

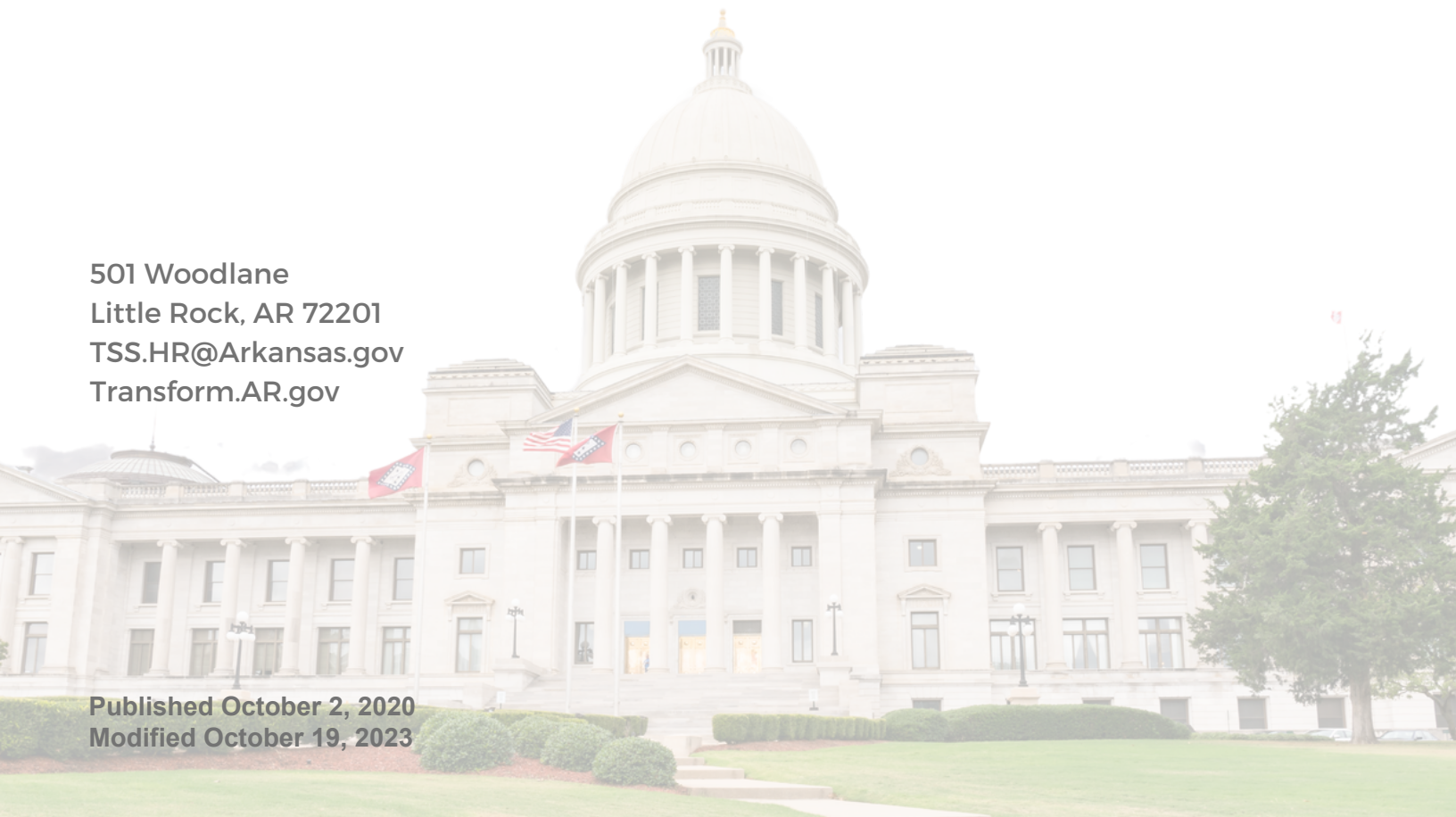
Department of Transformation and Shared Services STATE OF ARKANSAS



EMPLOYEE HANDBOOK

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TSS EMPLOYEE HANDBOOK

Table of Contents

3

WELCOME FROM THE SECRETARY

4

FUNCTIONS OF THE DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES

7

SECTION 1: EMPLOYEE CONDUCT STANDARDS

8

SECTION 2: EMPLOYEE STANDARDS

10

SECTION 3: PERSONNEL POLICIES AND WORK STANDARDS

14

SECTION 4: LEAVE AND ATTENDANCE POLICY

19

SECTION 5: EMPLOYEE BENEFITS

22

ACKNOWLEDGEMENT STATEMENT



Department of Transformation and Shared Services
Governor Sarah Huckabee Sanders
Secretary Leslie Fiskien

Dear TSS Employee:

Welcome to the Department of Transformation and Shared Services (TSS). You have been chosen to join our team, and I look forward to working together to bring EPIC service together!

Our department resulted from historic legislation—the Transformation and Efficiencies Act of the 92nd General Assembly. This legislation restructured 42 cabinet-level agencies and over 200 boards and commissions into 15 departments. The Department of Transformation and Shared Services has two essential functions in state government: supporting all departments and agencies through our shared services and implementing new and ongoing transformation initiatives throughout state government.

TSS has six divisions that include the Division of Building Authority (DBA), Employee Benefits Division (EBD), Geographic Information Systems (GIS), Division of Information Systems (DIS), Office of Personnel Management (OPM), Arkansas State Surplus (M&R) and Office of State Procurement (OSP). You can read more about the work of our divisions throughout this handbook.

This handbook should also be your first resource for questions concerning insurance, leave, work expectations and other policies and benefits of employment. Please consult with your supervisor or team leader about any additional topics or questions that may arise in your new position.

Again, welcome to the EPIC Team, and best wishes for your success!

Sincerely,

A handwritten signature in black ink that reads "Leslie Fiskien". The signature is written in a cursive, flowing style.

Leslie Fiskien



Transformation and Shared Services OFFICE OF THE SECRETARY

Mission and Core Values



ARKANSAS STATE SURPLUS (M&R)

Marketing and Redistribution (M&R) handles all surplus property for the State of Arkansas. The property is handled through sales to all state Departments, tax supported local governments, schools, and non-profit organizations. All unsold property is available for public purchase each Wednesday and through online sales.

- Handles state-owned totaled vehicle insurance claims
- Approves trade-in requests for personal property and approves disposal of damaged personal property

BUSINESS OPERATIONS

The TSS Business Operations office is responsible for the human resources, purchasing and asset management, accounts payable/receivable, travel, communications and budgeting functions for the Department.

