand Land	Ca27882	COI Kamokila Blvd. #135
Indray Lanosa	hudry Louis	6927841	Kapolei, Hi 96707
Jaan Atison	YOR	692-7870	Lapole, III - 12 10
FRANK S. LAMSON	GrandsLameson	692-7878	GOLKAMORILA BLUD, 17M/35 KAPOLEI, HI. 96707
Susan, yo.	De la	492-7875	
Emerland	Richard Merchaca	6927813	601 KAROKILA RLO #135 Karole, H. 96707 601 Kamokila Bud RM#135
Wallet Sauchi	Willy Ann Paralulis	692-7812	601 Kamoicila BNd RM + 135 Kapolei, H1 96792
Torytamate	ause	692-7873	۵۰
Share Makanito	The state of the s	692-7885	je 12
Kristine Tuitama	A. Carl	692-7882	11
Roxanne Abe	Pres	1092-7827	ji 11
Dernardette Madiro	Bunardette Modio	692-7849	92-1202 Makamai Pl. Kapolei, HI. 96707
4			
	,	4	
	,		

Thank you for your kokua in eliminating workplace abuse in our government.

Please support this State of Hawaii Senate and House bill to make it unlawful for:

Public Government Employees To Inflict Mental And Emotional Distress, To Intimidate, Harass, Browbeat And/Or Use Verbal Abuse Upon Another Employee

Collano	1269 Koki St.	491-6499
	5065 LIMINST	839-1901
Dour Don (1)	326 annochour	3952647
	87133 PRINCES ESHAN	10 2841852
Metorol Laubkenuse	11 2100 Pate M. "2504	265-5511
Sina Skan	45 Keyaber Horo 96826	3583748
Elian Zank	2223 ahrsi	734-8396
Cayne Joyana	3251 Kehelenja P! 7269 Kok! St	734-7521
Deltan Tanaka	155 maken LP	841-0232
16,06	PORTOR	181-1869
(e thiase)	POBOX 198 P.C 1085 Kalo Pl. Apt 601	71
Gettivate) Silven Tanaka	1085 Kalo PI Not 601	86A-3015
THE TEACY TANAKA O. Since	356003 770000	1 100111000
Sisa Kawai	2223 Are pl.	734-8396
SA26/11 1 94	-1445 BULLDUST. WARNE	14 H1 9372-3718
Donale 99	- 124 Uwar Dr. Alca Hi C 7-424 Uwan Dr. ALL	16701 351-3582
OT SIL 90	1-424 Uwan Dr. ALL	HI 96701 351-4410
	LUUVS 70.00X 2781 EWA	
Mulifer	509 Kekupua St Hon HI	16825 051-3210
	OSSD DAHN AVE How, HI 9682	
	3055B Jahu Ave. Hon	
7-7	753 Laicha Pl Hon, Hi 968	
Paritalia	1212 GRERIER SP. HON 15	4 96826 215-1071
Diville Rade	4901-19 Kalana de Har	1 Hm 11 96821
9 0 = 0	The pagnist #1 from the 943	26 179-2552
Land Kaneaukea	POD 30150 HMG	460 n 220 1949
mannsul	1411 Laamin Pl Hon +	
mysely her -	584 Kanioku St Hono 4	4 96824 392-1111
Harle Stry (2	91-223 NAMAHAB PL	
GABG PETERSON	660 Kavana Wa Hara	
disa medice	504 Kulio you' Road	96621 521-2992
Jod Trians	9/1-301 (15/10)	N 96789 845-2255
Janua Lairon Garcia	911H4 Klaw Cot. ENDWORCH A	ii. 916TDU
Caphere Im	P.J. M. D. W. Nucher	1194997.
6 Pluliatime	1380 LUSITAN	4 961/3
Mar	1380 houten	9602
Dary H Ampaker M		4511 96813
Michael Kip	1890 Ala Mahamoe St	Hon 96619 96819 941-5379
,		

