

# **Indiana Secretary of State Employee Handbook**



# Table of Contents

Introduction.....	4
Philosophies of Employment .....	4
<b>Mission Statement</b> .....	4
<b>Values</b> .....	4
<b>Customer Service</b> .....	4
<b>Work Environment</b> .....	5
General Office Policies .....	5
<b>Equal Opportunity Employment</b> .....	5
<b>Americans with Disabilities Act (ADA)</b> .....	5
<b>Open Door Policy</b> .....	6
<b>Public Records</b> .....	6
<b>Anti-Discrimination and Harassment</b> .....	7
<b>Drug and Alcohol Policy</b> .....	8
<b>No Smoking Policy</b> .....	8
<b>Hours of Operation</b> .....	9
<b>Visitors</b> .....	9
<b>Purchase or Use of Seized Assets</b> .....	9
<b>Solicitation and the State Employee Community Campaign (SECC)</b> .....	10
Personnel Management.....	10
<b>Prohibited Conduct and Discipline</b> .....	10
<b>Ethics</b> .....	11
<b>Background Checks</b> .....	12
<b>Job Responsibility</b> .....	12
<b>Performance Reviews</b> .....	13
<b>Attendance &amp; Punctuality</b> .....	13
<b>Breaks</b> .....	14
<b>Personal Phone Calls</b> .....	14
<b>Laptops</b> .....	14
<b>Social Media</b> .....	14
<b>Responsibility for Confidentiality and Privacy</b> .....	15
<b>Disclosure and Disclaimer Requirement</b> .....	15
<b>Professional Image</b> .....	15
<b>Training and Development</b> .....	15
<b>Conduct to Avoid</b> .....	16
<b>Liability</b> .....	16
<b>Messaging Policy</b> .....	16
<b>Outside Employment</b> .....	17
<b>Outside Legal Services</b> .....	17
<b>References</b> .....	17
<b>Personal Information Changes</b> .....	17
<b>Housekeeping</b> .....	17
<b>Employee Personnel Records or Forms</b> .....	18
<b>Arrests and Convictions</b> .....	18
<b>Parking</b> .....	18
Benefits .....	18
<b>Compensation</b> .....	18
<b>Direct Deposit</b> .....	19
<b>Required Hours Per Week</b> .....	19
<b>Overtime Eligible</b> .....	20
<b>Overtime Exempt</b> .....	20

<b>Employee Assistance Program</b> .....	21
<b>Health Insurance</b> .....	21
<b>Dental Insurance</b> .....	21
<b>Vision Insurance</b> .....	22
<b>Life Insurance</b> .....	22
<b>Health Savings Account</b> .....	22
<b>Flexible Spending Accounts</b> .....	22
<b>Short and Long-Term Disability</b> .....	22
<b>Worker's Compensation</b> .....	22
<b>State Employee Discount Program</b> .....	22
<b>Education Reimbursement</b> .....	23
<b>State Holidays</b> .....	24
<b>Family Medical Leave (FML)</b> .....	24
<b>New Parent Leave</b> .....	25
<b>Leave without Pay (Other Than FML)</b> .....	26
<b>Notice of Requested Leave</b> .....	26
<b>Remote Work and Alternative Work Locations</b> .....	26
<b>Personal Time Off</b> .....	27
<b>Sick Leave</b> .....	27
<b>Vacation</b> .....	27
<b>Policy for Reclassification of Paid Time Off</b> .....	28
<b>Jury Duty</b> .....	28
<b>Funeral Leave</b> .....	28
<b>Parental Absence for Child's Education</b> .....	28
<b>Support for Nursing Mothers</b> .....	28
<b>Community Service</b> .....	29
<b>Disaster Relief Service</b> .....	29
<b>Bone Marrow and Organ Donor</b> .....	29
<b>Military Service</b> .....	29
<b>Military Family</b> .....	29
Separation from State Government .....	29
<b>Notice of Intent to Resign or Retire</b> .....	29
<b>Accrued Leaves</b> .....	30
<b>Hoosier S.T.A.R.T</b> .....	30
<b>Indiana Public Retirement System (INPRS)</b> .....	30
<b>Retiree Leave Conversion Program</b> .....	31
<b>Retirement Medical Benefit Accounts</b> .....	31
Communication and Media Inquiries .....	31
<b>Media Inquiries</b> .....	31
<b>Legislative Communication</b> .....	32
<b>Personal Conduct</b> .....	32
<b>Bulletin Boards</b> .....	32
<b>Office Newsletter</b> .....	32
Customer Service .....	32
<b>Customer Service Standards</b> .....	32
<b>Phone Calls</b> .....	33
<b>Voicemail</b> .....	33
<b>Phone Use and Etiquette</b> .....	33
<b>Written Responses (emails, letters, notes, etc.)</b> .....	33
<b>Signature on Letters and Emails</b> .....	34
Security and Safety .....	34
<b>Emergencies and Evacuation Procedures</b> .....	34
<b>Emergency Conditions</b> .....	35
<b>Phone Tree</b> .....	35

	<b>Government Center Security and Personal Belongings .....</b>	<b>35</b>
	<b>Safety and Accidents.....</b>	<b>36</b>
	<b>Access Management.....</b>	<b>36</b>
Information Security .....		38
	<b>Information Resources .....</b>	<b>38</b>
	<b>Cybersecurity Training.....</b>	<b>38</b>
	<b>Passphrase .....</b>	<b>39</b>
	<b>Phishing Email Training.....</b>	<b>39</b>
	<b>Removeable Media .....</b>	<b>40</b>
	<b>State Issued Phones .....</b>	<b>41</b>
	<b>State Travel.....</b>	<b>42</b>
	<b>Car Reservations.....</b>	<b>42</b>
	<b>In-State Lodging .....</b>	<b>43</b>
	<b>Out-of-State Travel.....</b>	<b>43</b>
	<b>Travel Requests .....</b>	<b>43</b>
	<b>Travel Vouchers.....</b>	<b>44</b>
	<b>Post-Travel Reports.....</b>	<b>44</b>
Office Mail.....		44
	<b>Post Masters Mail Processing .....</b>	<b>45</b>
	<b>Secretary of State Division Mail Representative .....</b>	<b>45</b>
	<b>Secretary of State Division Mail Exchange .....</b>	<b>45</b>
	<b>Electronic Revenue Log .....</b>	<b>45</b>
	<b>Personal Mail.....</b>	<b>46</b>
	<b>Suspicious Mail.....</b>	<b>46</b>

# Introduction

This is your Indiana Secretary of State’s Office Employee Handbook. It is intended to serve as a quick and convenient source of information for you.

It has been developed to give you an overview of the benefits, policies and work rules that affect you as an employee. Your supervisor or division director can provide greater detail regarding individual topics or practices that may be unique to your division.

The information contained in this handbook should provide you with a better understanding and appreciation of the benefits available to you as a result of your employment with the Office of the Indiana Secretary of State.

This document should in no way, either express or implied, be construed as creating an employment contract between the Secretary of State’s office and an employee. All Secretary of State employees are employed “at will”, meaning they can be terminated at any time with or without cause, notice or procedure. This handbook does not alter the “at-will” employment relationship in any way. The Secretary reserves the right to at any time modify or suspend any policy or procedure set forth in this handbook or otherwise.

Failure to abide by any policy or provision under the Secretary of State’s office, State of Indiana, or this Employee Handbook is subject to discipline, up to and including dismissal.

All external Secretary of State policies, specifically referenced or not, are hereby incorporated. Employees are responsible for reviewing, understanding, and following these policies. A full list of official Secretary of State employee policies can be found on the agency Intranet available here: <https://www.in.gov/sos/intranet/>.

## Philosophies of Employment

### **Mission Statement**

It is the mission of Indiana Secretary of State Holli Sullivan to deliver to the people of Indiana government-as-a-service that focuses on the integrity and accuracy in our elections, consistent and principled regulatory methods, ceaseless protection of Hoosier investors and the most efficient use of taxpayer resources.

### **Values**

*Sound business practice*

*Outstanding customer service*

*Smart government ideals*

### **Customer Service**

As a state employee, your customers are:

- The citizens of the State of Indiana;
- Your fellow co-workers throughout the various agencies; and
- Contractors and other governmental entities doing business with or for Indiana state government.

As customers, they expect and deserve the highest possible quality of service from each state employee. Providing quality customer service should be a top priority and is a standard on which every employee is evaluated. Your ability to provide prompt, courteous and quality service will ensure you meet the customer's expectations and our obligations. Therefore, strive for excellence in the daily performance of your responsibilities. The satisfaction gained will be both yours and the customers.

## **Work Environment**

The Secretary's office exists to serve and protect the public. With that in mind, each of us must consider how our actions affect the public. We strive daily to provide model customer service and solid enforcement of Indiana law. This requires us to listen to the customers we serve to understand their needs and problems. Interaction with citizens and other branches of government must be professional, appropriate and timely. Every employee should continually look for ways to better serve our fellow citizens and follow the established procedures in an effort to make continuous improvement a part of our work effort.

# General Office Policies

## **Equal Opportunity Employment**

It is the policy of the Secretary of State's office not to discriminate on the basis of race, color, religion, sex, national origin, age or disability in its programs, activities or employment practices as required by the Indiana Civil Rights Law (IC 22-9 & IC 4-15-12) and Title VI and VII of the Civil Rights Act of 1964. The Secretary of State's office is committed to recruit, select, develop and promote employees based on individual ability and job performance. We will comply with the spirit as well as the letter of applicable state and federal law, as it applies to all employment practices, including but not limited to recruiting, pay rates, training, promotions and all other terms and conditions of employment and dismissal.

The Secretary's office is committed to offering full-opportunity employment. Employment decisions will be made in a manner that will advance the principles of equal opportunity employment.

To review the full policy, please access it on the office Intranet.

## **Americans with Disabilities Act (ADA)**

The ADA goals of the Secretary's office are to ensure all applicants and employees are not discriminated against due to a disability. Also, all programs, activities and services must be accessible by persons with disabilities. The office is committed to complying with all relevant and applicable provisions of the 1991 Americans with Disabilities Act, as amended, and the Rehabilitation Act of 1973. We will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability.

The office will engage in an interactive process to identify reasonable accommodations wherever necessary for employees or applicants with a known disability. The individual must be qualified to safely perform the duties and assignments associated with the job. Also, as any employer, we will not make any

accommodations that impose an undue hardship. Questions regarding reasonable accommodations and/or discrimination on the basis of disability should be directed to the Secretary of State's Human Resource Representative or the State of Indiana Personnel Department at (317) 232-4555 V/TTY or 1-855-SPD-INHR (1-855-773-4647).

### **Open Door Policy**

At all times, employees should feel comfortable approaching their supervisor to discuss an urgent matter or issue of concern or importance. The Secretary's office is dedicated to open and clear channels of communication to address issues and resolve problems.

When an employee is faced with an uncertain situation, guidance from management is available. We welcome suggestions regarding ideas for improving the way the office executes our mission statement. Feel free to share your ideas and experiences with your supervisor.

Effective and efficient communication is essential to the successful completion of the work performed by the office. Employees are expected to exercise good judgment in making determinations about the urgency to communicate with their supervisor, division director, Deputy Chief of Staff or Chief of Staff. Where appropriate, an employee should not hesitate to contact their supervisor when faced with an urgent situation. If the situation is urgent and the employee's supervisor is not available, employees should seek the assistance of their division director, Human Resource Representative, Deputy Chief of Staff or Chief of Staff. If your supervisor is not available at the time an urgent situation arises, notification should be sent by email, voicemail, or written communication including who can be contacted for more information.

If the need to communicate with your supervisor or other office staff is not urgent, email is the preferred manner of leaving a message. Email is accessible from points outside the Secretary of State's office and will assure timely receipt of the message. Written messages, notes or letters may be used as secondary methods of communications, where appropriate. Keep in mind that any type of communication relating to our work may be subject to public records access and records retention requirements.

### **Public Records**

Information regarding the affairs of government and the official acts of those who represent the citizens is open to the public. Disclosure of such information is governed by the Access to Public Records Act (APRA) (IC 5-14-1.5). However, the following public records ***may not*** be disclosed by a public agency unless access is specifically required by a state or federal statute or court order. Such information includes, but is not limited to:

- Those declared confidential by state statute;
- Those declared confidential by rule adopted by a public agency under specific authority to classify public records as confidential granted to the public agency by statute;
- Those required to be kept confidential by federal law; and
- Those declared confidential by or under rules adopted by the Indiana Supreme Court.

Social security numbers and certain types of other personal identifying information, financial account information and health records may not be disclosed by a state agency or employee without specific authorization. A state employee who knowingly discloses protected information may be subject to criminal or civil liability.

There are statutory response deadlines for requests made of the Secretary under APRA. If you receive public information requests, you must immediately submit those requests to your immediate supervisor or division director to ensure that time limits are met and appropriate responses are provided. Only individuals specifically designated by the Secretary have the authority to provide official responses.

