

Employee Handbook: Introduction to HR policies

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I. PURPOSE

This handbook policy is an introduction to basic requirements about attendance, dress, care/usage of state property and other miscellaneous information pertinent to working at DAS. DAS has specific policies dealing with topics such as work hours, leaves of absence, conduct and discipline, and other Human Resource related policies. **Employees should consult these other DAS Policies on the Policy Index at the DAS website.**

DAS policies contain specific information about other rights and obligations governing employment at DAS. Divisions within DAS may have attendance rules which modify attendance rules in this policy for one or more sections/units. In this case, divisions shall have any modifications for attendance conspicuously published to the division website. The modified attendance policy will contain a certification of approval from the DAS Human Resources Administrator. Consult these division attendance policies where applicable.

DAS MISSION STATEMENT

The mission of DAS is to provide quality service, specialized support, and innovative solutions for the effective operation of Ohio government. In keeping with this mission, the DAS shall adopt personnel policies and practices for its employees.

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II. POLICY

1.0 ATTENDANCE POLICY

1.1 Notification of Absence (Call off)

- a) Employees who are unable to report for work, and are not pre-approved for leave must timely "call off". A Call off made beyond 30 minutes after the employee's regularly scheduled start time is considered late.
- b) Supervisors must complete the "Call Off" form each time an employee calls off work. Employees must answer all questions asked by the supervisor from the form.
- c) Call offs are generally acceptable in the following situations: when calling off sick, or to deal with an unforeseen or emergency type situation. Prior approval for other types of leave usage is required. Any variance from this policy requires written approval from the supervisor. If the employee requests leave other than sick for an unforeseen or emergency situation, the supervisor may require documentation.
- d) All call offs must be made by the employee, unless extenuating circumstances exist. Call offs by other persons on behalf of the employee are only acceptable upon a showing of inability of the employee to make the call (e.g. hospitalization, loss of telephone service due to weather emergency, etc.)
- e) Unless otherwise instructed by the supervisor or manager, notification will be made on a daily basis no later than one-half hour after the scheduled reporting time or as soon as possible if emergency conditions prevent such notification. Call must be made to the supervisor/manager. A voice message is permissible which shall include a phone number where the employee can be reached.
- f) Failure to call off properly may subject the employee to discipline unless extenuating circumstances existed to prevent timely notification. The daily notification requirement may be waived by the supervisor or manager for employees who are hospitalized, on approved disability, worker's compensation or on long term leave.
- g) Employees shall notify their supervisor or manager whenever their health status changes or when there is a change in the date of return to work.
- h) Verification of medical or emergency circumstances may be required.

1.2 Tardiness

- a) Tardy means arriving for work after the regularly scheduled start time i.e. arriving to work late.

- b) Employees shall not be tardy in excess of four times in any calendar month. This is the "grace occurrence".
- c) Any single instance of lateness exceeding 30 minutes will not be considered tardy but is deemed an absence. Rules concerning absences apply including notification and excuse.
- d) Employees must "make-up" any tardy by flexing time with approval of the supervisor, and in conformance with the DAS Work Hours policy, or by taking leave.
- e) Employees are strictly liable for all tardy in excess of the grace occurrence and will be subject to discipline. Excuses will be considered only when the employee can substantiate that all tardy during the current calendar month were due to emergency circumstances outside the employee's control through no fault of the employee.
- f) In cases where the employee submits a request for leave, and the tardiness is not excused, the supervisor will approve it FOR PAYROLL PURPOSES ONLY.
- g) Employees experiencing attendance-related problems may benefit from services provided by the Ohio Employee Assistance Program (EAP). Employees may contact EAP at 1-800-221-6327 (toll-free statewide) or 614-644-8545 in Columbus.

1.3 Sick Leave

- a) Authorized Usage: Employees may use accrued sick leave for the following reasons:
 - (1) For absence due to personal illness, injury, or pregnancy-related condition of the employee or a member of the employee's immediate family.
 - (2) Exposure of an employee to a contagious disease which could be communicated to and jeopardize the health of other employees.
 - (3) Examination of the employee, or a member of the employee's immediate family where the employee's presence is reasonably necessary, including medical, dental, psychological, or optical examination. Refer to the individual bargaining unit agreement for additional information.
 - (4) May be used in addition to bereavement leave for death of a member of the employee's immediate family where bereavement leave is provided. Such usage is limited to a reasonable time not to exceed five days of sick leave.