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Robert Jones	Kohat Vim	266-0901	24/2 Acypi st.
James Rokualani	Ricea.	368-3059	16 17 Ayour 877
Virginia Garcia	Virginia farcee	330 7494	1617 Aupune St
Rose Odini	Love Odens	266-0702	2412 August
Helen Velasco	Helen C. Vilase	None	1621 Onipace St
DINAH PARKE	defen	NONE.	1617 AVEUNI ST
Kennal Hopkins		415-1836	551 TAUKEA ST
Karlan Voyng	sahi yang	201-7556	94450 COARS-
Kindo Foster	Kimo Lacter	636-8383	2459 MANGLAHA ST
BITTY Souza	Belly Suga	218-6806	98-288 Tanohi St
Lly Copats	aly Calpito	842-6632	1416 MIDDLE ST-
STELLA ROBINSON	Sells Robert	5270027	DOBY 142 Fres
Taga Palama	Franci Polom	732-5261	4956 1CAHALA Am
ANCY HAVAEL	Maxing Musuel	78/5203	
Nova Uyehara	Daru Sugar	284.4848	1212 Newanu Ave \$509 Horti 9681
Catherina Hall	John Minn	988-1903	32/4(1-Sover) Road
Melyer Joseph	Mele Joseph	696-5-968	141 Mill Vacley
EILEEN HINES	Elen Hines)	780-2000	7 0 BOX 146
48A Lym	ky form	Muster	3553 WALAR-for
Dlean Mark	Illean Mark	946-0366	767PUMEHANAST APTD HO

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
HIDENÍ TEUTSUI	Kedem Gentson	64-0501	91-1646 OLGHALD ST. EWA
Welson Tolenton	Nelson Thete	681-115-P	91-1378 Kamatai 81.
Elorena Tolentina		681-1154	91-1378 Famahoj St.
CHAYNTEL PARMLOND	Charpite Harm Fond	347.1401	94.949 Fampgton Hwy
Jeannie Pogo (Danidanie Da	681-3183	91-1389 Kamelof St.
Cecilia Pagi	Cecilia Rogi	it i)	(1)1
JAYNAUN VIENA	Story	232.3148	91-1056 Kaimalie of #2NS ENT
Chasity Pogi	Chasita K.A. Pogi	391-67/7	91-1389 Kamahoi St. Ena Hi
YVONNE POGI	yould wenty	636-9667	91-1389 KAMAHUI ST 96706
Ramona Pogi	(Kamon) Jose	681-3183	011-1389 kamahoi St. Bun, HI
Jason Pogi	Sasan Bogi	G81-3183	91-1389 kamahoist Ewa HI
LYLIA CAPATI	Lylia a. Capati	681-3049	91-1390 KAMAHO1 3T. EWA
HUONG POGI	Huong Ku Poczi	383-4115	91-1390 Kamattor ST. HI.
ERIC AGUSTIN	be contr-	428-2994	91-1396 KAMAHOI ST. EWA DEACH, 72, &
Brandon Hamada	Branko Hamada	681-3429	91-1404 Kamahor St. Even Beach Hit a
Dana Abe	Dana ahe	681-3241	91-1409 Kamper & 9500
Stemmalle	Stewn All	(,	<i>M</i>
Stray HEN	Stell	0(И
Nelia Ann Nacin	Sni	783-7398	91-142 Kamapai St. Aznoluci
Russell Demont-Trent	River Demind - 126	387-2191	233 Anapalan Street

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Mrystal Soares	LIST CLE	809-548-84 92	91-1047 KAVIKI ST GUT REACH
Brandon Vidinha	30 Wh	10	
Kaslana Ario 19	Zawami alexali	908 699-1202	91-610 Elevatue PI
Cyndy Oplinato	Gyndy Salmah	808-233861	94-1125 Hoomakan 57 96797
Winn Orinen	Sin Figheren	None	300 Kedu Drive Kailva, 96734
Tabritha Ferand	a Min Fors	none	none!
Linda Hiller	Muila milles	808-2631174	1270 Kelcwina Pl. Kailusti 94739
Edna Hvrata	Scho Trata	737 6745	614 12th Are Hon 96816
Shirty Fuhumuch	Mully a Julimot	808 722-2397	94-1030 Le 4 pura PI Waypalu 96797
Robert Yamamoto	Rolt Counts	396-5670	359 Kuanalup). Hon. 96825
Dean Yoshioka	Dout Conta	808-689.6845	91-967 KALAPY ELL bol 2670
Parola Fulunedo	Range Lation	677 8130	94-1030 Lelepua Pl Warfalu +4
CLIFFORD MIKAM	Gal lla	735-8089	3243 ESTHER ST. HONO.H/ 968
Stopphen MiyAMOTO	Aggli I Angel	594-0318	P.O. BOX 970689 Warpson 96797
Joseph K. Camacho	Her Canneln	752-0439	P.O Box 706 Volanosti 96785
FAMILY KAWAKAMI	h	225-8726	PO 60× 112154 HOW, H196828
DIMITALE ALAMA	Dunting Da Alam	542-3156	3465 Walatal Ave 96816
Arnold M. Tanaka	and on land	952.9700	1482 Milbiki St. Hon Hi 9(825
Marsha Yonamori	Dy arola your	547-5130	17.17 Mott- Sm. +4#13 H, 14 9 68 2
Claire Nagata	Clarie a Worth	220-4358	1247 8th Avenue Hon 11 96816