Public records in all forms and media must be retained in accordance with the records retention schedules established by the office and maintained by the Archives and Records Administration. All emails sent or received on government computers and other devices are owned by the State of Indiana and may be public record as defined by the Access to Public Records Act (See IC 5-14-3-2). Emails are not treated differently than any other records as it is the substance (i.e., content) of the email that is the determining factor establishing the document's retention or destruction. Employees do not have and should not expect any personal privacy interest in using state computer equipment or communication devices capable of sending and receiving emails and text messages. Emails and text messages may be subject to public record requests and record retention requirements. The office's retention schedules are maintained by the Secretary of State's General Counsel. Emails can be categorized within three broad categories:

- Transitory and duplicate messages, including copies of emails sent to several persons, as well as casual routine or personal communications;
- Public records with a less than permanent retention period; and
- Public records with a permanent or archival retention period.

Retention guidelines for each of these categories are as follows:

- Transitory and duplicate messages are not required to be retained and may be deleted.
- Less than permanent
  - Follow retention period for equivalent hard copy records as specified in a retention schedule. The record must be in hard copy or electronic format, which can be retrieved and interpreted for the legal retention period. When there is a doubt about the ability to retrieve an electronic record over the retention period of that record, the record may be printed. Agencies may delete or destroy such records only after receiving signed approval from the Archives and Records Administration via the "Records Destruction Notification", State Form 00016.
- Permanent or archival
  - Retention may be in the form of a hard-copy, microfilm or electronic media that meets the requirements of 60 Indiana Administrative Code 2. Questions concerning microfilm and electronic media should be directed to the Commission on Public Records at (317) 232-3381.
- Any state business conducted on personal devices may be considered public record.

### **Anti-Discrimination and Harassment**

Each state employee has the right to work in a professional atmosphere that promotes equal opportunities regardless of race, sex, religion, age, nationality, sexual orientation, gender identity or disability. The office will not tolerate, condone or allow any harassment or discrimination whether verbal, physical or environmental. The prevention of harassment policy applies to all work-related activities and conduct, whether it involves state employees, elected or appointed officials, constituents and contractors who conduct business with the state.

Any person who is aware of or has encountered behavior perceived as harassing or discriminatory is encouraged to report such concerns as soon as possible, regardless of who the offender may be.



Reports can be made to:

- Supervisors, division directors, Deputy Chief of Staff or Chief of Staff;
- Human Resource Representative;
- State Personnel Department;
- Indiana Civil Rights Commission; and
- Federal Equal Employment Opportunity Commission.

The office will thoroughly investigate and promptly resolve all such complaints in strict compliance with applicable laws. Any employee violating this policy or retaliating in any way against complainants or witnesses under the policy will be subject to discipline, up to and including dismissal from employment.

### **Drug and Alcohol Policy**

Executive Order No. 90-5 prohibits all state employees from operating state-owned vehicles with any measurable amount of alcohol or illegal drug in their bodies. Additionally, Indiana adopted the federal drug-free workplace requirements of the 1988 Drug Free Workplace Act. Therefore, as a condition of continued employment, each state employee must:

- Abide by the state's policy that "unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace"; and
- Notify the Secretary within five calendar days if they convicted of a criminal drug violation in the workplace.

All employees are subject to drug and alcohol testing based upon reasonable suspicion. All state employees assigned to Testing Designated Positions (TDPs) or required to have a Commercial Drivers License (CDL) to perform their assigned job duties will be subject to pre-employment, post-accident, random and follow-up drug and alcohol testing. If you have any questions, please contact your supervisor and review the state's Drug and Alcohol Testing Policy at [www.in.gov/spd/2396.htm](http://www.in.gov/spd/2396.htm).

### **No Smoking Policy**

The Indiana Department of Administration (IDOA) is the custodian of buildings and grounds under IC 4-20.5- 6-5. As such, IDOA has designated areas for smoking, vaping or using chewing tobacco products on the IGC campus and has prohibited those activities in all other areas. Employees who are observed smoking, vaping or using chewing tobacco products outside of designated smoking areas or failing to dispose of debris associated may be subject to disciplinary action, up to and including dismissal.

Electronic cigarettes and chewing tobacco products are included in these prohibitions. Electronic cigarettes and chewing tobacco products cannot be used in any location where smoking is prohibited. The restrictions on electronic cigarettes include any product for vaporizing or vaping.

All state-operated facilities and offices must abide by Indiana's Clean Indoor Air Law (IC 16-41-37). Other restrictions on smoking may also apply, so you must check with your Supervisor or Secretary of State's Human Resources Representative for specific provisions of the non-smoking policy for your worksite.

All state employees and visitors to the State House or IGC campus are expected to comply with this policy, as with all other campus policies. Doing so will help the state maintain a clean, safe and healthy

business environment and public gathering place. When necessary, this policy will be enforced as permitted by Indiana's Clean Indoor Air Law (IC 16-41-37) and other applicable laws.

The Indiana Government Center Campus includes:

- State-owned and maintained buildings and grounds bounded by Washington Street to the south, West Street to the west, Ohio Street to the north, and Capitol Avenue to the east.
- The state-owned and maintained Washington Street Parking Facility, the Senate Avenue Parking Facility, and their respective grounds.

Smoking is prohibited in state-owned, leased, and rented vehicles in accordance with the Vehicle Fleet Management Policy. You can find a copy of this policy at [www.in.gov/idoa/files/State\\_of\\_Indiana\\_Vehicle\\_Fleet\\_Management\\_Policy.pdf](http://www.in.gov/idoa/files/State_of_Indiana_Vehicle_Fleet_Management_Policy.pdf).

### **Hours of Operation**

In compliance with our mission statement, in order to serve the public and business community, the Secretary may establish and maintain business hours that differ from those of other state agencies. The office divisions may, from time to time, change hours of operation as the requirements of the public and business dictate.

Your schedule will be determined by your supervisor with a focus on accomplishing the duties of the office and providing a high level of service to the public. Your supervisor may need to change your schedule for a fixed period of time or permanently. There may be seasonal fluctuations or variations in workloads throughout the year based on the specific responsibilities of your division. Employees will be given as much notice as possible of changes in work assignments or schedules. Employees are expected to cooperate and assist accommodating changes in work assignments or scheduling.

The Secretary reserves the right to alter work hours in accordance with statutes, rules, and policies regarding compensation and classification.

### **Visitors**

In an effort to balance the interests of the Secretary, the citizens of Indiana, and co-workers, an employee should meet their visitor in common or reception areas and only during the employee's break time. This will assure that our public responsibilities can be met without interruption.

### **Purchase or Use of Seized Assets**

The Secretary requires all employees to conduct themselves in a manner that reassures the public that all state business is performed for the commonwealth and fully complies with the ethics laws and rules found in IC 4-2-6 and 42 IAC 1. An employee may not purchase, offer to purchase, otherwise acquire, possess, have beneficial ownership of or use any property that has been seized or forfeited as a result of or in connection with any licensing, regulatory, investigative or enforcement activity in which the office is or has been involved. This prohibition applies regardless of the person or entity possessing, administering, or liquidating the property, the method or manner of possession, administration or liquidation of the property, or the authority under which the property is possessed, administered, or liquidated.

## **Solicitation and the State Employee Community Campaign (SECC)**

Solicitation by state employees for an outside business is strictly prohibited on state property or time or using state resources. Solicitation for donations is governed by Executive Order 92-7 which set up the State Employee Community Campaign (SECC). The purpose of the SECC is to organize and limit the number of solicitations state employees receive at work. Solicitation for charitable and community assistance donations outside the SECC are not sanctioned. Attaching signs, placards or the like to any property of the state is prohibited except on appropriate bulletin boards. Distribution of non-work related literature or booths may not be set up on state property without the express approval of the SPD director and DOA commissioner. Advertising, solicitation or promotional activity for state business or state-sponsored business, with an underlying state governmental purpose should be approved by the SPD director and the commissioner of the Department of Administration who will provide specific guidance on solicitation for those activities. Solicitation of membership, dues or other internal employee organization business may be conducted only in non-work areas and during non-duty hours. Employee solicitation for funds, membership or individual commitment to other outside organizations is prohibited unless expressly authorized by the SPD director and the DOA commissioner.

While SECC is an annual event, new employees are immediately eligible for participation. You may contribute to any not-for-profit organization that has a §501(c)(3) ruling from the federal Internal Revenue Service. You can choose to set up payroll deductions or make a one-time contribution to your selected charity(s). Information about SECC is available at [insecc.org](http://insecc.org).

# **Personnel Management**

## **Prohibited Conduct and Discipline**

If issues develop with an employee's behavior, disciplinary action may be necessary. Types of discipline imposed may include reprimand, suspension, demotion and dismissal. The discipline imposed may vary based upon the nature of the offense, work record and any mitigating or aggravating circumstances. For more specific information about the disciplinary action process, contact your supervisor or Human Resource Representative.

Prohibited conduct includes, but is not limited to the following:

- Insubordination; typically, insubordination is an act of intentional or negligent disregard of the directives of a supervisor;
- Theft of property owned by the Secretary's office, State of Indiana, or fellow employees;
- Willful misuse, destruction or damage of property owned by the Secretary's office, State of Indiana, or fellow employees;
- Use or threat of physical violence in the workplace, or provoking or instigating physical altercations;
- Unauthorized possession of a weapon or dangerous instrumentality on the premises of the Secretary of State's Office; and
- The use, possession, distribution or sale of drugs or alcohol on the premises of the State of Indiana or when conducting official business offsite.

Falsification of the Secretary of State of Indiana records, including but not limited to:

- Employment applications, time cards, attendance and sign-in sheets;

- Intentionally giving false information to management personnel or citizens;
- Concealing defective work;
- Violations of established safety rules or practices;
- Disclosure of confidential information to unauthorized persons;
- Immoral or indecent conduct while at work or when representing the Secretary of State's office, including using your position for personal gain;
- Violations of the anti-harassment policy;
- Repeated failure to produce quality work or satisfy performance expectations;
- Unexcused tardiness or absence; repeated or excessive tardiness or absence;
- Speaking to the media on behalf of the Secretary without the prior approval of the Communications Director or Chief of Staff;
- Violations of the ethics rules; and
- Violation of any rule or policy adopted by the Secretary or specified in the Secretary of State's Employee Handbook.

Employees are required to immediately report any theft, loss, waste, abuse or illegality to their supervisor, division director, executive or other state authority such as the Inspector General, State Board of Accounts or another law enforcement agency.

Employees are expected to exercise common sense and good judgment when carrying out their duties on behalf of the Secretary's office. If an employee has a doubt about the appropriateness of any behavior, the employee is encouraged to seek the guidance of a supervisor. If a supervisor is not available, an employee should contact their division director or the Human Resource Representative.

Additionally, there are some crimes that can only be committed by or with public employees such as bribery, conflict of interest, official misconduct and ghost employment. If you commit any actions prohibited by Indiana Code 35-44-1 and Indiana Code 35-44-2, you will be subject to disciplinary action, including dismissal, and may be subject to prosecution. See also the Inspector General's website: [www.in.gov/ig/2341.htm](http://www.in.gov/ig/2341.htm).

## **Ethics**

Public office is a public trust. Government is based upon the consent of the governed. Therefore, you must conduct yourself in such a manner that the general public will have confidence that state business is always for the public good. As part of the government, ethical standards of state employees include, but are not limited to:

- You are to be impartial in the discharge of your duties;
- Decisions and policies must not be made outside the proper channels of state government;
- Public office is not to be used for private gain;
- You may not solicit or accept outside payments for the performance of state duties;
- You may not benefit financially from information of a confidential nature gained through state employment;
- You may not participate in decisions or votes of any kind in which you, your spouse or dependent children have a financial interest;
- You may not accept a gift, favor, service, entertainment, food or drink which could influence your action as a state employee;
- Payment for an appearance, a speech or article may not be accepted if the appearance, speech or article could be considered part of your official duties;

- You may not accept outside payment of expenses for travel, conventions, conferences or similar activities which could influence your action;
- If you seek an active part in the election process in your personal capacity through campaigning and office candidacy, you should become familiar with the laws and regulations for the state and federal government. For example, you may not solicit political contributions from persons or entities that have a business relationship with your agency and supervisors may not solicit political contributions from employees they supervise. You may not use state materials, funds, property, personnel or equipment for political campaign activity. As a state employee, you may not be forced to contribute time or money for any political purposes;
- You may not have outside employment incompatible with your state employment or against agency rules;
- Employees may not make unapproved use of state property, personnel or facilities;
- Employees may not use state time for other than state duties;
- For a period of two years after leaving state government, former employees may not financially benefit from a contract they negotiated, prepared or approved; and
- Former employees may not assist a person regarding a particular matter in which they participated as part of their state duties for one year after they had that responsibility.

The above statements are minimum standards. Expectations for employees of the Secretary of State's office may be higher. The official ethics laws and rules for state employees are found in Section 42 of the Indiana Administrative Code (<https://www.in.gov/ig/2336.htm>) and IC 4-2-6. For details on current ethics laws and rules visit <https://www.in.gov/ig/>.