- Provides human resource services for TSS divisions, including payroll reporting
- Aids TSS divisions with procurement of commodities, technical and professional services, vendor maintenance, and all purchase/travel card transactions
- Facilitates travel arrangements, including out of state travel authorizations, airfare, hotel and conference registrations
- Manages TSS assets



Transformation and Shared Services DEPARTMENT DIVISIONS

DIVISION OF BUILDING AUTHORITY (DBA)

The Division of Building Authority (DBA) mission is to act as the State's agent in all state lease negotiations; provide direction, assistance, and approvals to Departments in all aspects of capital improvement projects and property transfers needs; and actively maintain and operate DBA owned or managed buildings efficiently and economically according to laws, rules, and regulations.

- Leasing agent for private sector and state-owned property leasing
- Maintains and operates a building portfolio of 1.6 million square feet
- Provides architectural and engineering design reviews and conducts formal bidding and site inspection for capital improvement projects
- Assists with property purchase or disposition transactions
- Manages the Sustainable Building Revolving Loan Program for promoting energy-efficient upgrades
- Provides oversight for the State's Public Private Partnership (P3) contracting program

DIVISION OF INFORMATION SYSTEMS (DIS)

The Division of Information Systems (DIS) mission is "Empowering the citizens of Arkansas through Technology." The DIS Cybersecurity Office establishes security standards and policies for information technology in state government and serves as the focal point for cybersecurity issues. The office monitors and protects the state network and responds to any threats to the state's technology infrastructure.

- Works 24 hours a day, 365 days a year, to ensure public services provided by the state Departments, boards and commissions, K-12 public schools, institutions of higher education, and city and county governments are always available to the citizens of Arkansas
- Hosts critical applications that enable citizens to access online public services
- Provides the following services: data center hosting services, network services, storage, and backup services, voice services, operational services, professional services, etc. Examples include: Data Storage, Network Security, Private Cloud for Public Sector, Email, Windows Desktop support, Application Development, and more.

OFFICE OF STATE PROCUREMENT (OSP)

The Office of State Procurement (OSP) serves the citizens of Arkansas by ethically, efficiently, and transparently procuring quality commodities and services for the State. OSP works to make sure Arkansas Procurement Law and best practices are applied whenever commodities and services for the various Departments of the State are purchased.

- Registers business owners who supply the State with commodities or services
- Posts opportunities to bid on State contracts
- Assists State Departments solicit offers for commodities and services
- Reviews contracts submitted for legislative review
- Manages the State purchase card program



GEOGRAPHIC INFORMATION SYSTEMS (GIS)

The Division of Geographic Information Systems (Arkansas GIS Office) mission is to promote the efficient development, maintenance, and distribution of Arkansas' geographic information resources. The GIS Office also houses the Division of Land Surveys. Its mission is to be the national leader for the state's archival, preservation, and restoration of the Public Land Survey System.

- Arkansas Master Address Program
- Arkansas Centerline File
- Municipal Boundary and Annexation Program
- County Assessor Mapping Program
- Arkansas Digital Orthoimagery Program
- Corner Restoration Program
- Survey Plat Archival

EMPLOYEE BENEFITS DIVISION (EBD)

The Employee Benefits Division (EBD) oversees the Health and Life Insurance Plans for State and Public School employees. EBD serves 158,000 members from state departments and agencies and 300+ school districts. Coverage reaches new hires, active employees, retirees, and covered dependents. EBD strives to ensure members have access to healthcare by providing affordable plans with rich benefits.

- Operationalizes decisions made by the State and Public School Health and Life Insurance Board
- Audits and provides oversight of vendor partners that service ARBenefits members
- Provides customer service to members and Health Insurance Representatives by phone or in-person at EBD offices
- Travels the state to educate members on the ARBenefits plan and benefits

OFFICE OF PERSONNEL MANAGEMENT (OPM)

The Office of Personnel Management (OPM) administers the state's personnel system and establishes necessary policies and procedures to ensure system uniformity under state and federal laws. OPM provides for the efficient utilization of state resources and the effective management of Classification and Compensation, Payroll, and Training. OPM performs the following functions:

- Establishes job classifications, including job duties & minimum requirements to perform each job, as well as the statewide pay scale
- Manages payroll system and ensures that all state employees are timely paid
- Establishes and maintains the statewide performance evaluation system
- Develops catalog of training courses for employee development and job performance
- Manages programs: grievance procedure, catastrophic leave, and employee suggestions

SECTION 1—EMPLOYEE CONDUCT STANDARDS

1.1 Professionalism

TSS values cultural differences. Regardless of status, position, authority, tenure, race, sex, or other characteristics, all persons should be treated with respect and dignity. TSS employees are expected to perform their job professionally and use good judgment when choosing their words. Foul or inappropriate language does not belong in the workplace. The use of offensive or inappropriate language is not appropriate in the workplace and could result in disciplinary action, up to and including termination.

1.2 Job Performance

Employees are expected to perform their job duties competently. Supervisors should timely address any performance issues with employees and the steps for improvement. Employees are encouraged to initiate conversations with their supervisors if additional ongoing feedback is needed. Job performance issues may result in disciplinary action as provided in the [TSS Employee Disciplinary Policy](#).

Formal performance evaluations are conducted annually. These reviews include a written performance document and a discussion between the employee and the supervisor about job performance and expectations for the coming year.

1.3 Anti-Fraud and Code of Ethics

TSS employees have a responsibility to comply with the policy and procedures that aid in preventing fraud and support TSS's culture of honesty and ethical behavior. TSS will not condone employee conduct that either violates or has the appearance of violating the law, including the ethical provisions. TSS employees must review the TSS Code of Ethics Policy and sign an annual acknowledgment affirming they received a copy and reviewed it.

TSS employees are responsible for reporting all suspected violations of federal or state law involving TSS employees or anyone contracted to provide services to TSS. Reports should be made to the TSS Business Operations immediately upon the employee becoming aware of a suspected violation. For more information, refer to the [TSS Code of Ethics Policy](#).

1.4 Concurrent Employment

A TSS employee may not be employed by more than one Department unless the TSS Secretary grants written approval. The two positions cannot interfere, and the combined salaries shall not exceed the maximum salary authorized for either position. However, the only exception is that a state employee may work as an adjunct professor as needed. The maximum salary level may be exceeded in that circumstance if requirements for concurrent employment are met. For more information, refer to the [TSS OPM Concurrent Employment Policy](#).