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Clarence Nishihara	Clerene & Treshiham	586-6970	94-465 Loop St 6797
Bert Warashino	Bot S. Harlin	586-6970	State Capital Bldg. Rr 219 Honotopin, HI 96815
Ryan alkanine	Aty an Alemina	(808)741-5961	1212 Naugnu AVE +2910 Hon, 41 96817
Joanne Nakashim	Joanne noka shina	208 (39-10264	80 Bex 965 Falakes, Hi. 96791
andon Lum	arton hom	188-7804	3255 Alam Drive Horal 6022
Cindy Moniz	Cruck Sthing	696.7446	86:357 Halona Rd Waiavae 96792
RAYMOND REVERATE	(keymond Run J. (MAKA)	593-9398	1125 Young St, #505 Honoluly HI 96814
Jenson Chara		277-3089	1462 Kiran St #77 Ha. HT 96814
Melani Sunia	(ARANA	393-6180	3412 Waialae Av., #103 Hon, H1 9,6816
Kammy Chang	Jan Cler	179-5754	1462 Kinay Ct. # 22 Honoluly, Hi 96814
Sara Karrele	M	224-0230	91-976 Mailani st. Ewa Beach, HI 96706
CHARLES E. LEHMANN	Charles E. Lehman	239-8504	47-361 HUI KOLDA PL, KANEOHE, 96
Paulette Tam	Soultte Law		PO Box 4787 Kanadie 9674K
Joaquin M. Borja	April 2/	224-0696	98-1613 Hooma, Ke St. Pearl Cit
Moithew D. Rellin	matthew 2. Rellin	387-39%	1570 Hoohaku St Pearleity HI 9
BUSAN M. SLAVISH	Susan n. Alawis	236-2480	\$47-079 Xametameta Hung 9674
Arley Nozawa	Cyly Marie	214-0104	90 Bx 679 Kacaa Hr 96730
Joseph Nozawa	Joseph Mays	218-8131	PO BOX 679 Kasawa Hi 9273-
Stephanie-Izumi Kanakai	ni Steplend in facti	345-1752	95-801 Kipapa Dr Mililani, Hi 96789
Shaun Kawakami	Show White	382-9500	

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Natasha Sakai		685-4029	91-868 Wailewa Pl. Ewa, H1 96706
Trisha Petit	Trust Real		Handyle HI 768/
ROSE SCHAAP	down of a	716-228-8117 call phone)	1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 /
LAURA BLOOK	Xam Sloor	354-3503	2551 Kapidlani Honolulu, HI
NUTA SAWYER (Mia) Bawuer	221-1747	POBOX 700033 KAPOLEI, 41, 96709-0033
Delporah Sebula	Deporal Debile	3922636	PO BOX 1468 468 16
GERRO CKAU	Drue XI	6887658	1340 KUKICAKT HON H1 96818
Ofelia Bodun	(OBBRALIA)	842-6783	Who Street Hor. Hawaii 96819
Stores Duna	Then	282-3379	Prop 75245/40-16186836
CARC Weiss	Carl Weiss	450-1291	1945
	michael alforst Oine	489-8121	2009 Uhy St. Hondy/4 96819
michae Maildonato	Bh Bhhob	714-883-9612	94-489 Alapiaist Milikum 967
Chyron Kurasuge	Catilly	258-8455	1006 Hooman KAST-Hentliges
Tammie Kuraguige	Samuel Darach,	398-3535	1006 Hounaixai Sittentti 9651
SUDITH ANDERSON	Sudith anderson	282-8972	95-269 Waikalani Dr. MILILANI
M Tidwell	Midwell.		Kapiolani Blud. 96826
	For Richard E. Schage	Jr. 678-0421	WA (PAHL, 145 96797
Tracy Logy Andre		490-0908	912210 E-1 old Ftweaverld
MINK BENEN	7-3/1 Ben	833-4713	1121 ALA MAPUNAND ST #1802
PREDDIE KELLY	fill fell		1519 KAUMUREIST popt 115