- (5) Employees may elect to utilize sick leave to supplement an approved disability leave, workers compensation claim or childbirth/adoption leave.

b) Notification for Use of Sick Leave

- (1) When use of sick leave is not planned, employees shall notify the employer in accordance with this policy: See Notification of Absence (Call off). The employee must notify the supervisor of any projects or work due while they are out.
- (2) If sick leave continues past the first day, the employee will notify his/her supervisor or designee of the anticipated duration of the absence. The employee must call in everyday of the absence unless an alternate schedule for call off is arranged with permission of the supervisor. In the case of a condition exceeding 3 consecutive calendar days, a physician's verification statement may be required. After an employee has been under the care of a physician, or off for 3 consecutive work days, a return to work release may be required prior to the beginning of the first work shift.
- (3) Requests for an entire day of sick leave for single medical or dental appointments are not acceptable unless there are extenuating circumstances that would prevent the employee coming to work before or after the appointment. Supervisors or managers have the right, as well as the obligation, to ask the time of the appointment.

1.4 Requesting Leave in Lieu of Sick Leave

- a) Upon exhaustion of sick leave employees can request to use accrued vacation, compensatory time or personal leave in lieu of sick leave. (Employees will generally be required to exhaust all leave prior to going into leave without pay status. Requests for leave without pay in lieu of sick leave will be reviewed according to criteria in DAS POLICY Leave without Pay and DAS policy.)
- b) Employees requesting other paid leave in lieu of sick leave must supply physician's verification within three days of returning to work.

1.5 Physician's Verification

- a) An employee may be required to provide a statement from a physician who has examined the employee or member of the employee's immediate family for all future illness. Leave for those employees who have been required to provide a physician's verification will be considered for approval only if the physician's verification is provided within 3 days after returning to work. (Placement on physician's verification is done by the assigned Human Resources Coordinator, in consultation with the Labor Relations Officer.) The supervisor or manager shall review sick leave balance for all assigned employees. When the employee accrues a balance of 10 hours of sick leave, as reported on his or her pay stub, the

physician's verification requirement will be lifted. Physician's verification may also be required for isolated uses of sick leave. In these cases, the supervisor will notify the employee of the requirement in conjunction with the employee call off.

1.6 (Abuse of sick leave) Unauthorized Use, Misuse or Abuse of Sick Leave

a) Policy: It is the policy of the employer to take corrective and/or disciplinary action for unauthorized use of sick leave, misuse and/or abuse of sick leave, to include the following:

- (1) Failure to properly notify supervisor of medical absence.
- (2) Failure to request leave in OAKS time and labor or KRONOS.
- (3) Failure to provide physician's verification, return-to-work release, or other medical documentation when required.
- (4) Fraudulent documentation associated with use of sick leave.
- (5) Misuse of sick leave - using sick leave for purposes other than intended or provided.
- (6) Failure to comply with the terms of policies regarding use of sick leave.
- (7) Pattern abuse - inappropriate and unauthorized use or abuse of sick leave includes use:
 - before or after holidays
 - before or after weekends or regular days off
 - after paydays
 - on any one specific day
 - following overtime worked
 - of half days
 - in a continued pattern of maintaining zero or near-zero leave balances
 - excessive absenteeism.

b) Procedure

- (1) When an employee falls under the conditions of pattern abuse as described above, the employee will receive a notification of pattern abuse from his or her supervisor or manager.
- (2) The employee's division Administrator/Deputy Director, or designee (office chief or equivalent supervisor) shall meet with the employee to discuss the employee's use of sick leave. The purpose of the meeting shall be to allow the employee the opportunity to discuss any extenuating or mitigating circumstances concerning the use of sick leave of which the supervisor or manager should be aware. This meeting is not for the purpose of requiring the

employee to explain his/her prior use of sick leave or the employee's medical condition, nor is it to be considered as disciplinary in nature.