1.5 Personnel Records

All information maintained in the Arkansas Administrative Statewide Information System (AASIS), ARCareers, or any other system that maintains personnel records and all related components shall be confidential. Access to and use personnel records is restricted to employees with a legitimate business purpose. At no time shall personnel records be disseminated or shared with unauthorized personnel. In addition, any copyrighted material, including state-owned software, is protected by copyright laws and shall not be copied without permission.

1.6 Information and Information Technology Security

Information and information technology systems are essential and valuable assets of the State of Arkansas. Information created with State resources is the property of the State of Arkansas. All employees, contractors, and vendors are responsible for protecting information from unauthorized access, modification, disclosure, and destruction. Prudent information security policies, standards, and procedures are necessary to ensure that the confidentiality, integrity, and availability of data, network and processing resources for Arkansas are not compromised.

1.7 Internet, Email, and General Computer Acceptable Use

TSS employees must adhere to these guidelines and TSS policy governing the internet, email, and general computer acceptable use. TSS employees may access, use, or share TSS information only to the extent it is authorized and necessary to fulfill their assigned job duties.

TSS employees have no reasonable expectation of privacy in TSS devices or systems. TSS reserves the right to monitor and log all TSS equipment, systems, and network traffic without notice, including monitoring files, email, and website usage. The following activities, while not exhaustive, are prohibited:

1. Introducing malicious programs into the network or server.
2. Interfering with the security or operation of the computer systems, including security breaches or disruptions of network communication.
3. Installing or using any equipment or software without prior approval by the TSS Chief Information Officer, including, but not limited to, personal computers, printers, scanners, flash drives, CD Readers, audio and video players, smartphones, and personally owned or downloaded software or shareware; or
4. Engaging in any activity for personal financial gain, such as buying or selling commodities or services with a profit motive.

1.8 Email

TSS employees should only use their TSS email accounts for work-related purposes. Employees shall have no expectation of privacy in anything they store, send, or receive on TSS's email system. Employees must use extreme caution when opening email attachments or clicking on any links contained in the email. In addition, TSS employees shall not use TSS email addresses and associated passwords to register for any personal online accounts. Sending personal emails using the TSS email address should be kept to a minimum, understanding that any email sent on the state network may be considered public information.

1.9 Social Media

TSS employees are prohibited from posting to social media sites using TSS information systems or a TSS email address unless prior approval is received through the TSS Communications Director. When engaged in social media, TSS employees must not reveal any confidential information about their position or TSS in general.

When using social media, TSS employees shall not expressly or implicitly attribute personal statements, opinions, or beliefs to TSS. If an employee expresses their views or opinions, they must not, explicitly or implicitly, represent themselves as an employee or representative of TSS. Employees may not use trademarks, logos, or other TSS intellectual property connected with any social media activity.

1.10 Criminal Background Checks

TSS requires a Criminal Background Check (CBC) for disqualifying convictions on all TSS employees and applicants before an offer of employment and continued employment. For more information, refer to the [TSS Criminal Background Check Policy](#).

SECTION 2—EMPLOYMENT STANDARDS

2.1 Employment-at-Will

Arkansas is an "Employment-at-Will" state. This means that a TSS employee may be terminated for any reason or no reason at all if the termination is not for an illegal reason. There is no employment contract from TSS, expressed or implied, between the employee and TSS. The employer and the employee can both terminate employment without cause or notice. Nothing in this Handbook or any other document, policy, or procedure TSS uses creates an expressed or implied right or expectation of continued employment or contract.

2.2 Equal Employment Opportunity

The State of Arkansas does not discriminate in access to employment opportunities or employment or practices based on race, color, religion, sex, national origin, age, disability, or genetic information. Individuals are hired based on their qualifications for each position. All employment decisions and other personnel actions are made

per Equal Employment Opportunity principles. Discrimination, harassment, or retaliation by any employee shall constitute grounds for disciplinary action.

2.2 (a) Americans with Disabilities Act and Reasonable Accommodation

TSS employees shall not discriminate against qualified individuals with disabilities. TSS will provide reasonable accommodations as required by law to otherwise qualified applicants or employees with disabilities in all employment practices, including job application procedures, hiring, advancement, job assignments, leaves of absence, transfers, demotions, discipline, discharge, compensation, benefits, and job training. Employment opportunities will not be denied to an otherwise qualified applicant or employee because of the need to make a reasonable accommodation to the physical or mental impairment(s).

2.2 (b) Age Discrimination in Employment Act (ADEA)

The ADEA protects job applicants and forty (40) years and older employees. TSS employees shall not fail or refuse to hire, discharge any individual, or discriminate against an individual concerning compensation terms, conditions, or privileges of employment because of the individual's age. Furthermore, TSS employees shall not limit, segregate, or classify employees that would deprive or deprive any individual of employment opportunities or otherwise adversely affect their employment status because of their age.

2.2 (c) Sexual Harassment

Sexual harassment is not tolerated at TSS. Sexual harassment is unwelcome behavior of a sexual nature that affects an individual's employment; unreasonably interferes with work performance; or creates an intimidating, hostile, or offensive work environment. Sexual harassment includes sexual contact as defined in the Federal Guidelines (29 CFR Ch. XIV, subsection 1604.11), Section 703 of Title VII of the Civil Rights Act of 1964, as amended and the Arkansas Civil Rights Act at Arkansas Code Annotated § 16-123-101.

Sexual harassment can be physical, including unwelcome touching or gesturing. Sexual harassment can also be verbal, including unwelcome requests for a date or sexual favors, lewd remarks, or sounds. Sexual harassment can be visual, including undesirable exposure to sexual photos, cartoons, or drawings.

Any TSS employee who believes that they have been discriminated against, harassed, or retaliated against is encouraged to file a complaint with TSS Business Operations.

2.3 Probationary Period

TSS has a six-month probation period for training, development, and management assessment for all newly hired employees. Employees who transfer within TSS—either by promotion, demotion, or lateral transfer—will be placed in a three-month probationary period unless the transfer is due to reorganization. The Secretary or Division Director may extend this probationary period, and they will notify the employee before the extension. New employees do not have access to the grievance process during this time; however, employees who transferred within TSS from another Department may be eligible to use the grievance process.

Employees are eligible during the probationary period to apply for other positions. Completing the probationary period does not entitle the employee to remain employed for any definite time. TSS and the employee are free at any time, with or without notice or cause, to end the employment relationship.

2.4 Hiring Relatives and Marriage Between TSS Employees

Arkansas law prohibits the hiring of relatives by public officials and prohibits an employee from supervising a relative. A public official must not appoint, employ, promote, advance, or advocate for appointment, employment, promotion, or advancement, in or to a position in the Department in which the official is serving. This also applies when the official exercises jurisdiction or control over any person's relative of the public official and a Department employee. For purposes of this section, an employee includes individuals in extra-help positions.