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Editha Cabica	Effeth Colon	(808) 488-9766	99-815 Laidin St. Asian Hi
AURORA TABIOS	Amora Tabios	(808) 676-2960	94-1321 Kenikea & Warpake (4)
Shrown Montgonery	No of	(808) 489-1390	6255 Ibis Ave Euro Beach 96706
Wayne Izum	Whigheles	(86) 389-647	45.135 Kokokaho Pl 96744
Conclus Apla,	Mille	(808) 349-4246	91-1197 KARROWS Stewartsensh
Brian Mehrale	Dpin Hula	688-3815	1-127 Milikann St Warne
Magdalenia Abardo	mosterne alor	744-4249	84-530 DZ Forrigton Hw 96792
SDARA TUBUR	Star Jegrif	1 1 1	87-28 Helaun 4 51. 96792
MARI CARDINES	Cheart_	342.2772)	941063 Kaaholo St Waynel 9679-
GARY CROWER	gorace	626-1996	95-1040 KUARADA SI MILILANI 96
Duke Pa ou	Duke Pava	989-8672	PO.BOX SI3 MTI VIEW HE
Wendell S. Kaina	Eleball & Rains	386-2154	153 Janker 87. 1102 111 861
Wanne V. Soliz	Afranne V. Sin	953-7421	81-174 Garangtonthe 961
Richard Soliz	Kah	953-7615	87-774 Farrington Hoy9619
whitrey fawala	warring tamuah	904 8335453	14L4 Ala Le KIR Place 9481
EWWD A BEZOMON	Euro/ Prince	for 688 3544	1617 5. BEREZAWIA AR # 105 HIW HI 966
Duane Ige	mare &	(808) 428-3379	99-036 # A Lauling St - Aica, Hi 90
JEBANOES) FOR	Frances Jge	486-1851	
Dearma tee	degun la	34-3884	5254 Kunawai ahe Hon 96817
Fath Shimm	Patti Thin	487-2182	97-036 B Caulibra &

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Janice Balbas	Jama Folks	368-87 2 9	91-1411 Malike St. Zwa Beach, H 94706
Janes GalzaGA	if or	CB08) 347-4257	di-in a working of brokering
JANK YONZMAK	Almo	342-3012	91-1411 MARITO ST. ENA BEACK
Elsa Gronzage	elsa Char	687-3100	91-1411 malita St.
Alberto Gurraga U	about day a go	487-3700	91-1411 Maliko st.
ALBAND JOCALAN	Allen alone	230-416	91-1581 Maliko 94 96106
ALBAND DOMINGO J	Mus du	1	
ALBAND TUSTON	Just of the		
ALBAND DONNE	mel	1	
Oddrin Pelekai	apleka	687 5386	911630 Olertalast. 96706
uzviminda Martinez	a parauting	699-2044	91-1640 Olehala St. 96706
Elmo F. Martmoz	Chui fo Wenty	699-2044	91-1640 Olchala 87, 96706
MONEYIC Subject	M. Liza	744-2372	91-1219 Phaina St. 96706
John R. Phiasiripanyo	Durch	778-8307	91-1315 Kailedlan Dr 96706
FONAPLEO CUEVA	Nown	681-3227	91-1711 BURKE ST. EWA BEACH
Kai Larsen	Nai Layer	783 -8667	2121 ATHERTON 20 HOW HI 96822
Eden Gamil	Roten C. Sh.	542-0662	91-132 Puhikani PI. Eua Beach 967
JORRY RANGUES	Jany knows	683-1979	9291-203 KAYEZO PL GUM
ROLLY S. DECA RAMA	Rolling Dola Rama	685-0289	91-1077 LECETO ST. EUA BEACH 9
Derck Caravalhu		685-6138	91-551 Korhalapl Ewa Beach 9