Under IC 4-2-6-17 and 42 IAC 1-5-12, the office maintains a de minimis use policy with the Inspector General's office. This policy stipulates certain permitted uses of state materials, funds, property, personnel, time, facilities, or equipment for purposes other than official state business. If you wish to review this policy, please contact the agency ethics officer (General Counsel) to request a copy.

Employees may discuss questions about ethics issues and obtain advice from the Agency Ethics Officer (General Counsel) or by contacting the Office of the Inspector General (<https://www.in.gov/ig/2815.htm>) Violations of ethics standards for state employees or other laws should be reported to your supervisor, the Agency Ethics Officer or to the Office of the Inspector General.

## **Background Checks**

A general background investigation is conducted on all persons considered for employment and on the statements submitted by the applicant on the application form or resume. The following items may be included in the background check: criminal history, state and or federal employment verification, credit history, education verification, professional license verification, vehicle operation records, and sex and violent offender registry.

## **Job Responsibility**

A supervisor will outline your job responsibilities and expected performance standards. You should receive a general job description setting forth the position's essential functions. Please be aware that your job responsibilities may change at any time during your employment. You may be asked from time to time to work on special projects or to assist with other work necessary to the office's operations. Your cooperation and assistance in performing such additional work is expected. The Secretary reserves the right to alter job responsibilities, reassign/transfer job positions or assign additional job responsibilities in accordance with statutes, rules and policies regarding compensation and classification.

Because business objectives and work environments of the Secretary's divisions are unique, the work policies among the agency's divisions may not be identical to one another. With approval of the Deputy Chief of Staff or Chief of Staff, division directors may modify the general work policies described in this section to suit a division's particular needs and business practices. During orientation, new employees will be informed of any work policies particular to the division in which they are working. All employees working in a particular division will be informed of any changes in work policies affecting their division.

## **Performance Reviews**

Managing performance toward goals is important to this office. Managing and reviewing job performance, which includes expectations, goals, competencies and behavior is a crucial responsibility. You, as an employee, are responsible for understanding your performance expectations, how the performance expectations will be measured and how your performance expectations relate to your division's strategic objectives.

The purpose of a performance review is to communicate a performance evaluation for a given period of time. In addition, the performance appraisal guides development of individual skills to the highest possible level. During an appraisal, you have the opportunity to discuss with your supervisor the strengths and weaknesses in your work performance as well as any training needs you may have. Other work-related issues or problems or ambitions should be discussed as well. An appraisal will be given annually, at any time an employee changes supervisors, takes a leave of absence anticipated to be more than 30 consecutive days or when necessary to address performance issues or operational needs.

Though unsatisfactory performance may result in disciplinary action, up to and including dismissal, the Secretary's office strives to provide reasonable guidance and opportunities for unsatisfactory performance to be improved. Failure to cooperate with a work improvement plan or demonstrate progress of satisfactory performance improvement may result in demotion or dismissal.

The Secretary's office is committed to recognizing and rewarding quality performance. The Secretary's primary fiscal purpose is to be excellent stewards of taxpayer resources. When prudence dictates that our fiscal situation is sufficient to financially reward employees who have met or exceeds expectations, the office may reward such performance. Employees that have not met office expectations will not be eligible for performance-based rewards.

If an employee has concerns about their performance, they should request a meeting to discuss with their supervisor.

## **Attendance & Punctuality**

All employees are expected to maintain a satisfactory level of attendance. Unapproved absenteeism and tardiness negatively affect the productivity of the office and the overall quality of customer service. The Secretary may take into consideration unusual circumstances and fairness when deciding what response is appropriate to absenteeism or tardiness problems. Unacceptable attendance is subject to disciplinary action, up to and including dismissal.

If an employee is unable to have time off pre-approved, the employee is expected to call their supervisor at least thirty minutes prior to the start of their scheduled shift to specify the reason for the absence or tardiness. If the supervisor is unavailable, leave a voicemail or message with the supervisor and then contact your division director, Deputy Chief of Staff or Chief of Staff. Employees must estimate time of arrival or date they expect to return. If you are tardy on any given day, the expectation is the employee will make arrangements with the supervisor to make up the time missed on the same day. In emergency

situations, it is expected that you will call at your earliest convenience. It is the employee's responsibility to ensure all their current contact information is on file with the Human Resource Representative in case you must be reached by a supervisor. Failure to properly report absences and tardiness is grounds for disciplinary action, up to and including dismissal.

An employee missing two consecutive days, on which they are regularly scheduled to work without contacting their supervisor as outlined above, will be considered a voluntary resignation. The Secretary will consider each situation on a case by case basis.

Understanding the leave policies and procedures of the office and your division is the responsibility of each employee. Any questions regarding attendance should be directed to your supervisor, division director or the Human Resource Representative.

## **Breaks**

All full-time employees are required to take at least a half-hour lunch break each day. Employees may request a different break schedule. However, you must request permission from your supervisor or division director prior to deviating from the break schedule outlined above. When a modified schedule has been approved, you are expected to conform to that schedule as your regular break period. Deviation from an agreed upon schedule will be viewed as a violation of this handbook can lead to a loss of the modified schedule and/or discipline, up to and including dismissal.

State employees must meet all ethical obligations set forth by Indiana Ethics Code. It is a breach of ethics rules to work less than 7.5 hours a day if you are receiving compensation for those hours. Therefore, an employee taking excessive breaks while claiming full-time work would be in violation of the "ghost employment" rule (42 Indiana Administrative Code 1-5-13).

## **Personal Phone Calls**

All office equipment is intended for official business. Occasionally, employees may need to receive or make local telephone calls. If a personal phone call must be made or taken, each employee is expected to use the phone as efficiently as possible given the circumstances. Personal long distance phone calls are strictly prohibited. Accepting collect calls is also prohibited.

## **Laptops**

To support and ever-evolving continuity of operations plan with minimal disruption to office procedures, promote an optimal work environment, and maintain our standard of efficiency, the Secretary of State has instituted a standard policy requiring all staff to take their work laptop home after each workday.

This policy applies to overtime exempt and non-exempt individuals. This does not require staff to work outside of normal business hours. This policy is intended to prepare staff for any unforeseen instance in which remote working is required.

## **Social Media**

The Secretary's office recognizes that social networking can be a useful tool and form of self-expression. These popular and rapidly changing media platforms create new opportunities for communication and collaboration. However, new responsibilities accompany the convenience of social media use, particularly for those of us who serve the public as government employees. This policy applies to all social networking activity, including but not limited to:

- Personal blogs and websites;
- LinkedIn, Twitter, Facebook, Pinterest, YouTube, Instagram, and other social networking platforms;
- Wikis such as Wikipedia and any other site where text can be posted; and
- Posts made to blogs or webpages where you are identified as an employee of the Secretary's office.

The purpose and intent of this policy is to protect the integrity of our constituents, the Secretary of State's Office, and staff, and to minimize public confusion about whether particular communications have been authorized by the Secretary or State of Indiana. Though the Secretary's office is a public agency, we are entrusted with information that is confidential and may not be disclosed. It is not the purpose or intent of this policy to restrict the flow of useful and appropriate information or restrict an employee's protected rights.

### **Responsibility for Confidentiality and Privacy**

Comments posted to social networking sites are public in nature. With respect to using and communicating via social networks, employees should have no expectation that their communications will be considered private, confidential, privileged or protected. Employees will be held responsible for any breach of Secretary of State of State of Indiana policies, state and federal confidentiality laws or state ethics rules associated with their social media communications.

### **Disclosure and Disclaimer Requirement**

If you are identified as an employee of the Secretary of State in your social media profile you are responsible for including a disclaimer clearly indicating that any views expressed are your own and not those of the Secretary or State of Indiana. An employee should never claim or imply that their communications are on behalf of or endorsed by the Secretary unless they have received specific written authorization from the Chief of Staff or Deputy Chief of Staff to do so.

### **Professional Image**

The Secretary's office is a professional workplace. With that in mind, all employees are expected to exercise professional judgment in matters of personal grooming and dress. Employees are further encouraged to remember that citizens of Indiana may visit our office at any time. Each of us has the ability to promote or diminish the professional image of ourselves, the office bases on our appearance. At a minimum, employees are expected to maintain high standards of personal cleanliness and attire. Examples of impermissible attire include cut-off shirts, halter tops, shorts, sweatshirts, sweatpants, workout attire, jeans, shirts displaying advertising or political messages, t-shirts, tank tops, dresses with spaghetti straps or revealing bare backs or midriffs and tennis shoes. Exceptions can be made for special circumstances. Visible body piercings are to be limited to the ears only.

Denim Jeans and athletic shoes may be worn on Friday, if appropriate, for the type of work or interactions scheduled for the employee's day. For example, if an employee is expecting a visitor or is meeting with someone outside of the agency, he/she should dress in more professional business attire on that day.

### **Training and Development**

Your supervisor or division director may occasionally schedule training necessary for the performance of your job duties. In addition, other agencies within state government also present a variety of classes that



assist employees in meeting specific needs. The Indiana Office of Technology (IOT) facilitates certification training in Microsoft, Novell, Citrix, Cisco and CompTIA. These certification courses also qualify for college credit at several Indiana institutions of higher education.

Contact the Secretary of State human resource representative, IOT Customer Service at (317) 234-HELP (4357), or the SPD training division at (317) 232-3282 for information regarding available courses. Email your questions to [spdtraining@spd.in.gov](mailto:spdtraining@spd.in.gov). Online information is also available: [in.gov/spd/2366.htm](http://in.gov/spd/2366.htm) and [www.in.gov/iot](http://www.in.gov/iot).

## **Conduct to Avoid**

Employees should think carefully about whether their use of social media might violate confidentiality laws, employee policies or ethics rules. Employees should carefully consider whether their social media communications might be subject to misinterpretation, or reflect poorly on the State of Indiana, the Secretary of State's office, or their co-workers. The following is a non-exhaustive list of conduct that may result in discipline, up to and including dismissal:

- Sending or posting confidential material, trade secrets, or proprietary information;
- Violating the marks, copyrights, licensing agreements;
- Disparagement of the State of Indiana, the Secretary of State, the Secretary of State's office, executive leadership, co-workers, services, initiatives, strategy, constituents, or vendors;
- Disparagement or defamation of any race, religious or political belief, national origin, age group, gender, disability, sexual orientation or other characteristic protected by law;
- Defamation of any individual; and
- Engaging in any illegal activities.

## **Liability**

Each employee is ultimately responsible for the content of their social media and communications. Employees may be subject to disciplinary action up to and including dismissal, for social media communications that violate applicable laws, rules or policies. All Secretary of State employees will be considered to be aware of and understand the agency's social media policy. Any employee having questions about the agency social media policy should seek advice and clarification from their supervisor, division director or Human Resource Representative.

## **Messaging Policy**

For this policy, the term messaging includes all electronic messages or graphics, whether sent by email, instant messaging, Jabber, texting or other similar technology.

Employees are strictly prohibited from transmitting messages with obscene, profane, lewd, derogatory or potentially harassing or discriminatory content. Additionally, employees must not send messages they know or have reason to believe may be false or misleading.

Unless otherwise specified by the Indiana Public Records Act, any messages sent regarding official business, regardless of whether the device is state or personally owned, should not be considered private. The state and agency reserves the right to monitor all such messages. Employees should be aware that these messages are subject to disclosure to outside third parties, pursuant to public records requests. You should report any known or suspected violations of this policy to your supervisor or Human Resource Representative. Violations of this policy will result in discipline, up to and including dismissal.

## **Outside Employment**

While outside employment is not generally prohibited, such employment must not present a conflict of interest with the Secretary's office. It must not impede or otherwise affect your ability to perform job duties, nor interfere with availability to work overtime. Further, you must comply with the rules of the OIG concerning potential conflicts of interest. Use of state equipment, materials, premises or time in connection with outside employment is prohibited. Outside employment is not a valid reason for absenteeism, tardiness or poor job performance. The OIG can be reached at (317) 232-3850 or [www.in.gov/ethics](http://www.in.gov/ethics).

## **Outside Legal Services**

It is the policy of the Office of the Indiana Secretary of State that Indiana Secretary of State attorneys shall devote their practice of law solely to matters falling within their scope of employment with the State. This restriction extends to the provision of pro bono legal services contemplated by Rule 6.7 and the Indiana Rules of Court, Rules of Professional Conduct.

An Indiana Secretary of State attorney may submit a detailed written request for an exemption from this policy to the Secretary of State, Deputy Secretary of State, or Deputy Chief of Staff no less than two weeks before the anticipated start date of the outside legal services.

## **References**

All requests for an employment reference must be directed to human resources. No manager, supervisor or other employee is permitted to provide a reference for current or former employees related to their employment with the Secretary's office without prior authorization from the Human Resource Representative, Deputy Chief of Staff or Chief of Staff.