Relatives will not be permitted to work in any capacity where one relative might supervise another, including participating in decisions involving hiring, promoting, salary increases, or other personnel-related matters of interest to a relative. A temporary change in supervision resulting in the supervision of a relative will not be

considered a violation of Arkansas law, provided the supervision does not exceed 30 days. No hiring, firing, pay adjustments, or other personnel actions may occur during this temporary period of supervision.

Related employees working within TSS will be reviewed for compliance with Executive Order 98-04, Arkansas Code Annotated §§ 21-1-401–408, Arkansas Code Annotated §§ 25-16-1001–1007, and related TSS policies. Suppose an applicant has a relative employed within any TSS division. In that case, the Business Operations Office will forward the request to hire to the Secretary of TSS or designee for approval before a job offer can be extended.

If TSS employees plan to marry each other, they must complete and sign the [Marriage Disclosure of State Employees Form](#). The employees must submit the form to the Business Operations Office to review any hiring violations.

A temporary change in supervision resulting in the supervision of a relative will not be considered a violation of Arkansas law, provided the supervision does not exceed 30 days. No hiring, firing, pay adjustments, or other personnel actions may occur during this temporary period of supervision.

Relative: A husband, wife, mother, father, stepmother, stepfather, mother-in-law, father-in-law, brother, sister, stepbrother, stepsister, half-brother, half-sister, brother-in-law, sister-in-law, daughter, son, stepdaughter, stepson, daughter-in-law, son-in-law, uncle, aunt, first cousin, nephew, or niece.

2.5 Promotion

A promotion is a change from one position to another position with a higher pay grade on the same pay table not to exceed the maximum. A promoted employee may receive up to a 10% percent salary increase or will have their salary adjusted to the entry-level salary for that pay grade, whichever is higher.

2.6 Demotion

A demotion is a change in an employee's job assignment from a position in one classification to another of a lower pay grade within the same pay table. Employees demoted to a lower grade in the same pay table may receive a decrease in salary up to ten percent (10%). An employee's pay rate after demoting must be within the new classification's minimum and maximum range of the pay grade.

2.7 Possession of a Weapon

TSS is committed to providing a safe environment for employees and visitors while respecting the right of individuals who are concealed-carry licensees with the enhanced endorsement as permitted by Arkansas law. Except as permitted by law, including, but not limited to, Arkansas Code Annotated § 5-73-322(g), possession, discharge, or other use of weapons on any grounds, buildings, or vehicles owned or operated by TSS is strictly prohibited. Furthermore, storing any weapon, including handguns, is not permitted, except that a concealed firearm may be stored in a licensee's locked and unattended motor vehicle. TSS employees shall comply with an alternative worksite's safety and security policies (meetings, conferences, facilities, etc.). Under no circumstances will weapons be permitted in disciplinary meetings unless a law enforcement officer controls the weapon.

SECTION 3—PERSONNEL POLICIES AND WORK STANDARDS

TSS employees are expected to be aware of all personnel policies and work standards and fulfill these expectations. If an employee has questions about the Handbook or TSS Policy, they should speak with their immediate supervisor. The following personnel policies are not a complete or comprehensive list of the Department's standards, policies, and procedures. All TSS personnel policies are accessible at <https://arkdhs.sharepoint.com/sites/tss-es>. All standards and policies of TSS apply to all divisions. Some divisions or offices of TSS may have additional standards by which those employees must abide.

3.1 Working Hours and Breaks

Regular business hours of operation for most TSS employees are from 8:00 a.m. until 4:30 p.m., Monday through Friday. The typical workday for full-time employees is 8 hours. Divisions or offices operating on a 24-hour basis or other work hours are responsible for setting effective schedules. Regular working hours may be modified as necessary to facilitate efficient business operations. When additional work requirements are required, cooperation of all employees is expected. Work breaks are granted at each supervisor's discretion and may be combined with lunch breaks if granted. Work breaks are a privilege and should not interfere with work schedules or deadlines. Personal calls should be limited to breaks, absent an emergency, and kept as brief as possible.

3.2 Compensatory and Overtime

TSS is authorized to provide compensatory time at a rate of time and a half as compensation for overtime work. Any hours worked over 40 hours in a workweek for non-exempt employees must have prior approval by the Division Director. Paid leave—such as holiday, sick, or annual leave—does not count toward hours worked for overtime purposes. TSS employees will be paid quarterly for all unused compensatory time accrued during the preceding quarter. Any accrued compensatory hours that exceed 240 hours will be paid as overtime on the next regular pay cycle. An employee may request to use the accrued compensatory time before the quarterly payout. All accrued compensatory time will be paid out when an employee separates employment with TSS. Employees exempt under the Fair Labor Standards Act (FLSA) are not eligible for overtime.

Refer to the [TSS OPM Overtime and Compensatory Time Policy](#) for more information.

3.3 Personal Appearance/Dress Code

Employees should use good judgment and discretion in their dress and appearance. Personal appearance shall be appropriate to the job assignment and location while always reflecting the image of professional public servants. TSS employees must follow a more "formal business" dress code when attending a public meeting at the State Capitol, Governor's Office, Legislature, board meetings, or presentations—TSS employees must follow a more "formal business" dress code. Employees should direct any questions about the dress code to their supervisor. A reasonable accommodation request may be made to the employee's immediate supervisor or the Business Operations Office.

3.4 Smoke-Free Workplace

Smoking (defined below) is not allowed in TSS buildings or work areas. "Smoking" includes the use of any tobacco products, electronic smoking devices, e-cigarettes containing nicotine cartridges, and "dipping," as well as inhaling, exhaling, burning, vaping, or carrying any lighted tobacco product, including cigarettes, cigars, electronic cigarettes, e-cigarettes, pipe tobacco, and other lighted combustible plant material or derivatives.

Smoking is only permitted during break or meal periods in designated outdoor areas. TSS employees using these areas are expected to dispose of any smoking debris safely and adequately. Smoking is prohibited in all vehicles and enclosed areas owned, leased, or operated by TSS. Smoking is also prohibited within twenty-five (25) feet of an entrance to any building owned or leased by TSS. Employees should consult their supervisor for designated smoking locations.

Refer to the [TSS OPM Drug and Smoke-Free Workplace Policy](#) for more information.