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Yokoyama Mavgarl	Myn ru	808 623 5441	95-119 Lalai St. Mililani 96789
Summer Marquez	Times Modern	808-204-6789	•
Sarah Metoxen	Sand prot?		92-7049 Elele St. Kapolei 96707
Myles C. Miyasato	11/20	488-8631	99-159 Iwa'iwa Pl. Aiec 96701
JENNIGER BOHNER	Jany M BL	4881988	94195 Kupunalp Waipaha 96797
VENICE D. Compourate (Jean Collonne	488-1988	98-483 A Ewa Black, Rol. E.B. 96706
Milton M. Oshiro	Mellin M. Oshus	788-1988	98-1426 AKAAKA 54. Aiea 41 96701
Laurie Sato	Dauru get	488 1988	1517 Ala Mahanci St. Har III 96818
Marc K. Nakamurx	Dum Inform	488-198	2234 Halakan I. Am 26521
DEANNA CITUN	Deamo Chi	389-6137	92-980 Ruanihi st. 96207
Tala Poai	Mode & Doar	723-1950	348 Punhale Rd PMBBS Hon H
AVI Poaj	Office Price	723-1950	348 Prinhala Rd
Jordan Marinelli	Ander Monico.	594-8752	492 Hilaiscus St.
GISVANNI REDLA	Jeanjan	218-0851	1510 DOMINIS 1000 A 90520
Larry MECSToheon	Lang McPutchen	286-5041	2002 Form ST APT A HOME
Theresa Mc Cutch won	Thursa ancutchen	286-4679	2002 Fam St Apt A Honoluly 9452
TARYN BASS	Tarm Bars		94-1147 Mopua Lp Waipahu HI
NEAR Kandul	Mroal fundal	268-371-9670	
N/48K//1541D1	The Colon	3301824	1211 Kamfile 5 1 96814
TOM MEARICIL	KAN O	271-4800	

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
TERRI ARMODIA	Veni agnodia	433-0580	98-482 PONO ST. ATEX 96701
Brian Lacaran	hrun Laur	554 6869	39834 Halegrala Ave 96792
Marcello Armodic	Dalcoll and	428-0705	98-402 Poro St-Ain At 96201
Grace Heleski	An AD	626-1046	74-1019 Hakemak 8. 76789
Boxbara Away	Balan avne	383 8527	86 360 CHalona Rd Wateres 9679
LORNA SOUZA	The Dead of	2923701	94-385 AND LANE WARRAHU 96797
Florie Channer	A Comment	423-1734	*
Nalasha Malaki	Matuska Malah	294-4163	891143 Vaniahiahi Pl.
Michelle H Leabhami	Mon	852-1180	41-218 Karcheenerricky 7/ 96195
WALKER C- ARRIAGA	with the same of t	216-2074	87-211 KULAAUDUNI ST. WALANAS 96792
Rainword Marren	Raudond Mamea	348-8765	298 W. 1. King Do # 11 15 13 Wal
Like Wallen	Le Wilhe	896-1691	Et die St
Deni Weren	D. Wenen	707-0961	Waianae, H1 9679
Carolyn Araki	Guot Quaki	457-0691	94-780 Lumianan St HHI 96797
Pat VIOLIDOS	Mich succes & levery	342 8230	178; Palangai & 96782
YRIS BAGNAGO	The Day	232-4789	45-3 28 WILLIAM + JANEOUTE 96-742
Malia Infiel	D.M. Indiel	428-0202	386 N. Vineuard Blad ITS o
Max Infiel	Maximot afrei	428-322	
MAXINE INFIEL			1309 Quea EnmoSt. 2-C, Har 918
Edward Javid			1210 Kanale A. #203 Kg #2 9081