## **Personal Information Changes**

If you change:

- Your name;
- Home address;
- Telephone number;
- Marital status; or
- Emergency information contacts

report these to the Human Resource Representative and payroll department as soon as possible. Please update your PeopleSoft account to reflect the changes as soon as possible. Promptly reporting these changes will ensure that your personnel and payroll record is updated. It is your responsibility to be sure your records are current to prevent delays in processing tax changes or loss of benefits, or other opportunities.

## **Housekeeping**

Employees must keep work areas organized, clean and in good working order. Please remember that we are working on and with property that belongs to the citizens of Indiana. A clean and organized workplace directly affects the level of service we give and how well we maintain our mission statement. Additionally, cleanliness and good personal hygiene reduces the threat posed by communicable diseases.

## **Employee Personnel Records or Forms**

Information in your personnel file shall be made available to you or your legal representative.

The following information is considered a matter of public record, subject to disclosure pursuant to the Access to Public Records Act and may be available for release:

- The name, compensation, job title, business address, business telephone number, job description, education and training background, previous work experience or dates of first and last employment of present or former officers or employees of the agency;
- Information related to the status of any formal charges against the employee; and
- Information concerning disciplinary actions in which final action has been taken and that resulted in the employee being disciplined or dismissed.

Disclosure of social security numbers by state employees or state agencies is prohibited except in certain limited instances as required by IC 4-1-10-1, *et seq.* An employee should never disclose a constituent's social security number, personal identifying information or financial account information unless they have first verified that such disclosure is permitted under state or federal law.

## **Arrests and Convictions**

Employees are required to notify their supervisor, division director or the Human Resource Representative within five calendar days if any of the following should occur:

- Citation for an infraction occurring while the employee is on duty;
- Arrest for any misdemeanor or felony;
- Citation for an infraction occurring off duty that impacts the employee's ability to perform assigned duties (e.g., loss/suspension of driving privileges); and
- Disposition of criminal charges against the employee resulting in incarceration or probation.

Accrued, paid leave may not be used for any time an employee is incarcerated.

## **Parking**

Parking is available to the Secretary's employees in state operated lots on a first-come, first-serve basis. To park in state designated facilities, an employee must possess and present their employee identification badge upon entering or exiting. Employee identification credentials and parking validation will be provided during new employee orientation. A replacement fee may be assessed if your ID badge is lost or damaged. Contact the Human Resource Representative if your identification badge is lost or damaged.

# **Benefits**

## **Compensation**

All employees are required to complete a time sheet for each two-week pay period. During your orientation, you will be instructed on procedures for accessing your State Employee PeopleSoft HR account via the office computer network. You will also be instructed on how to use your PeopleSoft HR account "Self Service" functions to view and print pay stubs and accrued time for personal, sick and vacation leave.

The electronic timesheet provides a place to report the number of hours worked each day or the number of hours claimed for paid time off. The total number of hours worked or claimed may not exceed 37.5 hours in a week. Employees must report time worked or claimed during a two-week time period no later than midnight Saturday on which the pay period ends. If instructed to do so, employees must print their completed timesheet, sign and date where indicated and turn in to their supervisor no later than 9:00 am on the first Monday of a new pay period. Failure to report time worked or claimed on your PeopleSoft HR account prior to midnight on the final Saturday of a pay period or if requested, turn in a signed and dated time sheet by 9:00 am on the first Monday of a new pay period may result in a delay in receipt of your compensation for that pay period.

## **Direct Deposit**

Direct deposit is a safe and convenient check handling system that automatically deposits payroll checks into personal savings or checking account. The state offers direct deposit with most financial institutions.

To set up direct deposit:

- Obtain a Direct Deposit Authorization (State Form 43591);
- Either attach a voided check or take the authorization form to your financial institution and obtain from them the necessary authorization information; and
- Return the completed authorization form to your payroll clerk.

Direct deposits should go into effect for the pay date that the Auditor's Office receives the authorization form. If you choose not to or fail to complete the direct deposit information, or verify it in a timely fashion your paycheck will automatically be deposited into a personal Visa debit card account.

## **Required Hours Per Week**

All full-time employees are required to work 37.5 hours per week. One workday equals 7.5 hours, excluding the lunch break. At certain times, full-time employees may be required by supervisors to work more than 37.5 hours in a week, if the demands of public service require it.

## **Overtime and Compensatory Time Off**

To recognize staff who work overtime, 40 hours per week, the Office of the Indiana Secretary of State will have a standard policy for overtime compensation, depending on the eligibility of the staff member and provisions of the policy. The policy set forth establishes the premises and clarity of compensatory time and overtime pay awarded to those eligible. To qualify, overtime worked must be previously approved by the Division Director, Deputy Chief of Staff, or Chief of Staff.

Authorized travel arrangements during the standard 7.5 hour work day will constitute as regular work hours, and therefore not contribute to compensatory time or overtime pay. Official business conducted beyond the standard 7.5 hour work day or on nonworking days will constitute as overtime for additional hours, consistent with the policy below. Time outside of the standard 7.5 hour work day that is spent in travel as a passenger on an airplane, train, boat, bus, or automobile is not considered time worked.

The following policy is divided into two categories of staff, which include overtime eligible and those exempt from overtime eligibility. Qualified employees **may only select one form** of compensation of which must be applicable to the individual.

## Overtime Eligible

- During the business work week (Monday- Friday) and weekend, Secretary of State employees who are overtime eligible and have worked beyond 40 hours in the regular work week, will be offered overtime pay. The rate of overtime pay is one and one half (x1.5) the individual's hourly wage for every overtime hour worked.
- During the business work week (Monday- Friday), Secretary of State employees who are overtime eligible and have worked more than 40 hours, will be eligible for compensatory time at the normal rate (1:1).
- During the business work week (Monday- Friday), Secretary of State employees who are overtime eligible and have worked over 37.5 hours, but less than 40 hours, will not be eligible for overtime pay. Instead, compensatory time or additional pay will be awarded at the normal rate (1:1) for the additional regular work week hours.
- During the business work week (Monday- Friday), individuals may select either compensatory time (1:1) or overtime pay (x1.5), as described above, for work beyond 40 hours.
- For weekend hours, Secretary of State employees who are overtime eligible, have worked beyond 40 hours in the regular work week and forego overtime pay, will be offered compensatory time at the rate of one and one half (1.5x) the time worked.
- For weekend hours, Secretary of State employees who are overtime eligible and have worked over 37.5 hours, but less than 40 hours in the regular work week and forego overtime pay, will be offered compensatory time at the rate of one and one half (x1.5).

*For example*, if an employee works 40 hours during the regular work week and 4 hours over the weekend, this will amount to 2.5 hours at the normal rate (1:1) (see C above) for regular work week hours and 4 hours at the one and one half rate (x1.5) (see E above) for weekend hours.

- If an individual has taken leave time and worked less than 40 hours during the regular work week, they will not be eligible for overtime pay or compensatory time at a rate of one and one half (x1.5) the time worked, even if over a weekend. Leave time is not considered time worked, so it cannot be used in calculating overtime.

## Overtime Exempt

- During the business work week (Monday- Friday), Secretary of State employees who are not overtime eligible and have worked over 37.5 hours, but less than 40 hours, will be awarded compensatory time at the normal rate (1:1) for the additional regular work week hours.
- For weekend hours, Secretary of State employees who are not overtime eligible and have worked beyond 40 hours in the regular work week, will be offered compensatory time at the rate of one and one half (x1.5) the time worked.
- For weekend hours, Secretary of State employees who are not overtime eligible and have worked over 37.5 hours, but less than 40 hours in the regular work week, will be offered compensatory

time at the normal rate (1.1) for the time worked. Compensatory time is available at a rate of one and one half (1.5x) only for additional weekend hours worked over 40 hours.

*For example*, if an employee works 40 hours during the regular work week and 4 hours over the weekend, this will amount to 2.5 hours at the normal rate (1:1) (see C above) for regular work week hours and 4 hours at the one and one half rate (x1.5) (see E above) for weekend hours.

- If an individual has taken leave time and worked less than 40 hours during the regular work week, they will not be eligible for compensatory time at a rate of one and one half (x1.5) the time worked, even if over a weekend. Leave time is not considered time worked, so it cannot be used in calculating overtime.

Questions regarding this policy may be directed to the offices Human Resource Representative.

### **Employee Assistance Program**

Employee Assistance Program is a voluntary resource and referral program that is available at no cost to all state employees and their families. The program is designed to assist you and anyone in your household with counseling for issues that can result from personal crisis, financial difficulty, interpersonal relationships, substance abuse, or other causes.

The 24/7 program is designed to help you. Other areas include, but are not limited to:

- Child and elder care;
- Tobacco cessation;
- Grief and loss;
- Depression/mental health concerns;
- Family health;
- Home improvement;
- Addiction and recovery;
- Identity theft;
- Legal assistance; and
- Workplace safety.

This service is both confidential and professional. In order to receive help, call **1-800-223-7723** or [www.AnthemEAP.com](http://www.AnthemEAP.com) and enter State of Indiana.

### **Health Insurance**

Eligible state employees may participate in benefit programs, such as health, dental, vision, basic-life and supplemental and dependent life plans, health savings and flexible spending accounts. Each plan offers family or single coverage. Since benefit changes occur, please refer to [www.in.gov/spd/2337.htm](http://www.in.gov/spd/2337.htm) for the latest information. Contact the Benefits Hotline at call 317-232- 1167, 1-877-248-0007 toll free or by email at [spdbenefits@spd.in.gov](mailto:spdbenefits@spd.in.gov).

### **Dental Insurance**

Individual and family dental insurance is available to eligible state employees. For plan details go to: <http://www.in.gov/spd/2337.htm>

## **Vision Insurance**

Individual and family vision insurance is available to eligible state employees. For plan details go to: <https://www.in.gov/spd/2860.htm>

## **Life Insurance**

Life Insurance information is available to eligible state employees. For plan details go to: <https://www.in.gov/spd/2868.htm>

## **Health Savings Account**

Health Savings Accounts (HSA's) are available to eligible state employees. For plan details go to: <https://www.in.gov/spd/2866.htm>

## **Flexible Spending Accounts**

Flexing Spending Accounts are available to eligible state employees. For plan details go to: <https://www.in.gov/spd/2870.htm>

## **Short and Long-Term Disability**

The state maintains short-term and long-term disability benefit programs for full-time state employees with at least six months of continuous state employment. No enrollment in this plan is necessary.

For more information about benefit amounts, eligibility or to make a claim for benefits, please contact the Human Resource Representative or visit SPD's website for Disability Forms at [www.in.gov/spd/2397.htm](http://www.in.gov/spd/2397.htm).

## **Worker's Compensation**

In accordance with Indiana's Worker's Compensation Act, the state provides comprehensive worker's compensation insurance at no cost to you. This protection covers any work-related injury or illness that requires medical treatment. Worker's compensation coverage does not extend to benefits for injuries that occur during your voluntary participation in any off-duty, state-sponsored recreational, social or athletic activity.

Worker's compensation insurance generally provides limited benefits to eligible workers in the form of medical treatment, compensation for lost wages and compensation for the loss or lost use of parts of the body. Benefits are generally available to you after a short waiting period. If an employee dies in a workplace accident, your dependents may become eligible to collect death benefits.

If you sustain work-related injuries or illnesses, no matter how minor, you must inform your supervisor immediately. Failure to timely report such injury or illness may compromise your eligibility for and ability to claim worker's compensation benefits. The state uses a third-party administrator to process these claims. All potential claims must be submitted on the First Report of Injury Form.

## **State Employee Discount Program**

Many businesses across Indiana offer discounts to state employees. These offers are publicized online at <http://www.in.gov/spd/2439.htm>. Most of them require proof of employment, either with a state employee

badge or a recent paystub. Always refer to the individual discount for procedures and qualifications. If you have questions, send an email to [spdcommunications@spd.in.gov](mailto:spdcommunications@spd.in.gov).

## **Education Reimbursement**

The Office of the Indiana Secretary of State has instituted an incentivized pay program for employees to pursue higher education and maintain certification, designation, and licensure, as related to their official duties. This policy outlines the eligibility requirements, post degree employment obligations, procedures for reimbursement, parameters for course and program approval, and grounds for repayment of reimbursement funds. Reimbursement for approved courses will not be awarded until the completion of the course. Completion of an approved degree or certification under the terms of this policy does not obligate the Secretary to promote or retain an employee.

To apply for education reimbursement, the staff member must be a current full-time employee who has been employed by the Secretary of State for a minimum of 12 continuous months and has an overall satisfactory performance rating at the time of application and through the completion of reimbursement. Employees will not be eligible for reimbursement if they have received disciplinary action or have been placed on a work improvement plan at any time within 12 months preceding application. The employee receiving reimbursement under this policy agrees to remain employed with the office for 12 continuous months following completion of the reimbursement.

To be considered for reimbursement, courses must be offered by an accredited State of Indiana institution. However, courses offered by an out-of-state or other institution may be given consideration on a case by case basis.