3.5 Drug-Free Workplace and Employee Drug Testing

TSS is committed to a drug-free workplace to promote employee, customer, public safety, health, and efficiency. TSS recognizes that alcohol and drug use in the workplace pose significant safety and health risks to the employee and others. TSS intends to comply with the Drug-Free Workplace Acts of 1988 and Arkansas law, which prohibit the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance where TSS employees work, including all TSS owned or leased vehicles, or while conducting business for the State of Arkansas.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in a TSS building or on TSS property is prohibited. TSS employees must notify their supervisor before beginning the

workday if they take a prescribed or over-the-counter medication that affects alertness, judgment, or behavior in ways that are likely to impair job performance.

For definitions, drug testing policies, and procedures, refer to the [TSS Drug-Free Workplace Program and Testing Policy](#).

3.6 Recycling and Reducing Paper Usage

TSS employees are strongly encouraged to participate in recycling programs, including paper, plastic, and aluminum. Employees should ask their supervisor to locate the area's closest recycling containers. Employees are also strongly encouraged to minimize printing and waste whenever feasible.

3.7 Career Service Recognition Payments

TSS employees who achieve ten (10) full years of service may be awarded annual career service recognition payments on the anniversary date of the completion of such service. The service must have been either an elected or regular full-time position, classified or non-classified, to receive the total amount of the recognition payment. Employees who work part-time in regular-salary positions may receive annual career service recognition payments pro-rata.

Refer to the [TSS OPM Career Service Recognition Payments Policy](#) for more information.

3.8 My Idea

TSS employees are encouraged to participate in the Governor's efforts to improve, transform, and innovate state government by submitting ideas to the "My Idea" website accessible at myidea.arkansas.gov.

3.9 Disciplinary Policy

TSS does not have a progressive discipline policy. Supervisors are responsible for determining the appropriate level of discipline for a specific Handbook violation, TSS Policy violation, or any other action that requires discipline. Supervisors should consider all the facts and mitigating or aggravating circumstances surrounding the violation in deciding the level of discipline and should consult with the Business Operations Office as needed.

For more information, refer to the [TSS Disciplinary Policy](#).

3.10 Grievance Policy and Procedure

The TSS Grievance Policy and Procedure allows eligible employees to file a grievance if they allege their termination or suspension without pay was inconsistent with TSS's Disciplinary Policy. This opportunity is provided through established steps and procedures to ensure fair resolution within a reasonable timeframe to eligible employees. An employee new to TSS who is on initial six months or extended new-hire probationary period will not have access to the grievance process.

Refer to the [TSS Disciplinary Policy](#) and the [TSS Grievance Policy and Procedure](#) for more information.

3.11 Reduction in Force

Reductions in the workforce may be due to significant organizational structure changes, shortage of funds or work, abolishment of positions or duties, loss of functional responsibility by TSS, or the loss or non-renewal of federal funding, grants, or other special funds.

Refer to the [TSS OPM Reduction in Force and Severance Pay Policy](#) for more information.

3.12 Vehicle Safety Program

TSS participates in the Vehicle Safety Program (VSP) administered by the Arkansas Insurance Department. This program ensures that employees who drive on official state business are duly licensed per the requirements of all applicable state laws and have an acceptable driving record.

Driving State Vehicles

- All TSS employees operating a state vehicle shall follow the state and local traffic laws.
- All passengers must wear a seat belt, and state vehicles shall only be used for state business.
- Any accident or traffic violation that occurs while operating a state vehicle for state business must be reported as soon as possible, but no later than within 24 hours.

Driving Personal Vehicle on State Business

- All TSS employees driving a personal vehicle on state business must have insurance and follow the state and local traffic laws.
- Any accident or traffic violation while operating a private vehicle on state business must be reported as soon as possible, but no later than within 24 hours.
- TSS employees shall not receive mileage reimbursement when using their personal vehicle on state business if a state vehicle is available.

3.13 Traveling on behalf of TSS

TSS employees may be required to travel on official state business. The Department of Finance and Administration (DFA) has established travel regulations addressing meals, lodging, and transportation travel allowances. For more information, refer to the [DFA Travel Regulations](#).

3.14 Our Commitment to Safety

TSS is committed to providing a safe, violence-free workplace for our employees. As such, TSS employees shall not engage in any physical confrontation with an individual or behave in a threatening or violent manner. TSS will not tolerate threats, threatening language, or any other acts of aggression or violence made toward or by any TSS employee. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, or destructive actions taken for intimidation. If an employee has differences with a supervisor or manager, it should be addressed with management, through the chain of command, or directly with the TSS Chief General Counsel. This guidance covers any behavior in the workplace or at TSS-sponsored functions. Any employee who witnesses or is the recipient of violent or threatening behavior should promptly inform their supervisor or Division Director. All threats will be investigated, and appropriate action will be taken. No employee will be subject to retaliation, intimidation, or discipline because of reporting a threat in good faith.

3.15 Political Activity

Arkansas law prohibits state employees from engaging in partisan political activities during working hours. Employees are not to endorse candidates, including the Governor, in their official capacity as state employees. The State further prohibits using any campaign literature (including bumper stickers) on personal vehicles when using these vehicles to perform official duties for which the State may reimburse them.

3.16 Political Freedom

State employees are not prohibited from communicating with an elected public official concerning matters related to the employee's job, except for matters exempted from disclosure under the Arkansas Freedom of Information Act (FOIA). Furthermore, state employees are not prohibited from exercising a right or privilege under the FOIA. TSS employees will not be subjected to discipline, threats of discipline, reprimands (either oral or written), or notations in their personnel files because they exercised the right to communicate with an elected public official or exercised a right or privilege under the FOIA. An employee who has intentionally made untrue allegations to an elected official concerning matters related to the employee's job may be subject to discipline.

3.17 Public Information

TSS employees shall fully comply with FOIA. TSS employees should presume that any work-related documents, reports, notes, communications, emails, photographs, or recordings in any format are subject to public disclosure under FOIA regardless of whether the record was made or stored on a TSS-issued or personal device. Any employee who receives a request for public records should immediately notify the TSS Director of Communications. For more information, please refer to the [TSS FOIA Policy](#).

3.17 Prohibited Activities

A TSS employee who willfully refuses to perform their employment duties will be terminated and is ineligible for employment with a public employer in any position or capacity for twelve (12) months after being terminated for willfully refusing to perform the duties of their employment.

A TSS employee willfully refuses to perform the duties of their employment when acting in concert with one (1) or more public employees; they:

- Strikes or walk away from the duties of their employment with TSS.
- Physically obstruct the activity or operation of TSS or any public employer; or
- Physically impedes the operations of TSS or any public employer.

“Strike” means a refusal to work organized by two (2) or more public employees as a form of protest to gain a concession or concessions from a public employer.