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Alge Ainalofse	alex apurelyn	306-6462	We857 avanet 87
Sofacs Lacegor	Joseph Taloin	864.2975	94 1023 KATHOLE ST CONPAGE ST,
Dansell Job	10,0	554-9405	(e28 N- KILARIRI ST Hon HARD
Fandy Talgeon	Pard placer	630-3266	91-1526 Palnikast Ewit
HEADRICK HOWKING	250	677-7517	94377 HAME ST. WARTHAN
Justin Gray	Din	723-2775	4060 D Pongainvila DI
Dour Jampe	Mari Tamasaa	678.8033	94-352 Aprinomi PItte
Affred p. vitale	BOO NO	636-8653	199 Dupay plunit 101 Honda HI T8
Alarcham Nobulut	, Malian Nabelity	497-1202	Sq-1008 Mish Haleakala Ave. Winder
SAILELE TULAPALE	Hai beleshord	684-416	94-911-37 AWANEI.
Faggete Sula	A fela	497-7102	Aire A' 96701
Tayave vili -		320-8684	94-377 Hogiege St walpurpa
19m Wilgon	for volso	862-1152	94-422 XXXXII St. Waple
STEVE TOUTH.		72:8-2256	94-384 Papakalis 9
En fealsfor	Elg	450-4947	94-354 Rugumonii St + 101 WARAM 9079
FALE FRATILI	The	(170-403>	94-417 OPEHAST. How. Hi 9619
Toleni Bola	At A	294 1428	87.208 Agopono St 4-9679
Offer E. Dele Dy	May our	486-2484	99-1099 B Kon Mai Dr. Aig 90
Day Liela Cruz	Sty De Cry	486-2884	98-1089B Komo Mai Sott con
ASENVA 71 TAMANUY	ALDY - 1	861-3091	133 LAKEVIEW CIRCLE WANTER
<i>v</i> //			ai -xx

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
PARKER ROGERS	Parken Rogera	345-4418	3773 Kanaira Ave, Apt 308 Hore. H
Naroeliza Domina	Marcely Doning	887-6302	94-099 Manawa Pl- Waipahy 96797
Akil Fwins	aki Ezz	407-9798	99-1622 Puliki Place
Sanna Clan		386-2850	1081 Museum Ava 4706 glost
DONALD MELLEN	Londle Leroy MC/ 20	284-4659	226 KalalauSf Hon, TATUSAF
Randy hard	2007	795-5184	4221 Kon 9646
Adney Afabay	ady alely	371-8037	94-535 Polina Ac. 96797
Rym Da Costa	Lith D. Cit	561 - 3438	91-1190 Knuiki St. 96706
Yestand Tamapua	MedadJagua	814-4959	91-1030 AKOTO AT, 96707
Jamie Yokoyama	Janiz Schogren or	753-4763	45-368 Halenan 1 96744
Connier Nakamura	Angum	551-5014	41-1650 Hummya LA Wain analo 96795
Rudy Payadua	OR Julen	761-7096	536 Warm 47 Karley 967 74
Renee Emillermo	Leve Karlono	195 5407	99844 Kealalnina Dr. 96701
Nothan Guillermo	Nextrans & hullimis	295 540%	99844 Kealalmina Dr 96701
DAULD TIPTON	Dorf W. Tiplen	955-9335	3607 TROUSSEAU St 96815
CINDY TIPTON	CX Tupton	Di Di	(1
Misty Mathews	Orita Class	852 2076	87774 Farrington thuy
Mermina Marques	V-Merchul)	391.5417	87-774 Furrinten Haser
MARIEDATIO	maina de la	<u></u>	PDEX 901245 WAIDANG
Jea wad	Jet Mill	24-6941	92-743 paclaly

9624

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Shariema/ Taea	Je to Dan	438-4175	91-1119 Ahong St. Fina Beach 96706
Lupia Maclines	Triba Hastones	353-3511	C4.1015 Pinloky St. 96795
KEAhi Medervis	Kramond	80842245287	
Tu Porali	The Hatis	554-1972	94277 Harrie St. Naypalw
SAGO TAI Jr	A SOM	694-0594	94-352 Perlemonin ST.
Jack loane	How	699-6087	91-602 Kilchest=
Casper R. Seinafo	Curling Karmator	383-9070	4985C Ewaln Way, Ena Boach, HI
LJ Paleciae,	Af Palenia	6076-8633	94-246 E-381 Jeden St.
Pa, Pa() 1 Vh	Mr M	688600T	3080 Malle
Kainer Waters	from Mayon	896-45FZ	1232 Kivan St Apt. 4.
Demone Joe B	Stathers	894-4558	1232 Kinau St Apt 4.
Ulaina Valesi	Huels.	671-1375	94.350 puppermonist Nagahutt.
alking of	Vili,	225-4589	94-377 Hazere 54
Jeremil Syncer	Januar Spincer	667-9041	79-1064 Pohakupalema St.
Bennieler Spences	Dennie Ra Spercer	6689041	891064 PohaKeipakena St.
Adam Vitale	Artan Vilato	199 Dubin	98766 Wiener
LAUNIU Paleace	Tuff	284 2883	94-216 LEOKUST Wagne 9619
Kalana, Barbua	By go an	LEQUE "	86-347 Kango Pay \$ 9619
Sua tanan Na	OKN k	304-3183	87-1532 Helchy 87.
Leleo, Fari	Hald	620-3669	P.O.Box 1454