c) Corrective Discipline

- (1) An employee shall be subject to discipline if either of the following criteria apply:
 - The employee misuses or abuses sick leave as described above OR in the case of pattern abuse
 - The employee has received a pattern abuse notification and uses sick leave in the pattern identified.
- (2) The department will consider extenuating and/or mitigating circumstances prior to imposing discipline. However, employees may expect the imposition of discipline if there is unauthorized use or abuse of sick leave. The sick leave discipline track will normally be progressive with no more than one disciplinary action per pay period.
- (3) When progressive discipline reaches the first suspension for an employee covered by the OCSEA bargaining unit agreement, a counseling session will be conducted with the employee. The DAS Director or designee and DAS Labor Relations Officer will jointly explain the serious consequences of continued unauthorized use or abuse of sick leave. Any discipline imposed will not violate Family Medical Leave Act. Refer to the FMLA Policy for additional information.
- (4) Sick Leave Use before and after certain holidays for OCSEA bargaining unit employees in classifications which normally require overtime to cover an absence: Employees in this group must provide documented extenuating circumstances to maintain eligibility for holiday pay. See Article 26.04 of the collective bargaining agreement for more details. Applies only to New Year's, Memorial, Independence, Thanksgiving and Christmas Day.

1.7 Leave Usage and Approval

- a) The employer reserves the right to limit the number of employees who are scheduled off work at any one time, including persons on leave, excluding employees on disability leave subject to terms of law and collective bargaining agreements.
- b) All requests for leave shall be made by submitting a completed request for leave (RFL) in advance of the absence (except for absences incurred due to call off as described above).

- c) Approval of all requests is at the discretion of the immediate supervisor or manager based on workload, operational factors, seasonal deadlines, and holidays. Supervisors or managers will make every effort to promptly notify employees of the disposition of leave requests. In the event the leave is requested so far in advance that it is not operationally feasible to determine whether the leave can be granted, the supervisor or manager shall so notify the employee and arrange for future consideration. Supervisors and managers are reminded that their approval/certification requires that they verify the authenticity and accuracy of the RFL and payroll records they approve and or certify.
- d) The employee must receive confirmation of approval prior to usage of leave. If leave use is unplanned, the request for leave form shall be completed as soon as the employee returns to work. In the case of an absence that extends over a pay period ending date, the employee should contact the supervisor or manager to make necessary arrangements for submitting a leave request. Failure to contact the supervisor or manager may result in delay of pay. Employees shall monitor leave totals provided on their bi-weekly pay stubs.
- e) The employee is responsible for ensuring enough leave is available for any future absence, or the employee may be subject to discipline for using more leave than available/unexcused absence.
- f) Refer to the applicable bargaining unit agreement regarding the use of personal leave by a bargaining unit employee. Use of personal leave for other employees shall generally be granted if an employee makes the request with a 48 hour notice. In an emergency, the request shall be made as soon as possible and the supervisor or manager will respond to the request promptly. An employee may be required to provide documentation of the emergency.
- g) Vacation and compensatory leave may be used when mutually agreed by the supervisor or manager and the employee, and in conformance with applicable law and collective bargaining agreements. The supervisor or manager shall consider all requests for leave when approving or denying requests for vacation or compensatory leave.

2.0 PERSONAL APPEARANCE

2.1 Employee Appearance and Grooming

The divisions of DAS exist to provide a wide range of services, and employees may routinely interact with members of the general public. The DAS public image is a function of the behavior and appearance of each employee and each employee's appearance establishes a critical first and lasting impression. Dress and grooming standards are intended to ensure the image of DAS is enhanced by the appearance of department employees. All employees shall practice personal hygiene and clothe themselves, including proper footwear and hairstyle, in a neat and clean manner, which is appropriate to the work situation and reflects the professionalism of the department. Employees should ensure that their use of

scented products is not unpleasant for others. Management reserves the right to provide sensitive feedback that the clothing an employee is wearing does not constitute acceptable attire. Voluntary compliance with the expected standards is the ultimate goal of this policy. Disciplinary measures may be instituted when employees refuse to comply. Questions or concerns should be directed to the immediate supervisor or manager.

Division Deputy Directors will determine acceptable work attire for their assigned divisions or offices. Due to the specific nature of the work performed, employees assigned to computer installation, mail room, warehouse, print shop, delivery, custodial, trades or maintenance classifications may wear appropriate "work clothes" and footwear approved by their immediate supervisor or manager. On a case-by-case basis, supervisors or managers may approve work clothing for other employees as necessary.