SECTION 4—LEAVE AND ATTENDANCE POLICY

The State of Arkansas provides state employees with various leave. The minimum leave amount an employee can use is fifteen (15) minutes, even if the employee is absent for less than 15 minutes.

4.1 Attendance and Tardiness

Employees are expected to be at their work area by the start of their workday. Employees should contact their supervisor for information on how to request leave, requirements for reporting tardiness and absences, and other attendance-related issues.

Supervisors should document leave abuse or any unauthorized absence from work, including tardiness past the start of the workday. An example of leave abuse would be calling in absent every Friday (pattern of use) or continually exhausting leave.

4.2 State Holidays

The following are the official holidays applicable to state employees:

| Holiday | Observed |
|--|---|
| New Year's Day | January 1st |
| Dr. Martin Luther King Jr. Birthday | 3rd Monday in January |
| President's Day & Daisy Gaston Bates Day | 3rd Monday in February |
| Memorial Day | Last Monday in May |
| Independence Day | July 4th |
| Labor Day | 1st Monday in September |
| Veteran's Day | November 11th |
| Thanksgiving Day | 4th Thursday in November |
| Christmas Eve | December 24th |
| Christmas Day | December 25th |
| Employee's Birthday | The employee is granted 1 holiday to observe their birthday |

To be eligible for holiday pay, the employee must be in pay status for at least 15 minutes on the last scheduled workday before the holiday and at least 15 minutes on the first scheduled workday after the holiday. When a holiday occurs while an employee is on annual or sick leave, that day is charged as a holiday and will not be set against the employee's accrued leave.

The following provisions apply to employees who cannot take holidays as scheduled:

- Employees must work on holidays when the needs of the Department require it. Each Division Director will determine the condition. Employees who work on a holiday will accrue the holiday leave and may use the leave later.
- When a holiday occurs on Saturday, the holiday will be observed on the preceding Friday. Holidays falling on a Sunday will be observed on the following Monday.
- The Governor, by Executive Proclamation, may proclaim additional days when state offices shall be closed in observance of special events or for other reasons at his discretion.
- Birthday leave is earned on the employee's birthday.
- Holiday and birthday leave never expire and are carried forward each year. When an employee terminates employment, holiday and birthday leave are paid out as a lump sum, and any unused annual leave is not to exceed 30 days or 240 hours.

For more information, refer to the [TSS OPM Holidays and Birthday Policy](#).

4.3 Annual Leave

Each regular or probationary employee earns annual leave with full pay based on the below schedule for each completed month of service. Employees who work less than full-time per year accrue annual leave in the same proportion as time worked. For example, half-time employees would receive half of the annual leave accrual shown on the timetable.

Extra-help employees are not eligible to accrue annual leave.

| Years of Service | Accrual Per Month | Amount Per Year |
|---------------------|---------------------------|--------------------|
| Through 3 years | 1 day (8 hours) | 12 days per year |
| 4 through 5 years | 1 day, 2 hours (10 hours) | 15 days per year |
| 6 through 12 years | 1 day, 4 hours (12 hours) | 18 days per year |
| 13 through 20 years | 1 day, 6 hours (14 hours) | 21 days per year |
| Over 20 years | 1 day, 7 hours (15 hours) | 22 ½ days per year |

Employees must have completed full years of employment before moving to the next higher accrual rate. For example, an employee would not move to the second level of annual leave accrual rate until they had completed 3 full years of employment and are starting their fourth (4th) year.

Annual leave can only be taken with the prior approval of the supervisor. Annual leave is granted based on workdays, not calendar days. Non-workdays, such as holidays and weekends, are not charged as annual leave. Whenever an employee terminates employment, their accumulated yearly leave as of their last working day is liquidated in a lump sum payment, not to exceed 30 working days (a combined total of 240 hours including annual, holiday, and birthday leave).

Refer to the [TSS OPM Annual Leave Policy](#) for more information.

4.4 Sick Leave

Regular, full-time employees will accrue eight (8) hours of sick leave per month. Employees working less than full-time will accrue sick leave in the same proportion as the time worked. Sick leave may only be used for the following purposes:

- When the employee cannot work because of sickness or injury; or medical, dental, or optical treatment.
- Death or severe illness of an immediate family member. Immediate family is defined as the father, mother, sister, brother, spouse, child, grandparents, grandchild, in-laws, or any individual acting as a parent or guardian of an individual.

Sick leave should be requested in advance; however, if the illness makes advance notice impossible, an employee must notify their supervisor before starting the workday on the first day of absence. A request for sick leave must be submitted within two days after returning to work. Suppose notification is not made per established procedures. In that case, the absence will be charged to annual leave, compensatory time, or leave without pay (LWOP), at the discretion of the Division Director. It may result in disciplinary action.

A TSS employee on sick leave for 5 or more consecutive days must provide a certificate of illness from an attending physician.

Employees are not entitled to payment for accrued and unused sick leave when they terminate their employment. Suppose an employee is terminated due to a reduction in force. The employee will have all accrued sick leave restored if the employee returns to state employment within six (6) months of termination.

Refer to the [TSS OPM Sick Leave Policy](#) for more information.

4.5 Leave Accruals

Leave accrued during a calendar month is not earned by an active employee until the last working day of the month. Leave is available for the employee to use beginning the first day of the month following when the leave was earned. Leave must be earned before it can be used. Employees earn annual and sick leave at the standard accrual rate when on paid leave. An employee may not earn leave when in an LWOP status for ten (10) or more cumulative days (80 hours) within a calendar month. This includes annual, sick, holiday, and birthday leave. The yearly leave lost due to the LWOP is based on the accrual rate authorized for that employee.

4.6 Sick Leave Incentive Payout Program

A lump-sum payment for unused sick leave will be issued upon an employee's retirement or death. The employee must be immediately eligible and have applied to receive retirement benefits from a state-sponsored retirement system.

Refer to the [TSS OPM Leave Transfer and Leave Payout Policy](#) for more information.

4.7 Year-end Balance

A limited amount of accrued, unused leave will carry to the following calendar year. Accrued leave may exceed the year-end carry forward balance limits during the calendar year, but those days above these limits will be forfeited if not used by December 31st of each year. An employee with leave above the carry forward limits may donate excess leave to the Catastrophic Leave Bank.

- The maximum annual leave that is carried forward is 30 days (240 hours)
- Full sick leave that is carried forward is 120 days (960 hours)

4.8 Transfer of Leave

Employees transferring between departments without a break in service will retain all accumulated annual, holiday, and sick leave upon transfer to their new department.