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
kalionalani Luning	Ri Jos	889-0050	190. Bx 1407 Kapaan HI 96755
Lawrence Sander	9-07	808-255-52 66	91-733 makkele Relito Euro Boah
Jessica Surche Linu	Assa Xaring	808-780-7744	h 1 1 1 1 1 1 1
Charline Blaur	Charline Blan	808 220-6881	98-1366 Koahershe Pl. 201 Pc. 969
Jane Kakazu		808 457 0985	
MARY T. ROCKE	& Tonout Regin	(808) 672-3717	92-731 Malcals16 DV Bot#6 Rapoles, 1+7 96707
StoffCHANG	A contract of the contract of	808-693-8989	91-184 KIKIAO St. 141 96707
Ki wain Pal	for a	808 523-8932	36 N. KNEW S. 42407 KIN. 41 GEO
In walich	Double Link	690-0590	Nokle In Honkli 968 17
Einner Scott	2	208-689-3/63	91-2012 1(A: 'D): 87 4 1602 EWA BONE 1 17
Chusa Daliench	Charles a takench	808 483.6438	all Andiwoli of Reto 91
Cychin Alakai	CYNTHA ALAKAI	860-4730	91-570 KUILIOLOA PL 96706
dangeld four	angle m Duy	8083495383	91-250 Kankolu Way Eva Biffle
Imothy first.	Justy Hul	808-354-835	91-350 Kautcolung gores
TREDA ADIVA	Irreda apir	808-953-9299	94-266 Seowakine of Go Whe
Joslyn Tabios.	July 2	8086123135	90313 Akaula St. Kapolei 96707
HRISTINA TAUOLE	Analida Panole	685-1099	91-8/3 Laupai Place
Anthony Collar	Cilly Cotto	330-4044	1223 HALA DR HO, HI 96817
Glean Equor	de al	685-1099	91813 Laurai Pl Evaluach 967
LiAnd Collazo	Postars	000-1835833	1223 Hala DRIHM H, 9/28

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
ADRIENME FORGES	FI WILLTON	TAMT7	94135 Poolan Nay Naper 967
Shuao Li Lung	Saleas In Lung	8643794	310 N. Cane St #8A Waliaws
Sydney Vinaya	Sofy Vin	847-7373	97597 Kupuoni St. apt# ZAA Waipung
ALEXONDER GLIAZE	Advand Cays	699-9928	2240 WILSON ST HON, RG
Flora Jasmin	Flora Jasmin	949-1962	1519 Kanmualii St. Hono. H; 94917
Dolly CARRIAGE	995	671-947	94-703 Kalse St. Wajp 96797
Alan D. Avillanoza	Wan D. Willancea	G64-6162	P.O.Box 16305 Horeole Co Hige
Hikomus Tamo Pro	2 2 2 2 5 And This	664-6162	2825 5 ×1/19 87 1601.
ALAN JASMIN	Dong	479-626st	91-1769 CAUD ST. EWA BEACH, HI 9600
Rose Ortiz	Rose A. Cating	487-5854	98-1749 Hapaki St. Aica 961
ERR HURD	Oren Burd	349.5405	91-300 Krukely Way Euro Rose
Swan Chan	Ditte.	255-7838	9/365 A Eng Beach 201 96766
KENNETH ORTIZ	Lewith Ortin	487-5854	98-1749 HAPAKI ST AKA HI 8201
Denise Larsen	Dina Harten	781-3997	1083 Bishop St. #1611, Hon., His
Matthiew B. Cabunac	(hottow & June	51 1-9371	94-733 Kalaie St. abipaher, #1.95 97
DIANCK IN	De la	206-6390	2442/KUHIO AVE #804 968/
Sloyce Lynn	() de	3FR818P	P.O. Rox 86/261 Melisa
Benjamin Jasmin	1-5 (/2 (/	8481962	1519 Kaymualsi st. 118
Leona ayers	Dana Clyero	732-1590	1844 1044 av E. Hon. Hi. 96816
Tyma tasmin	Tym	687.9988	91 1769 LAUOST. EWA 90706