- a) Business Attire shall be required for formalized presentations or meetings with non-routine external visitors, external customers, and or meetings with Senior Team. Business attire is encouraged for everyday wear.
- b) DAS may furnish uniforms. Uniforms must be worn if issued. Uniformed employees shall comply with grooming standards and wear department uniforms in accordance with applicable department and division guidelines. Uniforms shall only be worn in conjunction with official duties.
- c) The division Deputy Directors may designate "Dress Down Days" or "Business Casual" when non-uniform employees may wear more casual clothing.
- d) Prohibited Clothing: The following list of clothing shall not be worn during the performance of official duties:
 - 1) Dirty, damaged, torn or excessively worn clothing.
 - 2) Clothing bearing logos, insignias, trademark language, artwork, or other messages which may be offensive, controversial, or contrary to the mission and/or professional image of DAS.
 - 3) Bare midriffs, halter tops, undershirts, shorts, mini-skirts, spaghetti strap or strapless or backless clothing, cut-offs, tank tops, sweat shirts or sweat suits, work out attire, all hats (inside the building), spandex. Footwear: flip-flops or slippers. Clothing which is see-through, or low cut or excessively tight.

3.0 EXTENDED WORK HOURS, STAND-BY, REPORT BACK

At times, employees may be required to work extended hours including by working mandatory overtime, through report back to work, or by being placed on stand-by. These assignments will be made only when necessary for the efficient operation of the department and/or division. All requests by an employee for overtime pay, stand-by pay or report back pay must be approved in advance, in

writing by the section manager and or supervisor or be worked in compliance with section guidelines for OT not approved in advance. Overtime, report back and stand-by are governed by the same guidelines as normal work shift, including but not limited to timely reporting, notification of absence and tardiness.

4.0 PROBATION, EVALUATION

4.1 Probationary Period

For all original, promotional, and lateral transfer to different classification appointments in the classified service, a probationary period must be served before the appointment becomes final. In some cases, the employee will serve a trial period. Probationary or trial periods are a period of assessment to determine whether an employee can perform the job to the employer's satisfaction. The length is dependent on the pay range and or job classification; refer to the applicable labor agreement(s) and Ohio Revised Code for information about probation as well as trial periods.

4.2 Performance Evaluations

The purpose of a performance evaluation is to address how well an employee is performing assigned duties, and to create and agree upon goals for the next rating period. Performance evaluations will provide employees with an increased awareness of their work and what is expected of them. An employee's immediate supervisor completes the performance evaluation. Evaluations are completed at the end of the first half of the probationary period, at the end of the probationary period, and on a yearly basis. There may be other occasions that warrant special evaluations. Please refer to the DAS Performance Evaluation Policy for additional information.

5.0 MEAL and BREAK

5.1 Meal: Policies governing meal periods will be determined by the immediate supervisor in accordance with applicable policy, procedure, and operational requirements. Generally, meal period breaks are unpaid, and to be no longer than one hour and no less than one-half hour. Work shifts longer than six hours shall include an unpaid meal period. If it is necessary to eat at your desk, be discreet and mindful of food odors. Employees are prohibited from eating at reception areas or other public areas. Employees shall not leave early or arrive late from meal or breaks.

5.2 Breaks: Unless otherwise stated, employees will receive two paid 15-minute breaks during an eight-hour day (one 15-minute break during each half-day of work). Breaks will be scheduled by the employee's supervisor and will be based on the operational needs of the department. A supervisor may require an employee to notify him or her before going on break. When on break, employees are not permitted to disrupt the work of other employees who are not. Breaks are intended to provide employees with the opportunity to leave their workstation for the purpose of relaxation. However, the employer reserves the right to limit employees' activities and movements during breaks, and may require knowing

employees' whereabouts on break. Breaks shall not be combined with permissive leave, or meal periods to allow an employee to leave early or arrive late. Employees are expected to return to work promptly after break, and shall not take additional breaks such as but not limited to smoke breaks.

6.0 CARE of STATE PROPERTY/TERMS of USE

Each employee is responsible for the effective and efficient use of state equipment, assigned workspace and information. To properly protect and manage this property, DAS reserves the right at any time and without prior notice, to examine all property, including data. This examination assures compliance with internal policies, supports the performance of internal audits, and assists with the management of DAS systems and equipment. Employees should have no expectation of privacy for personal items or data stored in or on state property.