4.9 Leave Without Pay (LWOP)

When employees have exhausted all accrued leave, they may request to receive LWOP. LWOP should only be requested in rare circumstances, and requests should be submitted in advance of the leave or as soon as practicable. The TSS Secretary or designee must approve all requests for LWOP. Employees may take LWOP without exhausting accrued annual, holiday, and birthday leave in the following circumstances: maternity leave, military leave, disciplinary leave, inclement weather, or due to necessary budget reductions as determined by the TSS Secretary. Employees must exhaust all accrued sick, annual, holiday, and birthday leave before using LWOP for an illness. An employee on unapproved LWOP may be subject to disciplinary action, including termination.

An employee on LWOP for ten (10) or more days in the calendar month shall not accumulate leave time. An employee may continue to participate in agency group insurance programs to which the state contributes. The employee would be responsible for paying the total cost directly to EBD. TSS will pay the employer's matching portion if the LWOP is covered under the Family Medical Leave Act (FMLA) or Workers' Compensation.

4.10 Maternity Leave

An eligible employee may request catastrophic leave to receive up to four (4) consecutive weeks of paid maternity leave. If an employee is eligible for both catastrophic leave for maternity purposes and FMLA, the two will run concurrently. An employee may request to use accrued sick or annual leave for maternity leave but is not required to exhaust all accrued leave before using LWOP for maternity purposes.

Refer to the [TSS OPM Catastrophic Leave Policy](#) for more information.

4.11 Right to Vote

Division Directors and supervisors shall schedule employees' work hours on election days so that each employee has an opportunity to exercise the right to vote while still completing their typical workday.

4.12 Children's Educational Activities Leave (CEAL)

TSS employees are entitled to 8 CEAL hours in one calendar year to participate in any school-sponsored educational activity regardless of the number of children. This includes engaging in and traveling to or from the academic activities of a child. The children must be enrolled in a pre-kindergarten program through grade 12. Leave unused during a calendar year is not carried forward to the next year, nor is it payable at termination.

Refer to the [TSS OPM Child Educational Activities Leave \(CEAL\) Policy](#) for more information.

4.13 Disaster Service Volunteer Leave

TSS employees who are certified by the American Red Cross may volunteer for disaster service relief within Arkansas and receive up to 15 working days of paid leave if they meet the following conditions:

- The American Red Cross requests their specialized disaster relief services for a disaster, and
- The Department Secretary approves the leave.

The approved leave is without loss of pay, seniority, annual leave, sick leave, compensatory pay, or overtime pay.

Refer to [the TSS OPM Emergency Leave, Disaster Service Volunteer Leave, and Emergency and Rescue Leave Policy](#) for more information.

4.14 Organ Donor & Bone Marrow Donor Leave

TSS employees are entitled to paid leave up to thirty (30) days per calendar year to serve as an organ donor. In addition, TSS employees are entitled to paid leave for up to seven (7) days per calendar year to serve as bone marrow donors. To qualify for organ donor or bone marrow donor leave, employees must request the leave in writing and provide written verification from the medical physician that will perform the transplantation. Following the transplantation, written verification must be provided by the same physician.

Refer to the [TSS OPM Bone Marrow or Organ Donation Leave Policy](#) for more information.

4.15 Military Leave

Military leave may only be used by active members of the US Armed Forces, which include: the United States Marine Corps, United States Army, United States Navy, United States Air Force, Arkansas National Guard, and all reserve branches of the armed forces. There are different types of military leave available to eligible employees. 1) Employees called to active duty are placed on extended military leave without pay. 2) Employees called to active duty in an emergency as declared by the President or Governor are granted leave with pay for up to thirty (30) working days. 3) Employees who participate in a military training program made available by the National Guard or any of the reserve branches of the armed forces or the US Public Health Service are entitled to 15 days of paid leave, including necessary travel time. 4) Employees who incurred a military service-connected disability as rated by the United States Department of Veterans Affairs are granted leave with pay for up to six (6) days to be examined or treated for the disability.

Refer to the [TSS OPM Military Leave Policy](#) for more information.

4.16 Court and Jury Leave

An employee serving as a juror or subpoenaed as a witness to give a deposition or testimony in a court or hearing, not involving personal litigation or service as a paid expert witness outside the scope of state employment, is entitled to full compensation in addition to any fees paid for such services. Such services or necessary appearances in any court shall not be counted as annual leave. Employees who work night shifts can take court and jury leave on the night shift of the day on which they served. The employee shall provide the appropriate documentation to the supervisor and the request for leave.

Refer to the [TSS OPM Serving as a Juror or Witness Policy](#) for more information.

4.17 Arkansas Public Employees Retirement System (APERS) Seminar Leave

Employee attendance at APERS retirement seminars will be treated as other employee benefits presentations. Those attending have a minimum of 5 years of credited service in a state-sponsored service retirement system (vested). Employees can attend a retirement seminar once every 5 years and within 5 years of retirement without using accrued leave. Employees within one (1) year of retirement or entering the Deferred Retirement Option Plan (DROP) are not required to use accrued leave to attend retirement seminars or scheduled sessions with retirement counselors. Employees must schedule their attendance so that their absence will not hinder the work of TSS. Attending a seminar requires prior approval from the employee's supervisor.

4.18 Catastrophic Leave Bank

The Catastrophic Leave Bank (CLB) program was established to provide paid leave for employees with a catastrophic illness who have exhausted all other paid leave. A catastrophic illness is a medical condition (unplanned or unforeseen) as certified by a physician that requires an employee's absence from duty for a prolonged period and which, except for the CLB, would result in a substantial loss of income to the employee because of the exhaustion of all earned leave. The program includes the medical condition of a spouse, parent, or child of the employee, which requires the employee's absence from duty.

An employee may be eligible for catastrophic leave under the following provisions:

- The employee is a current state employee whom the State has employed for at least one year in a regular, full-time position. The employee must not have been disciplined for leave abuse or any related leave issue within the past year.
- The employee, at the onset of the illness or injury, had at least eighty hours of combined sick and annual leave and has exhausted all such leave (or foresees exhausting all such leave). The "80-hour requirement" may be waived by the TSS Secretary.
- The employee must have a current "Physician's Certification" sufficiently documenting a medical condition that prevents the employee from performing the employee's job duties for a prolonged period (a minimum of 30 working days), which will result in a substantial loss of income.

- Worker's Compensation covers an employee whose accident or injury is not eligible until such benefits have been exhausted

Catastrophic leave cannot be retroactive; therefore, it is essential that the employee, or the employee's legal representative, request the catastrophic leave before the employee's leave is exhausted.