Employees applying for reimbursement must justify the benefit of pursuing the particular course or degree. Courses necessary to complete an associate's degree, undergraduate, and graduate program are eligible for reimbursement approval. Certifications, designations, and licenses are considered eligible courses under this policy. To be reimbursed, the employee must earn a course grade of "B" or better or "pass" in the case of pass/fail. Fees to maintain licenses or certifications required to practice a particular profession related to the employee's job are eligible for reimbursement. The Secretary of State will reimburse employees 50% of expenses up to \$5,000 per fiscal year that are not covered by financial aid, grants, or scholarships.

To submit a course to be reviewed for reimbursement, the employee must complete and submit the designated Secretary of State Education Reimbursement Form and provide a course description, completed W-9, State Form 47551, and any additional information to support eligibility requirements. These forms must be submitted to the agency's human resource representative no later than 60 calendar days prior to the start date of the course. The agency's human resource representative will confirm the employee's eligibility and review the application with the employee's respective division director, Chief of Staff or Deputy Chief of Staff, and Secretary of State. After review, the employee will be informed of approval or disapproval by the agency's human resource representative.

Within 30 calendar days after grade distribution or certification receipt, the employee must submit their proof of satisfactory course completion (transcript), school account summary showing itemized costs, and proof of payment to agency's human resource representative.

Reimbursement shall only be used to cover tuition, registration fees, book and course materials, and laboratory fees. Fees related to extracurricular activities, technology, orientation, entrance exams, parking, and other miscellaneous costs are not eligible for reimbursement from the Secretary of State.



If an employee who has received an education reimbursement is dismissed from employment or resigns within 12 months of receiving reimbursement, the employee must repay the office for all amounts received under this policy. The employee must repay all reimbursement funds to the agency within 12 months of separation from employment.

If the Secretary makes a written determination that funds are not available to support the continuation of this policy, this policy shall be cancelled and any pending or future applications for reimbursement may be denied. Pending applications may be resubmitted upon policy reinstatement by the Secretary. It is the employee's responsibility to resubmit their application for tuition reimbursement.

## **Time Off**

Please note that when this employee handbook addresses paid time off, the reference is to a number of days. As an employee of the state, one day equals 7.5 hours.

## **State Holidays**

Indiana state government observes 12 paid, observed holidays each year. Prior to the start of each new year, the governor designates the day of observance for each holiday. All full-time, part-time and hourly employees occupying permanent positions, who are required to work on the observed holiday may opt for compensatory time off on another date or receive holiday payment. Holiday pay is one-tenth of the base biweekly salary and overtime is not taken into account. Temporary and intermittent employees will not receive holiday pay or compensatory time off. They will be paid for any hours worked on designated holidays.

The 12 observed holidays are:

- New Year's Day;
- Martin Luther King, Jr. Day;
- Good Friday;
- Memorial Day;
- Independence Day;
- Labor Day;
- Columbus Day;
- Veterans Day;
- Thanksgiving Day;
- Lincoln's Birthday;
- Washington's Birthday; and
- Christmas Day.

During election years, two additional holidays will be observed: the May Primary Election and the General Election in November.

To view the current calendar of state holidays, visit the following link:  
<https://www.in.gov/spd/benefits/state-holidays/>

## **Family Medical Leave (FML)**

As a state employee you may be eligible for FML in certain circumstances:

- A serious health condition that prevents you from performing the essential functions of your position;
- A serious health condition of your spouse, child or parent who requires your care;
- Birth or placement of a child with you by adoption or foster care;
- Qualifying need based on a call to active National Guard or reserve duty for you or your spouse, child or parent; and
- A serious injury/illness incurred by your spouse, child, parent or next of kin during active duty.

The State of Indiana follows the eligibility requirements of the federal 1993 Family & Medical Leave Act, as amended. Therefore, as a state employee you are eligible for FML after 12 months of employment, consecutive or non-consecutive, with the Secretary of State or other state agency. You must complete 1,250 hours of work in the 12 month period immediately preceding the need for family medical leave.

Advance notice of foreseeable leave is required. Such notice must be provided 30 calendar days before FML is to begin or if less notice was given to you, then on the same or next business day when you learn of the need for leave. In the event of an emergency, you must follow the Secretary's call-in procedures. In addition, you are required to provide certification within 15 days of the medical or other facts supporting the need for leave.

FML runs concurrently with the state's short or long-term disability plan and in some instances, it will run with Worker's Compensation. Accrued leave used for an FML qualifying reason will be charged concurrently with the leave whenever applicable with or without your request.

If you are eligible for premium overtime, you must use earned compensatory time off concurrently with FML. All available accrued sick leave must be used if you are using FML for the serious health condition of yourself, your spouse, child or parent. If neither compensatory time nor sick leave is available or appropriate, then you may choose to use vacation or personal leave concurrently with FML to provide income during the absence. The other option is to take FML as authorized leave without pay. If any portion of the FML is unpaid, you must pay the appropriate premium to maintain insurance coverage. See the section below entitled *Military Family Leave*.

To obtain additional, detailed information and necessary forms, please visit the SPD website at: [www.in.gov/spd/2397.htm](http://www.in.gov/spd/2397.htm) . Questions should be directed to the Employee Relations Division of SPD at 1-855-SPD-INHR (1-855-773-4647). Questions related to payroll, attendance forms or codes should be directed to the payroll clerk for the office.

### **New Parent Leave**

The purpose of this policy is to provide paid leave to employees, so they can spend time with their newborn or child placed for adoption. This policy applies to full- and part-time employees who have been employed six consecutive months or more in permanent positions in state service. Eligible new parent leave is available for employees who:

- Upon the birth of the employee's child on or after January 1, 2018;
- Upon the birth of a child to the employee's spouse on or after January 1, 2018; or
- Upon placement of a child for adoption with the employee on or after January 1, 2018.

To facilitate opportunities for such family time, full-time eligible employees may request and receive up to 150 hours of paid leave upon the birth of their child or upon placement of a child with the employee for

adoption. Part-time eligible employees may request up to 75 hours of paid leave. New parent leave is forfeited if it is not taken:

- Within six months after the birth or placement for adoption; or
- Prior to separation from employment in state service.

New parent leave runs concurrently with FML for eligible employees who are charged FML for absences due to childbirth or parenting. After required use of available sick leave, or earned compensatory time for overtime-eligible employees, employees may choose to use available new parent, vacation, or personal leave if they want to receive compensation during the FML absence.

### **Leave without Pay (Other Than FML)**

Leave without pay (excluding FML) is highly discouraged and is at the sole discretion of the Secretary's office. In the rare event that leave without pay is made available, it is only allowed where it is deemed to be in the best interest of the state and the employee. This procedure will only be invoked in rare and emergency situations.

The leave request must be submitted in writing to your supervisor. The request should clearly state the reason for the leave and the amount of time off that is being requested. Written approval from your Division Director is required prior to taking any unpaid time off. You will retain your job status during this leave, but no pay or other benefits will accrue (e.g., vacation days, personal days, sick days, etc.).

The Secretary strictly reserves the right to dismiss any employee that does not return by the date established in the leave request.

### **Notice of Requested Leave**

Employees must request and receive permission from their supervisor prior to taking off any paid time. All requests for time off must be in writing. The timing of your request may determine whether your request is approved. Each division of the Secretary's office has times during which all leave not required by law, paid or otherwise, is likely to be denied. You are likely to have your request approved where you give your supervisor a sufficient amount of advance notice.

<b>Time Requested</b>	<b>Notice Required</b>
<b>½ Day</b>	<b>24 Hours</b>
<b>1 Day</b>	<b>48 Hours</b>
<b>2 – 5 Days</b>	<b>3 Weeks</b>
<b>&gt; 5 Days</b>	<b>6 Weeks</b>

### **Remote Work and Alternative Work Locations**

Staff will be issued eight (8) remote working days per fiscal year, which will renew on July 1<sup>st</sup> each year. Days unused at the end of the fiscal year will not carry over to the next year. Remote days must be pre-approved by your supervisor at least one week in advance and must not conflict with any in-person responsibilities or duties. When working remotely, all cyber hygiene protocols are to be followed, including connecting to the VPN.

All remote workdays must be reported in PeopleSoft HR. When reporting remote hours through PeopleSoft, staff must select "REMOTE WORK" from the look-up feature for "User Field 5" in addition

to reporting “Regular Work Hours - REG.” Remote hours must be reported on a separate row from regular hours worked.

In unusual circumstances, such as a confirmed COVID-19 exposure or asymptomatic positive test result, the Secretary, Deputy Chief of Staff or Chief of Staff may authorize an employee to work from an offsite location beyond the eight annual remote workdays dictated by the needs and best interests of the office. Work away from the office will not be approved beyond minimum needs dictated by the circumstances or for an extended period. Unauthorized work away from the office is subject to disciplinary action, up to and including dismissal.

Time worked while away on official business, such as conference attendance, is not considered remote working and should be reported as regular work hours.

### **Personal Time Off**

The state recognizes there are times when you have personal matters that require attention during regular working hours. Consequently, you are provided with personal leave. This leave is earned at the rate of 7.5 hours for every four months of full-time service. Part-time employees working at least half-time earn 3.75 hours every four months. You cannot accumulate more than 22.5 hours of personal leave. After accruing a total of 22.5 hours, additional time is automatically credited to your sick leave balance.

### **Sick Leave**

Full-time employees shall accrue seven and one-half (7.5) hours of sick leave for each two (2) months of employment and an additional seven and one-half (7.5) hours of sick leave for each four (4) months of employment. Part-time employees working at least fifty percent (50%) of full-time shall accrue three and three-quarters (3.75) hours of sick leave for each two (2) months of employment and an additional three and three-quarters (3.75) hours of sick leave for each four (4) months of employment.

Eligible employees may use accumulated sick leave for an illness, injury, legal quarantine or visits to a licensed health care provider, for themselves or a member of the employee’s immediate family or person residing in the employee’s household who is dependent upon the employee for care, which necessitates the employee’s absence from work. The use of said leave is contingent upon availability, proper notice and verification by a licensed health care provider when requested.

### **Vacation**

As a full-time state employee you accrue 7.5 hours of vacation for each month of continuous service. With the approval of your supervisor, you may begin to use these days after six months of continuous employment.

Full-time employees normally earn vacation leave at the following rate per year:

- 1 to 4 years of full-time service: 90 hours;
- 5 to 9 years of full-time service: 112.5 hours;
- 10 to 19 years of full-time service: 150 hours; and
- 20 or more years of full-time service: 187.5 hour.

Part-time employees working at least half-time accrue 3.75 hours vacation for each full month of continuous service. With the approval of your supervisor, you may begin to use these days after 12 months of continuous employment.

Employees working at least half-time but less than full-time earn vacation leave at the following rate per year:

- 1 to 9 years of employment: 45 hours;
- 10 to 19 years of employment: 67.5 hours;
- 20 to 39 years of employment: 105 hours; and
- 40 or more years of employment: 142.5 hours.

### **Policy for Reclassification of Paid Time Off**

Employees may use accumulated paid time off for use other than what the paid time off benefit was designated. All time, including personal, vacation and sick are considered paid time off. For example, an employee experiencing an illness extending beyond their number of available paid sick days, could use accrued paid personal or vacation days.

All time off must be approved by the employee's supervisor. Unapproved absence or misapplication of paid time off benefit hours are subject to disciplinary action, up to and including, dismissal.

### **Jury Duty**

You are eligible for leave without loss of pay for serving on a jury. Employees must claim payment from the courts and must pay the office the daily fees provided.

### **Funeral Leave**

It is the policy of the Secretary's office that employee requests for up to three days of paid leave in the event of the death of a relative or person living in the same household as the employee shall be honored. This shall not exceed three regularly scheduled working days and the days must be in conjunction with the date of the death or the funeral. For more information related to this policy please visit <https://www.in.gov/spd/files/funeralpol.pdf>

### **Parental Absence for Child's Education**

The Secretary will make reasonable efforts to approve employee requests for time off to foster involvement in their child's education through participation in parent-teacher conferences, classroom activities, or other means. Such time off shall be accomplished through the use of adjusted work schedules to accommodate the time needed.

### **Support for Nursing Mothers**

Nursing mothers shall have reasonable breaks that do not unduly disrupt agency operations. A designated room will be made available in E-111 or E-018 in which nursing mothers can privately express breast milk for their infant child.

## **Community Service**

If you volunteer your own time for a governmental entity or charitable organization, then you are eligible for up to 7.5 hours of paid leave annually to participate in activities for the benefit of a governmental entity or charitable organization. The charitable organization must be exempt from federal income taxation under Section 501(c)(3) of the Internal Revenue Code. The voluntary activities must not promote religion or attempt to influence legislation, governmental policy or elections to public office. Your scheduled absence from the office, must be preapproved by your supervisor or division director.

## **Disaster Relief Service**

If you are a certified Red Cross volunteer, paid leave up to 15 work days is available for you to participate in disaster relief declared by the governor and required by the Red Cross. The parameters of certification and leave are set by statute at IC 4-15-14.