DAS employees will be responsible and accountable for all equipment issued for their use or in their care. This responsibility includes the proper use, maintenance, and disposition of assigned equipment. Improper use, maintenance or disposition may result in disciplinary action and/or reimbursement of associated cost to the agency. State property, including but not limited to lockers, files, vehicles, office equipment (phones, copy or fax machines, computers, desks, etc.) and supplies, tools, safety equipment, workspace, passwords, etc. will only be used as directed and for official state purposes. Use of computers for personal use is regulated by specific policy; refer to the appropriate directive. Use of state equipment is subject to surveillance and monitoring.

- a) Vehicles: State employees who are required to operate a state vehicle for official state business must have a valid driver's license. An employee assigned a state vehicle will receive detailed instructions at the time of the assignment. Vehicle restraints shall be worn. Employees are personally liable for fines assessed to them for violations of traffic or parking regulations while in state vehicles. In addition, if your license is suspended or revoked, you must alert your supervisor.
- b) Telephones
 - 1) State-owned telephones, PDAs or other hand-held devices and/or calling cards are for state business use.
 - 2) Each employee provided a telephone is expected to adhere to its ethical, responsible and professional use in accordance with policy.
 - 3) Violation can result in disciplinary action up to and including termination.
 - 4) Refer to the DAS Telephone Usage Policy (No. 700-02) for further details.
- c) Workspace: Work areas are to be kept neat and clean. Boxes are not to be stored in hallways or on top of cabinets. Employees may place decorative objects inside their office space. However, material that is obscene,

offensive, derogatory, sexually explicit or interferes with agency mission is prohibited. Employees may not sleep in their workspace. Employees may not eat in work areas located in reception areas or in view of the public.

- d) Information: All information, including but not limited to data, processed by the department is to be treated with due care. Any confidential or personal information maintained by DAS is to be used for DAS purposes only and will be handled with a heightened level of care. Release of information for other than work purposes will be performed in compliance with the Public Records Act.
- e) Personal Property: DAS may prohibit or limit the use of personal equipment or items while on duty to include but not limited to space heaters, coffee pots, cell phones, radios, pagers, headphones, televisions, tape recorders, cameras, video/camcorders, compact disc players, computer games and computers. The state is not liable for personal equipment or items brought to the workplace. Reading of non-business related reading materials is not permitted in the work area unless an employee is on a meal or rest period. Personal mail and/ or packages should not routinely be sent to the employee's work area. Employees are prohibited from using recording devices to monitor co-workers for personal reasons including but not limited to: meetings and interactions with employees or management.
- f) Cell Phone Usage: cell phones used for personal calls must be used in the common areas away from employees at work so as to minimize the distraction. Examples of permitted areas are: kitchens, conference rooms, vacant offices, lobby areas and outside the building.

7.0 SOLICITATIONS

Employee sales, personal solicitations and or literature distribution shall only be conducted when all employees involved are on breaks and non-work time. Solicitation forms must be located in a break or common area. Employees may be granted a reasonable amount of work time to participate in state sponsored charitable solicitations and fundraising activities e.g., blood drives, adopt- a - school, or Operation Feed.

At the Director's discretion, money may be raised to benefit individual employees. Examples include collections to purchase retirement gifts or work related recognition events, funeral flowers, and donations to assist a fellow employee with family or medical hardship or to support employee recognition awards. Precautionary measures must be taken to assure that all money collected for a stated purpose actually goes to that purpose, and is reasonably accounted for and secured in the workplace.

Any form of gambling is strictly prohibited. No games of chance in any form, including but not limited to raffles, door prizes, cakewalks, or any other method of obtaining a prize by luck or chance, are permitted.

No employee should solicit a vendor, retail store, restaurant or other such private entity with whom the department does business to donate food or other items in conjunction with department sponsored or related activities. Any request to conduct events that appear to be a game of chance, questions concerning donated items, or requests to conduct fund-raisers for religious organizations should be discussed with department legal counsel. See Charitable and Fundraising Activities Policy 100-05.