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
Eddie Shotabate			60 H Berafanost
Yun Shifakata	Tw 21. Stall	528-2325	60N Beretania St
Lalarous You Portune	Sledep Hentooney	11414501	WOTANDE HI 96795
Landell Kalam	Long De Killed	678-9170	Walpahu, H1 910792
Ellareen Yeeldong	The Vac Poons	772-4501	Waranae, 4-96792
RENATO CASUPANG	(Le men)	678-0629	W87PAH4 96797
RICHARD MALON	Mulin	478-8262	WAINNAE H; 96792
Gracy Ann Malaki	Malale	673.6352	Waianav, HI 96792
Leilani Nagau	L. Nasau	183-4889	89-814 Hakakala AKE. Karanae 915793
Patricia Sofa	La reposeda	38/4/83	85210 Alask Mo 7 96792
ALVINA AWONG	and	591-4966	Waianap Hi 92792
Ashly again		hale -6 352	Waldware Hr 92792 E7941 Mikrokust Walance HI 96792 1889 Kerkinne Lp Honduk HI 96817
Joseph Roache	Jush Zaleo	274-0626	
Louellavidinha	Louella Vidila	722-5669	94-667 Kaaka St. Waspahu, HI 96797 3320 HERBERT, ST. HONDLYCH
ALLEN DSBORN	all Dad	256-4264	3320 HERBERT, ST. HONDLYCH
Ted Shiphbckuro	DEd Grimalabura		
17ck Shimabekupo	Richer Shimabuhur		
Dzoren Albano	The all-w		
Edwin Carag	Edura CZZ		
LUZ VED	lang allec	218-1937	956x HOOMED 47 PC 96711

NAME [PRINT]	SIGNATURE	PHONE #	ADDRESS
TAGHAMI GOLLORO	100	(800) 230-1742	1060 KAMBHALABHA HWY # B 1700
Semifer Remywell	Sennife Kenning Ill	808 942-1552	845 University Ave #1203 96826
Kristen Nichols	/Krish fil	285-2508	11esq Pankiki St. Kailua 96724
Denée Simic	Deres Sinic	395-5139	1054 D Aware amaler 968 25
Julie Vereneesch	Julie Vermeesch	239-9344	47-320A Hui Iwa St. 96744
Sharoness Quileta	Q 200	428-3399	1430 Luritana St. Apt. 201, Honolulu 96813
Tade Roach	2 m Roll	398-0678	3260 Kilihune Pl. Hon. #19686
ARTHUR AWAYA	Allen Arry	735-1488	3268 Kilihum Pl. Hono H1 96816
JARON HANZAWA	Jaron Hayawa	398-5180	95-1191 MAHAIKAI ST. #52 MILILANG 14196
EUGENE CLEHARIT	Einena Clot	4877882	99-036B LAUKIMAS AKA HI96101
STEVEN K. YOSHIBA	Surelyel	808 487-2047	98-235 Paleo Way, NED, HI 96701
HEIEN UEVARA	1/1 Whan	(84) 4572082	·
CHARISE SHIROMA	C Bo	216-0418	95-106 HIKUA PZ MILLANI 9678
ALFONSO GODISON	de Godison	949-3576	2317-D-FERN ST. HONA
CILEN N PWICK	The Finger	538-6105	2439 KAN esti are
Derrick Nekota	Dawn Welson	626 0032	95-1008 Kahonea St with
Audrey Tamashin	Dudy Jaman	778,4407	1511 Nuyany \$49-96817
JESTER KADUNIAI	psta O Kapuin	2323 427	1804 PUDWAINA PRIVE
Wendell Cojitani	Marchall Coplan	778.6632	1523 Kaynoli St. 9678Z
LEYNES C COPPUZ	Layner C Crow	737-4446	1226 PALOLO AVE TINL, HI