## **Bone Marrow and Organ Donor**

Paid leave of not more than five work days to donate bone marrow is available. Paid leave of not more than 30 work days to donate organs is also available. Parameters of these leaves are set by statute at IC 4-15-16.

## **Military Service**

Leave without loss of pay shall be granted for training or duty in the National Guard, Air National Guard or a reserve component for up to a maximum of 15 working days in a calendar year. Military orders are required and leave is charged in accordance with the orders. If you enter military service for active duty, you are entitled to unpaid leave and, upon request, must be restored to your position or one of similar classification and salary upon completion of your military service consistent with federal law on employment and re-employment rights for members of the uniformed services. If you are on active military duty, you may be eligible for differential pay and continuation of family health care benefits. Please visit [www.in.gov/spd/2396.htm](http://www.in.gov/spd/2396.htm) for more information.

## **Military Family**

If you are the child, spouse, parent, grandparent or sibling of a member of the armed forces who is deployed for full-time military service for a period that exceeds 89 days, you will be permitted an unpaid leave of absence. This cannot exceed 10 working days in a calendar year to spend with such active-duty family member. The Family-Medical Leave Act also provides leave for eligible employees whose spouse, child or parent is called to active duty and/or injured while on such active duty.

# Separation from State Government

## **Notice of Intent to Resign or Retire**

If you decide to leave state employment, a minimum of two weeks written advance notice must be given in order to leave in good standing. Unless otherwise authorized, you are required to work each assigned day during that two-week period. Failure to do so may result in a do not hire status. Leaving in good standing entitles you to consideration for future rehire. You should route your resignation letter through your supervisor, division director or Human Resource Director.

A transfer from one state agency to another need not involve a break in state service. If you are transferring you must provide appropriate notice to your current agency to allow the two agencies to coordinate a transfer date.

At the conclusion of employment with the Secretary's office, employees must return any property belonging to the state to their Supervisor or Division Director. Property includes keys, handbooks, computer passwords and any other material designated as office or state property. All personal property must be removed from the premises. The employee's cooperation in promptly returning office and state property and removing personal property is expected to assure that service to the public is not unduly affected during periods of transition. Personal property may be disposed of if reasonable arrangements aren't made within the week of separation from employment.

### **Accrued Leaves**

State employees resigning or retiring in good standing or being laid-off from state service may be compensated for up to 225 hours of accrued, but unused and uncompensated vacation leave. That compensation will be in your last paycheck.

Employees who are dismissed forfeit all vacation, sick and personal leaves.

Employees who have used vacation or holiday time prior to actually accruing such time will have payment for that time deducted from the final paycheck. Employees who are rehired will have accrued but unused and uncompensated sick, vacation, and personal leave balances restored. Employees should verify their leave balances so leave can be efficiently restored in the event of rehire. For the most recent information regarding leaving state government go to: <https://www.in.gov/spd/offboarding/>.

### **Hoosier S.T.A.R.T**

Hoosier S.T.A.R.T. is a voluntary deferred compensation program using two plans allowed under IRS Section 457 and Section 401(a) which offer eligible state employees an effective way to reduce current taxes and to supplement other retirement benefits. This deduction is eligible for all full-time employees. You may enroll at any time by contacting the Indianapolis Hoosier S.T.A.R.T. office. For more information, call 877-728-6738, option 2. You can also visit the website at [www.hoosierstart.com](http://www.hoosierstart.com).

### **Indiana Public Retirement System (INPRS)**

Legislation approving the merging of the administration of funds of the Public Employees' Retirement Fund (PERF) and the Teachers' Retirement Fund (TRF) creating the Indiana Public Retirement System (INPRS) became effective July 1, 2011. Combined membership totals equal nearly 500,000 members. Each retirement fund is a separate fund under the oversight of a combined INPRS nine-member board of trustees. Individual funded status for each plan is calculated separately.

INPRS is the controlling authority administering and managing the following plans:

- Public Employees' Retirement Fund;
- Teachers' Retirement Fund;
- Prosecuting Attorneys' Retirement Fund;
- 1977 Police Officers' and Firefighters' Pension and Disability Fund;
- Legislators' Retirement System;
- Judges' Retirement System;

- State Excise Police, Gaming Agent, Gaming Control Officer and Conservation; and
- Enforcement Officers' Retirement Plan.

All questions about these retirement plans and benefits should be directed to INPRS. If you need to contact INPRS, before you call remember:

- Have your social security number (SSN) *and* passcode ready; and
- If you do not have your SSN and/or passcode, stay on the line for a customer service representative.

Call toll-free, PERF: (888) 526-1687 or TRF: (888) 286-3544

Mailing address and Customer Service Center:

One North Capitol, Suite 001 Indianapolis, IN 46204

Email: [questions@INPRS.in.gov](mailto:questions@INPRS.in.gov)

### **Retiree Leave Conversion Program**

The Retiree Leave Conversion Program allows retirees with at least 10 years of creditable service to convert accrued but unused and uncompensated vacation, sick and/or personal leave into cash up to a maximum of \$5,000. Leave is converted at a 20, 35 or 50% rate (dependent upon length of service). Please refer to 31 IAC 4 for clarification and as the controlling authority. The State Personnel Department's Benefits Call Center is available to answer your questions at 317-232-1167 or 1-877-248-0007 or by calling 1-855-SPD-INHR and choosing the benefits prompt.

### **Retirement Medical Benefit Accounts**

Information concerning the Retirement Medical Benefit Account plan, created with IC 5-10-8.5-11, can be found at [www.in.gov/sba/2357.htm](http://www.in.gov/sba/2357.htm). This plan is a benefit to employees who retire after June 30, 2007, and are eligible to receive a normal, unreduced or disability retirement benefit. All questions should be directed to the plan administrator, Key Benefit Administrators, by phone at (317) 284-7150 or (800) 558-5553 or by email at [Flexpro@Keybenefit.com](mailto:Flexpro@Keybenefit.com).

# Communication and Media Inquiries

## **Media Inquiries**

From time to time, employees in the office may receive calls from members of the media. The appropriate person to coordinate all outgoing information to the media is the Secretary's Communication Director. Employees may not communicate directly or indirectly with the media about official or state business, unless requested or authorized to do so by the Communication Director.

If you are contacted by news media about official or state business, you must state that you cannot respond to questions or verify information or statements, and that their inquiries should be directed to the Communications Director. You should then provide the Communications Director's contact information for the caller.



## **Legislative Communication**

Legislators or legislative staff may contact the office for the purpose of gaining information on topics relevant to the office. All requests for information, reactions or responses to proposed legislation or requests for testimony on topics relevant to the Secretary must be forwarded to your division director. Division directors are responsible for sharing the request with the Deputy Chief of Staff or Chief of Staff. On issues of personal importance, office employees may communicate their position to elected officials. Employees who wish to make their position known must do so in their personal time, present themselves as private citizens and not as representatives of the office and must ensure the matter under consideration is not relevant to the Secretary. No part of this policy is intended to deprive employees of their right to participate in the processes of representative government.

## **Personal Conduct**

Employees should keep in mind that even while off duty you represent the Secretary and the State of Indiana when you are in public. In addition, certain types of off-duty conduct may reflect poorly upon your character, judgment and integrity of the office. As such, this could also influence your standing as a state employee. Therefore, if you engage in criminal, unprofessional or other misconduct off-duty that is determined to be harmful to the image of the Secretary or the State of Indiana, inconsistent with employee expectations or otherwise adversely affects legitimate governmental interests, you may be subject to disciplinary action, up to and including dismissal from employment.

## **Bulletin Boards**

Bulletin boards are centers of information located within the office, some of which is required by law. The board in your division may also announce events and activities going within your division, the office and elsewhere in state government. Ask your supervisor about any posting restrictions that may apply. Stay informed by adopting the habit of checking your division bulletin board on a regular basis.

## **Office Newsletter**

The Secretary's Communications Director may organize and edit a periodic interoffice newsletter distributed by email. Employees are encouraged to submit information for publication or suggest article ideas by submitting them via email to the Communications Director or Deputy Communications Director.

# **Customer Service**

## **Customer Service Standards**

Nearly all of our work directly impacts with the citizens of Indiana. As such, we endeavor to provide the best customer service offered by any office, public or private. The purpose of this guide is to provide an outline of the minimum customer service standards expected of the Secretary's employees. This is not meant to provide detailed information for every call or other contact an employee may have with a customer. Specific questions that are not addressed in this document should be directed to your supervisor, division director, Human Resource Representative, Deputy Chief of Staff or Chief of Staff.

It is important to remember that in the true spirit of public service, we must all do our best to help every customer who contacts the Secretary's office. The most basic, fundamental and important reason we are here is to serve the people of our great state. We can best serve the public by being accessible, helpful and

courteous. If a customer calls our office seeking information we do not have, we should help that customer to the best of our abilities and in an efficient and effective manner. Phone lists and other reference information have been provided to employees for such a purpose. If you are uncertain as to where the information requested can be found, you can refer the customer to the state information line at 1-800-45-STATE (1-800-457-8223) or 233-0800.

### **Phone Calls**

All phone calls shall be returned within one business day of receipt. This means that if any issue requires more than one day's worth of research or investigation, the caller should be contacted within one business day and told that further research or discussion is necessary. The call should then be returned as quickly as possible. If you take a message for someone you know to be out of the Secretary's office, please indicate such to the caller.

### **Voicemail**

A standard voicemail greeting should include your name, the office and your position, indicate that you are unavailable, give the office URL, and provide an option for the caller to reach a live person. An example of an acceptable voice greeting is as follows:

*Hello. You have reached John Doe, Licensing Clerk for Indiana Secretary of State Holli Sullivan. Please leave a detailed message, and I will return your call as soon as possible. Many of our services are available online at [www.sos.in.gov](http://www.sos.in.gov). You may press 0 to be connected to the receptionist. Thank you.*

If you have voicemail and are away from the office on any business day, your voice message should indicate such. Your voicemail should indicate when the office is closed for a state holiday.

### **Phone Use and Etiquette**

A professional and courteous manner should be used at all times during telephone communications. While from time to time, an employee may be confronted by an upset or even belligerent customer, it is important to maintain a professional attitude. Keep in mind that even a slight raise in volume might be received as hostility.

If a caller is requesting information that is not available within our office, please refer and transfer the caller to the appropriate state agency, if known. If a caller seeks information and you are unsure of the proper place to refer, they should be referred to the state information at 1-800-45-STATE (1-800-457-8223) or 233-0800.

Telecommunication equipment is provided for official business use. Making or receiving personal phone calls is limited to emergency or pre-approved situations. Personal long distance and acceptance of collect phone calls are strictly prohibited under any circumstances.

### **Written Responses (emails, letters, notes, etc.)**

All written correspondence (other than filings) shall be responded to, or at minimum, acknowledged, within two business days of receipt. This means that if the issue requires more than two days to research or investigate, the writer should be contacted within two business days and told that further research/discussion is necessary. The follow-up correspondence should then be returned as quickly as possible.

## Signature on Letters and Emails

Email is also considered letterhead. For emails where the phone number and address do not appear on the letterhead, include contact information.

An example of a signature block for a letter is as follows:

John Doe  
Auto Dealer Services Licensing Clerk  
Indiana Secretary of State Holli Sullivan  
302 West Washington Street E-111  
Indianapolis, IN 46204  
(317) 232-6590  
[jdoe@sos.in.gov](mailto:jdoe@sos.in.gov)

An example of a signature block for an email is as follows:

John Doe  
Auto Dealer Services Licensing Clerk  
Indiana Secretary of State Holli Sullivan  
(317)232-6590  
[jdoe@sos.in.gov](mailto:jdoe@sos.in.gov)

The signature correspondence should include name of the writer, title, and office. The signature correspondence should not include personal quotes or social media handles, unless specifically authorized by the Chief of Staff or Deputy Chief of Staff.

Furthermore, Outlook vCards should include a recent profile picture and the relevant information listed above in the signature block.

# Security and Safety

## Emergencies and Evacuation Procedures

Each of the Secretary's work locations and divisions have procedures for emergencies and evacuations. The procedures for emergencies and evacuations at your worksite should be provided to you upon beginning employment and prominently posted. Each employee must become familiar with these procedures. Please contact your supervisor, division director or Human Resource Representative if you have questions about the emergency procedures for your worksite and to request any assistance or accommodation you may need in case of evacuation or other emergency. See the Secretary of State's Emergency Action Plan for more information.

### Medical Emergency

- In an emergency situation concerning the health or medical condition of an individual, staff should dial 9-1-1. Staff must also call Capitol Police at (317) 232-6400. It is essential to notify Capitol Police to ensure paramedics and EMTs are allowed immediate access to the building and appropriate office upon their arrival.