8.0 IDENTIFICATION CARDS

- a) Each employee will be issued an identification (ID) card at the time of hire. This card is for the exclusive use of the named employee and shall not be loaned to any other person, or altered. Employees shall report lost or stolen ID cards to their supervisor as soon as possible.
- b) Non-uniform employees shall wear their card on the outside layer of clothing so it can be easily seen at a normal conversation distance while in a department facility if so directed by the division administrator, or when directed by a department supervisor or manager at a work assignment outside of a department facility.
- c) Employees shall show their ID card upon request. It shall also be shown upon request to identify himself/herself as a department employee.
- d) Unauthorized stickers, pins, badges, etc. shall not be put on the identification card.
- e) Employees may be required to sign for the card when issued and return it upon leaving department service.
- f) Employees who neglect to wear their card, may be assigned a temporary card, which must be returned the next workday.
- g) Employees may be issued essential cards for weather or emergency situations. Guidelines for use will be issued with the cards.

9.0 PARKING

Parking is generally not provided at the downtown office locations. Where it is available at remote locations, it may be limited. Employees may not park in unapproved areas (visitor, reserved, no parking, etc.).

10.0 BREAK ROOM

If a cafeteria is available at a facility, hours of operation will be posted. Use of cafeterias or break rooms shall be restricted to employee rest periods and meal breaks or off-duty hours.

11.0 ATTENDANCE at RETIREMENT SEMINARS, STATE INTERVIEWS and CIVIL SERVICE TESTING

11.1 PERS Seminars: Employees who are within one (1) year of eligibility for full retirement may be released to attend a PERS information seminar during regular work hours.

11.2 Civil Service Testing: Employees may be granted time off without loss of pay for up to three examinations during any one calendar year.

11.3 Interviews for State Positions: Full or part-time permanent employees may be released during work hours to attend interviews for positions paid by warrant of Director of the Office of Budget and Management (e.g. state agencies, boards and commissions). Release will be for a reasonable amount of time, and may be requested up to twice annually. Employees will be released for an unlimited number of interviews for DAS positions. Employees will be released for interviews with other agencies two times per year.

12.0 VISITORS

Visitors to the office who are not on work-related business should be kept to a minimum and are prohibited in restricted areas. Due to liability reasons, children should not accompany their parent to work except for a state sponsored event.

13.0 EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Ohio Employee Assistance Program (EAP), a counseling and assistance program, is available to employees and their covered family members. Alcoholism, drug abuse, family or marital distress, social and relationship problems, mental or emotional illness, time management, legal or financial problems, and related environmental conditions are illnesses or problems that can often be successfully treated or resolved. Employees may contact EAP at 1-800-221-6327 (toll free statewide) or local in Columbus at 614-644-8545.

14.0 WORKPLACE MEDIATION PROGRAM

Available to all State of Ohio employees, workplace mediation is an informal, but structured process where a neutral third party (mediator) helps employees in conflict work through and solve problems. Mediation is confidential and assigned mediators are not from DAS. Mediation is an opportunity to be heard and a way for participants to develop acceptable solutions between them. Contact 614-752-9595 for more information including obtaining a referral.

15.0 OUTSIDE EMPLOYMENT

No employee shall accept or engage in any employment, occupation, or business outside DAS if the activity interferes with the employee's job attendance or performance; is incompatible with the employee's job; or presents a conflict of interest or the appearance of a conflict of interest with the business of DAS. Direct questions on this issue to the DAS Office of Legal Counsel.

16.0 RESIGNATION

If an employee should decide to resign from state service, a resignation letter should be submitted to his/her immediate supervisor or manager at least two weeks prior to the departure date. The letter will be forwarded to the Office of Employee Services (OES) for action. OES Payroll, in conjunction with divisional employee relations personnel, will provide information to the employee on the final paycheck, insurance plans and the retirement system. An exit interview will be scheduled. Employees shall return all state equipment to their supervisor or manager including but not limited to pagers, cell phones, keys, uniforms, Agency-wide Safety Security Action Plan (ASAP binders), identification cards, etc. prior to actual separation.

III. REVISION HISTORY

| Date | Description of Change |
|------------|---------------------------|
| 1/27/2004 | Initial Policy issued |
| 4/5/2004 | Policy Reformatted |
| 01/06/2008 | New Appointing Authority |
| 02/28/2011 | Policy Revised & Retitled |
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