## Non-Threatening, Escalating Situation

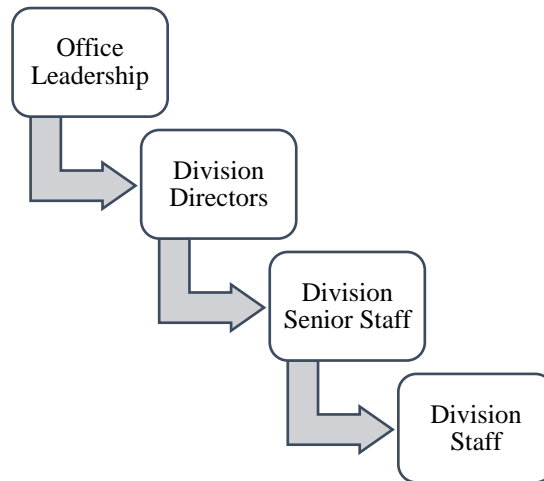
- In a situation where a staff member does not feel an individual's life is threatened or imminent bodily injury is likely to occur, but the individual is unable to manage a disgruntled constituent, individual or employee and has concern of escalation, staff should call the Indiana State Police Dispatch Center at (317) 897-6220. This applies to a situation in which an individual displays non-threatening, but confrontational and disruptive behavior.

## Emergency Conditions

Due to emergency conditions, the State Personnel Director may authorize the closing of IGC buildings where some of the Secretary's offices are located. Weather conditions only affecting the ability to commute will not be considered emergency conditions. When a state facility is closed due to emergency conditions, affected employees may be reassigned to other locations. If Government Center buildings are closed or other conditions of a serious nature exist, only the Deputy Chief of Staff, Chief of Staff or the Secretary of State may authorize leave without pay for affected employees. Employees may elect to use vacation leave, personal leave or compensatory time off to cover their absence. For more information, please see the Secretary of State's Emergency Action Plan.

## Phone Tree

In the event of an office closure, delay or emergency, a phone tree has been established for efficient communications. When instructed by the Secretary, Chief of Staff, or Deputy Chief of Staff, division directors will send the office notice of the relevant issue via text message or phone call to their respective senior staff. Senior staff will then contact their direct reports via text or phone call. If these individuals have direct reports, they should follow the same process to notify them. All office notices will also be sent via email. Supervisors are responsible for retaining contact information for their direct reports. Recipients of such message should acknowledge their receipt.



## Government Center Security and Personal Belongings

The State of Indiana and the Secretary of State's office have taken measures to provide security for employees and their personal property.

In accordance with rules promulgated by IDOA and the Indiana State Police and applicable laws, weapons are prohibited in the IGC complex. With the exception of firearms permitted by the Secretary's "Policy for Firearms and Physical Tactics Authorization, Training, Supervision, Use and Agreement", firearms and ammunition secured out of sight in a person's locked, personal vehicle are not permitted. State employees carrying out official business off campus on the property of a vendor, customer, or the State must abide by the laws, rules and policies established of those premises. Firearms and ammunition are prohibited in state vehicles, unless required by sworn law enforcement officers, operating within the Secretary of State's firearms policy.

State and agency officials may not require disclosure by an applicant or employee about their ownership, possession, storage, transportation or use of a firearm or ammunition, unless disclosure concerns use in fulfilling the duties of their employment. Nor shall ownership, possession, storage, transportation or use of a firearm or ammunition affect any rights, benefits, privileges or opportunities of employment. However, that does not prohibit state agencies from regulating or prohibiting the possession or carrying of a firearm by an employee during the performance of official duties.

Each employee is responsible for assuring the safety of their personal belongings. The Secretary's office cannot and does not assume responsibility for the loss of any personal items in work and common areas.

Capitol Police provide security and emergency response for IGC, which includes the Secretary's offices. In the event of an emergency or urgent security concern, employees should contact the appropriate emergency responders consistent with the Secretary of State's Emergency Action Plan.

### **Safety and Accidents**

Safety is each employee's responsibility. The Secretary's goal is to provide a safe and healthy work environment for all employees. This effort is intended to minimize the risk of a work-related injury or illness, human suffering and economic loss. Many accidents can be prevented by using care and caution in performing our respective responsibilities.

If you observe an unsafe act or condition, report it immediately to your supervisor. If safety equipment is provided for the performance of your duties, you must use it. Always use the safety equipment required or provided for state-owned vehicles. Failure to use designated equipment may result in disciplinary action, up to and including dismissal.

If you are injured while at work, you must notify your supervisor immediately and no later than 24 hours after the occurrence. You are subject to the provisions of Indiana's Worker's Compensation laws. If you need medical care after a work injury, the office and the State's Worker's Compensation administrator will direct your care, which includes designating a physician. For more information, please see the Secretary of State's Emergency Action Plan.

### **Access Management**

In order to manage and monitor access to the secured Secretary of State offices, the Office of the Indiana Secretary of State has implemented the following access management policy. This policy applies to all Secretary of State employees, contractors, and visitors accessing the Indiana Government Center South (IGCS) offices, E-018 and E-111, and State House office.

The Office of the Indiana Secretary of State has two levels of access: (1) Employees or Onsite Contractors, and (2) Visitors. All individuals entering the Secretary of State's office must display a state

issued badge. All access badges are issued by the IDOA Access Control Office, and access permissions may be adjusted by the office's Access Manager.

Upon termination of employment, expiration of a contractor's term of employment, or in cases when access is no longer needed, the employee or onsite contractor is responsible for returning the access badge to the office's Access Manager. The Access Manager will remove access permissions of individuals who are no longer employees of or contracted by the Secretary of State's office.

#### Employees and Onsite Contractors:

- All Secretary of State employees and contractors are required to have an access badge issued by the IDOA Access Control Office, per the [State of Indiana Government Center Credential and Access Request Policy](#).
- To request a new or replacement access badge, employees must complete [State Form 52044](#) and submit the form and a copy of a photo ID to the IDOA Access Control Office.
- When submitting the form, the applicant must identify if they are a state employee or contractor and select their access time permissions and duration of badge activation, which must be approved and signed by their supervisor. The Access Control Office will issue the access badge accordingly.
- Prior to submitting State Form 52044, onsite contractors are required to submit an access application to the Secretary of State's Access Manager. The access application must be approved and signed by their Secretary of State employee sponsor and Chief of Staff.
- Temporary badges may be issued by the Access Manager to be used in the interim until an employee or contractor receives their state issued access badge.

#### Visitors:

- All visitors are required to sign-in at the front desk of the E-018 or E-111 offices. A visitor badge will be provided upon sign-in and must be displayed at all times. Upon departure, visitors must sign-out and return the visitor badge.
- It is the responsibility of the office's receptionist to provide visitors with the sign-in sheet and visitor badge.
- Visitors must be accompanied by an employee at all times. State House tour groups and legislators may be exempted from this policy.

#### Metal Door Keys:

- Metal door keys and replacement keys for any of the Secretary of State offices must be requested to the office's Access Manager and approved by the Chief of Staff.
- An initial inventory will be taken to log current key assignments. Keys must be logged by December 1<sup>st</sup>.

Approved access applications and sign-in sheets must be kept in digital form. Digital files shall be retained in the following folder: Outreach > Outreach Master > Access Management.

# Information Security

## Information Resources

Information resources are provided by the state to support official business. The term “information resources” includes all state hardware, software, data, information, network, personal computing devices, phones and other information technology. Except for de minimus use, State or office information resources may only be used to perform the business responsibilities of the Secretary’s office. Employees do not have and should not expect any personal privacy interest in using state or office information resources.

Prohibited use includes, but is not limited to, conducting personal business, use of the Internet for non-business purposes, sending or receiving emails that are personal in nature, accessing adult or pornographic materials, gaming, streaming of audio or video for entertainment purposes, instant messaging and accessing social media for personal use.

Personal or unauthorized use of state or Secretary’s information resources will be subject to disciplinary action, up to and including, dismissal.

Computer programs, software or other forms of electronic information may not be copied, used for non-state business or removed from the premises unless such use is specifically authorized. Employees may not install or download any software or programs onto any Secretary of State computers unless specifically authorized to do so.

## Cybersecurity Training

With increased efforts by domestic and foreign actors to gain unlawful access to State information and assets, it is imperative that staff and contract personnel train regularly on cybersecurity related topics. The first and best line of defense is a well informed and vigilant workforce.

Cybersecurity training shall be conducted monthly on topics such as phishing, cyber hygiene and security awareness. Training will be delivered on the first Monday of each month and users have three weeks to complete.

Monthly cybersecurity training shall be delivered through the KnowBe4 training portal:

<https://training.knowbe4.com/ui/login>.

- Login using state email address and KnowBe4 password.
  - NOTE: The KnowBe4 password is different from the user’s state account password.
  - If the user does not remember their KnowBe4 password, they can select ‘Forgot your Password’ and KnowBe4 will send an email with instructions on how to reset their password.
- After logging in, the user will be directed to the training dashboard.
- If the user is currently enrolled in any trainings, they will be listed at the top of the page.
- Select the ‘Start’ button next to an enrolled training.
- Users shall complete the training, following all on-screen prompts.
- Upon completion, the user will receive confirmation and the user’s training module will automatically be updated to reflect the status.

At the end of each month, a report shall be provided to the Secretary to monitor pass and fail rates as well as identify team members who fail to take and complete trainings. If a team member does not pass or participate in the trainings, the Secretary may meet with the individual to discuss their failure to adhere to this policy. Failure to adhere to this policy may result in disciplinary action, up to and including termination.

## **Passphrase**

With increased efforts by domestic and foreign actors to gain unlawful access to State information and assets, the Secretary's office has instituted provisions to drastically reduce this possibility. The following are the parameters for a passphrase:

- Character length: Minimum 25, Maximum 32
- Complexity: (three of four required in (a) through (d))
  - Minimum one upper case
  - One lower case
  - One numeric
  - One special character
  - One space (required)
- Passphrase change required every 120 days

Excluding the space requirement, a minimum of three of the remaining four are required. The space requirement is essential since adding a space exponentially reduces the likelihood of a passphrase compromise.

Longer passphrases increase the time it takes for a brute force attack. Users should be mindful not to create patterns for passphrases, as this will lessen the impact of the passphrase. For example, only changing the number included in the passphrase from "correct the horse battery staple 1" to "correct the horse battery staple 2" establishes a pattern that can be recognized, leading to passphrase compromises.

For your convenience, several examples are listed below, none of which should be used as your passphrase:

- who? Let the Dawg\$ out wh0 WH0?
- NfL sunday\_i\$ thee best f00tball
- StarWars2- attack of the clones.
- Harry Potter. Snape, dumbledore!
- Cubs @ world series 2016 16 Nov.

## **Phishing Email Training**

With increased efforts by domestic and foreign actors to gain unlawful access to State information and assets, the Secretary's office will conduct and report on phishing campaigns in a non-identifiable format.

Phishing emails typically mimic and slightly adjust official emails and email addresses received on a regular basis. Generally, the key difference is in the email domain, such as changing a ".gov" to a ".com" email address. To prevent penetration into the State's system from phishing emails, verify a hyperlink's destination by hovering over the link and confirm a hyperlink's redirect before clicking.

Additional tips to identify a phishing email include:



- Always be cautious when asked for personal information. Public and private offices do not typically ask for sensitive information via email.
- Always question the intent or motivation of the sender.
  - Is the email something you expect as part of your daily duties?
  - Is there is a sense of urgency in the request?
  - Is the email impersonal in its greeting or salutation?
  - Are you being asked to update personal information?

Ongoing training, which is referenced in the Secretary of State Cybersecurity Training Policy, will further enhance the necessary skills to guard against phishing email threats.

Upon receiving an email that you suspect is a phishing attempt, please do the following immediately:

- Forward the email to the IT Director or IT Deputy Director; and
- After forwarding, delete the email.

The report will include the percentage of recipients that opened the phishing email and clicked the payload, which would have otherwise exposed the office to any number of threats. This report will allow the Secretary to recognize the office’s vulnerabilities and identify where additional training and clarification may be needed.

The identities of those that opened the phishing email and clicked the payload will be reported to the Secretary. If a recipient fails to recognize a phishing email and take the necessary precautions to report the email, which have been identified above, the Secretary may meet with the recipient to discuss their failure to adhere to this policy. Failure to adhere to this policy may result in disciplinary action, up to and including termination.

### **Removeable Media**

Due to the potential risks presented by use of removable media devices, the Secretary’s office will limit, and otherwise restrict the use of removable media in order to prevent the loss of information and potential damage to state systems, assets and databases.

For the purposes of this policy, removable media is defined as:

- Optical media, such as CDs, DVDs, and BluRay;
- SD cards;
- USB drives, such as flash drives and portable hard drives; and
- Devices connected by USB cables, such as smartphones, music players, and similar handheld devices.

Unless the removable media device is approved, pursuant to this policy, and solely used for official business, the use of such devices is not permitted. Inappropriate and unauthorized use of removable media devices can expose the office to several vulnerabilities. These threats include, but are not limited to, the following:

- Data security breaches;
- Malware infections;
- Copyright infringement; and
- Hardware failures.

All state computers and laptops issued to staff of the Indiana Secretary of State's office must be equipped with FireEye Inc. virus scanning software. By default, USB ports will be disabled on all staff computers. To enable USB port functions, staff must request approval. Upon approval, the staff member will be granted access to their USB port and assigned a state issued removable media device.

In order to carry out daily work tasks, removable media devices may be permitted for official business. During an offsite visit, should it be necessary, data must be loaded onto a state issued removable media device only. Before inserting the removable media device into the individual's computer, the user must be connected to the state network onsite or by VPN. Once connected to the state network, the user may then insert the removable media device into their computer where data will be scanned once the files are accessed. After virus scanning is complete and the data is deemed safe, the user may upload the data onto their computer or network drive, as appropriate.

All removable media devices must be issued by the Secretary of State's IT Division. Staff may not share their removable media devices with other employees, as removable media devices are assigned individually. Under no circumstances is staff authorized to insert a personal or non-state issued removable media device to their state computer, unless prior approval by the Division Director is granted. Furthermore, using or reusing removable media devices that are not state issued is prohibited.

Staff may receive data files from an FDIC accredited institution or federal government agency, such as the Federal Bureau of Investigations, that are too large to load onto a state issued removable media device. In such situations, staff may request approval to use a non-state issued removable media device for data that is not available to upload onto the state's secure site. The Division Director may grant approval when there is no alternative option.

If a staff member requires short-term use of a removable media to carryout official business, the Secretary's IT Division may assign a state issued removable media device for one-time use. Staff that is granted temporary approval to use removable media is not given access to their USB port unless further approved by the Secretary's IT Director or Deputy Director.

Prior to off-site visits, IT staff will load any necessary information onto the state issued removable media device. If information or data is obtained off-site, it must be uploaded by IT staff upon return of the temporary user. IT staff will then upload the information or data to a shared drive where the temporary user may access it from their state computer. After use, the temporary user must return the removable media device to IT staff. The IT staff will then wipe the device and return it to their secured inventory.

Staff that requires removable media devices for official business purposes must be approved by the Secretary's IT Division. To request approval, division directors must submit the name of the individual and purpose of the removable media device use to the Secretary's IT Director and Deputy Director. If approved, IT staff may then issue the individual a removable media device and enable USB port functions.

### **State Issued Phones**

In the event that a state issued phone needs to be connected to a state computer for any purpose, including downloading files or a software update, it must be connected to the state network.

# Travel

## State Travel

When carrying out official business on behalf of the office, staff may be required to travel. To ensure cost optimization and personal safety, staff must receive approval and submit a travel request to the Secretary's Travel Coordinator. Travel arrangements are intended to support the most prudent business option for the office, and may not always accommodate the employee's personal preference. All travel requests must be submitted to the Travel Coordinator with a sufficient amount of time prior to the pick-up or departure date. However, exceptions may be made on a case-by-case basis. In unique situations when traditional travel is deemed unsafe, the office may allow for special travel accommodations or disallow all, but essential interstate and intrastate travel, at the discretion of the Secretary or Chief of Staff.

## Car Reservations

To reserve a car, the employee must submit a completed travel packet to the Travel Coordinator at least one week prior to the pick-up date.

When travel is within the state or within 250 miles of the office, the transportation method will be assigned in the following order:

- State owned vehicle, through IDOA Fleet Services short-term rental located at 601 W. McCarty Street;
- Rental vehicle through the state contractor, Enterprise; and
- Employee's personal vehicle.

Short term or daily vehicle rentals are available through IDOA Fleet Services. This option is limited to vehicle availability. To reserve a vehicle or check availability, the Travel Coordinator may contact IDOA Fleet Administration at (317) 234-2874.

If IDOA Fleet Services does not have a vehicle available that meets the scheduling parameters of the employee's travel, the Travel Coordinator may reserve a vehicle through Enterprise. This can be done using the office's account.

If the employee uses their personal vehicle, they are eligible for reimbursement at a per mile rate set by IDOA. Within 30 days upon completion of their travel, the employee must submit a travel voucher to be reimbursed by the office. The office is not responsible for any damage incurred while using a personal vehicle. It is the responsibility of the employee to check the terms and conditions of their personal car insurance to assure coverage while traveling for state employment purposes.

When travel is outside the state or greater than 250 miles of the office, the transportation method will be assigned in the following order:

- Commercial air;
- Other commercial transportation;
- State owned vehicle, through IDOA Fleet Services short-term rental;
- Rental vehicle through the state contractor, Enterprise; and
- Employee's personal vehicle.

## **In-State Lodging**

To request travel requiring in-state lodging, the employee must submit a completed travel packet to the Travel Coordinator at least one month prior to the departure date. If travel is within 50 miles of the office, the employee is not entitled to lodging or sustenance for overnight travel. However, the office may authorize overnight travel at any time if travel conditions are deemed dangerous or undesirable.

When reserving in-state lodging, the Travel Coordinator must use the designated Secretary of State travel credit card. All in-state reservations are tax exempt. The Travel Coordinator must send the hotel or lodging facility a copy of the agency's tax exemption form and complete a credit card authorization. Credit card authorizations should only cover room fees.

## **Out-of-State Travel**

All travel requiring out-of-state travel must be submitted to the Travel Coordinator at least six weeks prior to departure. To request out-of-state travel, the employee must forward the agenda and conference information to the Travel Coordinator. For out-of-state travel, the Travel Coordinator is responsible for assembling the travel packet, as the travel packet for out-of-state travel differs from that of in-state travel.

The out-of-state travel packet must include, in order, the following documents:

- [State Form 823](#) (G10);
- Agenda, as submitted by the traveler;
- Conference registration;
- Flight information;
- Hotel confirmation; and
- Any supporting documents, such as a scholarship.

The Travel Coordinator must then scan and send the travel packet to IDOA at [IDOAtravel@idoa.in.gov](mailto:IDOAtravel@idoa.in.gov) for final approval. If air travel is required, IDOA will respond with a purchase code, which will allow the Travel Coordinator 24 hours to purchase airfare.

After IDOA has returned the travel packet with final approval, the Travel Coordinator will save the travel packet in the designated travel folder on the Shared Drive and a copy will be sent to the traveler, notifying them of their travel arrangements. If air travel is required, purchased flight information must be added to the travel packet. For out-of-state lodging, the Travel Coordinator must include a credit card authorization in the completed travel packet.

## **Travel Requests**

All travel requests requiring a rental car or in-state lodging must be submitted by the employee to the Travel Coordinator through a travel packet. The travel packet must include, in order, the following documents applicable to the requested travel:

- For car reservations, [State Form 53553](#), including approval signatures from their respective Division Director and Chief of Staff;
- For in-state lodging, the designated Secretary of State [Authorization / Request for In-State Lodging](#) form, including approval signatures from their respective Division Director and Chief of Staff; and

- Travel Memorandum, including the name of traveler(s), duration of travel, destination, and purpose of travel.
  - For rental car requests, the time and dates for pick-up and return of the vehicle must be included.
  - For in-state lodging, an agenda indicating the need for overnight stay must be included.

Once submitted, the Travel Coordinator will make the appropriate reservations and attach all reservation confirmations to the travel packet. The completed travel packet will then be saved in the designated travel folder on the Shared Drive and a copy will be sent to the traveler, notifying them of their travel arrangements. For in-state lodging, the Travel Coordinator must include a credit card authorization in the completed travel packet.

### **Travel Vouchers**

To receive travel reimbursement, including per diem, mileage, registration fees not paid prior to the conference, lodging fees for overnight travel not previously approved, etc., travelers must submit a completed travel voucher to the Secretary's Accounting Department within 60 days upon their return. Travel vouchers must be approved and signed by the employee's respective Division Director.

The travel voucher must include, in order, the following documents:

- [State Form 980](#);
- All purchase receipts, if available; and
- Copy of final hotel bill, if travel included overnight lodging.

Before receiving travel reimbursements, the traveler must initially complete [State Form 47551](#) and have a current W9 on file.

### **Post-Travel Reports**

For auditing purposes and to ensure the office is in compliance with applicable state travel and reimbursement procedures, all travel confirmations, purchases, and requests completed under the Secretary of State's Travel Policy must be kept in digital form. Digital files, including all travel packets, are retained in a designated travel folder on the Shared Drive.

At any time, the Chief of Staff is entitled to request travel reports for all approved travel from the Travel Coordinator. Travel reports should be categorized by rental car, in-state travel, out-of-state travel, and travel vouchers. In addition, annual reviews must be sent to the Chief of Staff by the Travel Coordinator.

## **Office Mail**

In order to comply with state agency internal controls and best practices recommended by the Indiana State Board of Accounts, the Indiana Secretary of State's office has instituted a standard procedure to process incoming mail and establish internal controls over revenue receipts. This process includes a contract with Post Masters, a commercial mail processing company under a Quantity Purchase Agreement contract with the Indiana Department of Administration. The following policy outlines the process for handling the agency's incoming mail, checks, and money orders, and the responsibilities of Secretary of State's staff and contracted vendors.

## **Post Masters Mail Processing**

Each day, Post Masters will sort all received mail. Mail will remain unopened, and it will be sorted by Secretary of State division addressee. After all mail is sorted, the Post Masters representative will count the mail that is to be delivered to each division. They will record this on a coversheet provided by the Secretary of State's office. On the coversheet, they will fill in the date, division name that mail is being delivered to, and number of mail items to be delivered.

The Post Masters representative will deliver the mail, accompanied with the corresponding coversheet, to the mail representative in each Secretary of State division. When the division's representative receives the mail from Post Masters, they will immediately count the mail items to verify they are receiving the correct amount of mail items as recorded on the coversheet. If the number of mail items received from Post Masters corresponds with the amount of mail items recorded on the coversheet, the division representative will print and sign their name on the coversheet. The division representative will then scan the signed coversheet and the electronic copy will be stored in a designated shared drive for Secretary of State records, while the original copy will be given back to Post Masters for their records.

## **Secretary of State Division Mail Representative**

After receiving the mail from Post Masters and verifying the number of mail items received, the division representative will open and date stamp the mail pieces. Mail containing checks, money orders, or cash payments are to be date stamped and restrictively endorsed upon opening.

Even if the mail appears to be missorted or noticeably addressed to a different Secretary of State division, the mail should be opened and date stamped on the outside envelope. However, mail containing checks, money orders, or cash payments that are intended for a different division should only be date stamped and not endorsed.

Mail that is delivered independently of Post Masters should be opened and date stamped as normal. Even if the mail appears to be noticeably addressed to a different Secretary of State division, the mail must be opened and date stamped on the outside envelope. However, mail containing checks, money orders, or cash payments that are intended for a different division should only be date stamped and not endorsed.

All daily coversheets will be uploaded to a designated folder on a staff shared drive. It is the responsibility of the division mail representatives to upload their respective coversheets.

## **Secretary of State Division Mail Exchange**

After all mail is opened each day, it is the responsibility of the division's mail representative to deliver misdelivered mail to the intended division. The delivery must take place during the same day that it was received by Post Masters.

If the misdelivered mail contains a check, cash payment, or money order, it must be date stamped on the outside of the envelope, logged into the electronic revenue log, and delivered to the intended division's mail representative the same day it was received by Post Masters. The electronic revenue log is intended only for misdelivered mail containing checks, cash payments, or money orders.

## **Electronic Revenue Log**

Before exchanging the misdelivered mail containing a check, cash payment, or money order, the mail representative must create an entry for the check in the electronic revenue log. The entry will include the

date, check number, check amount, the name and division of the mail representative that the mail item was misdelivered to, and the name and division of the mail representative the mail item was intended for. The mail representative will then physically deliver the mail item to the intended division's mail representative. Upon receipt, the intended division's mail representative will log their name and division to the corresponding entry in the electronic revenue log verifying their receipt.

All mail representatives, division directors, and the agency accounting director will have access to the electronic revenue log. The electronic revenue log will retain all exchange history of all mail containing checks, cash payments, and money orders.

### **Personal Mail**

Consistent with the Indiana Ethics Rules, the Secretary of State's office is to receive only agency mail, intended for business purposes. While occasional, personal mail is de minimis, the office address should not be used for routine personal mail delivery. Using the office address for personal mail delivery creates a delay and hindrance during mail processing, opens the recipient to public disclosure of personal identification information, and represents an unauthorized use of agency resources.

### **Suspicious Mail**

If at any time suspicious mail is received, staff must immediately notify their direct supervisor. After notifying the direct supervisor, the staff member should call Capitol Police at (317) 232-6400. Before security arrives, all staff members present should isolate the area where the suspicious envelope or package is located. Staff who were present in the area should wash their hands and other exposed skin with soap and water.

Under no circumstances should staff ever shake, handle, open, sniff, taste, or relocate suspicious mail or any contents which may have spilled from any suspicious mail.

Characteristics of suspicious mail include, but are not limited to:

- No return address listed
- Mail possibly from a foreign country
- Misspelled words, addressed to title only, incorrect title, badly typed or written
- Oily stains, discolorations, or crystallization on the packaging or wrapper
- Excessive tape or string
- Ridged or bulky corners
- Strange odor
- Lopsided or uneven packaging