Catastrophic Leave for Maternity Purposes: An eligible female employee may receive up to four (4) consecutive weeks of paid leave within the first 12 weeks after the birth of the employee's biological child or placement of an adoptive child in the employee's home.

Refer to the [TSS OPM Catastrophic Leave Policy](#) for more information.

4.19 Family and Medical Leave Act (FMLA)

FMLA requires all public agencies to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for specific family and medical reasons. To qualify for FMLA leave, an employee must have worked at least 1,250 hours in the 12 months preceding the commencement of FMLA and meet one of the following qualifying reasons for leave:

- The birth or placement of a son or daughter, bond with a newborn or newly placed son or daughter, or care for a son or daughter with a serious health condition.
- The care of the employee's spouse, son or daughter, or parent with a serious health condition.
- A severe health condition that makes the employee unable to perform the job's functions.
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty; or
- To care for a covered servicemember with a severe injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the servicemember (military caregiver leave).

In the case of birth or adoption, eligibility for FMLA leave shall expire at the end of the 12 months beginning on the date of a child's birth or placement. The 12-month period used by the State of Arkansas is the calendar year.

Refer to the [TSS OPM Family and Medical Leave Act Policy](#) for more information.

SECTION 5—EMPLOYEE BENEFITS

5.1 Workers' Compensation

Workers' Compensation is a benefit provided to injured workers or their dependents in the event of the worker's death. It includes compensation when an employee cannot work because of a job-related disability, no matter who was at fault. Please contact the TSS Business Operations Office to coordinate all claims.

Refer to the [TSS OPM Workers' Compensation Policy](#) for more information.

5.2 Retirement

Arkansas Public Employees Retirement System (APERS) is a multi-employer defined benefit plan, qualified under Section 401(a) of the Internal Revenue Code, with defined contribution options. Participating employers contribute to a rate established annually by the APERS Board of Trustees. APERS' monies are invested to pay future benefits to members, beneficiaries, and survivors. Nothing in this description shall override any law or rule regarding APERS or applicable law, regulation, or rule.

Employees hired on or after July 1, 2005, are required to contribute 5% of their pre-taxed earnings to the APERS. As of July 1, 2022, and continuing each fiscal year, the rate increases from five percent (5%) in one quarter of one percent (0.25%) increments until it reaches a maximum of seven percent (7%). In other words, employees must pay a portion of their salary (pre-tax) into the System to earn service credit towards a future retirement benefit. The contributions are deducted from the employee's salary to pay for retirement. These contributions will remain on deposit in the employee's name unless the employee leaves the job and receives a refund of their

contributions. Employees become vested under the APERS after completing five (5) years of service. Death-in-service benefits may be payable to a vested employee's survivors if the death occurs while the employee is in active service. This benefit is also payable to employees who have applied for retirement benefits but die before the effective date of the benefits. Actual Service is service credited at the rate of one (1) month for each month of service.

Questions regarding specific employee issues should be addressed to APERS at (501) 682-7800 or 1-800-682-7377 for those persons residing outside the Little Rock area. More information can be found at the APERS website www.apers.org.

5.3 Deferred Retirement Option Plan (DROP)

The Arkansas General Assembly established a DROP for State employees, allowing employees who have worked for the State and have at least 28 years of credit with APERS to continue service to the state under the DROP plan. Any time purchased by an APERS member counts toward the 28-year requirement. After ten (10) years in the DROP plan, employees must leave state government and begin drawing their retirement benefits. They may receive the deferred amount in a lump sum or monthly payment or roll it over into an independent retirement account. Employees under the DROP Plan are still eligible for deferred compensation, career service recognition payments, sick and annual leave, and State employees' health insurance.

5.4 Health and Life Insurance

Group health insurance benefits are offered to employees through the Employee Benefits Division (EBD). Depending on an employee's insurance option, a portion of the coverage with the employer paying the matching costs. In addition to group health insurance options, group life insurance benefits are available. EBD manages the State Health Insurance Plan. Visit www.arbenefits.org or call the customer service number at (501) 682-9656, or toll-free (877) 815-1017, press "1."

5.5 Wellness Programs

All State employees are eligible for the programs offered through the ARBenefits Wellness Program. The program comprises certified wellness coaches, and online health modules provided free of charge and are confidential. The topics for wellness can vary each year.

Contact Member Services to enroll in any programs: 1-877-815-1017, and press "1."

5.6 Employee Assistance Program (EAP)

TSS employees are eligible for up to 3 free, confidential visits per issue through New Directions. EAP is available for almost any area of an employee's life. EAP offers counseling for family matters, stress, relationships, grief and loss, and substance abuse. EAP can assist with finding childcare, elder care, moving and relocation services, schools and colleges, home repairs, financial counseling, legal assistance, car purchases, or home purchases. Employees can reach EAP at 1-877-300-9103 or www.arbenefits.org.

5.7 Healthcare Flexible Spending Account (FSA)

This is a pre-tax benefit account that an employee can use to pay for eligible medical, dental, and vision care expenses that the employee's health insurance plan doesn't cover. The employee decides how much to contribute to their Healthcare FSA each year, and funds are withdrawn automatically from each paycheck for deposit into the employee's account before taxes are deducted. The total amount an employee elects to contribute to their Healthcare FSA each year is available on the first day of the plan year.

Employees need to spend the funds in their Healthcare FSA within the plan year. However, the plan may allow employees to spend up to 3 months to spend funds left in their account after the plan year.

5.8 Health Savings Account (HSA)

This pre-tax benefit account pays for eligible out-of-pocket medical, vision, and dental expenses in conjunction with an employee's qualified high-deductible health plan. Employees can earn interest on the money in their account and invest it to grow over time. An HSA is like an FSA, although the funds must be accrued before it is

available. The money in an HSA account may be redeemed by an employee if they leave TSS or if the employee has money left over at the end of the plan year.

5.9 Dependent Care Flexible Spending Account (DCSA)

This pre-tax benefit account is used to pay for dependent care services while an employee is at work. The money an employee contributes to a Dependent Care FSA is not subject to payroll taxes, so they may pay less in taxes and take home more of their paycheck. Under this type of account, a “dependent” is a child under 13 years of age (until the day of their 13th birthday) and adult dependents who can't take care of themselves. The dependent must live with the employee and be claimed as a dependent on the employee's tax return. Each year, employees should review the eligible expense list on the vendor's website to see what is covered under the Dependent Care FSA.

5.10 Deferred Compensation Benefits

New employees will be automatically enrolled in the Arkansas Diamond Deferred Compensation 457 Plan, with a 3% automatic deduction. If an employee does not wish to participate, they have 90 days from their first deduction to opt-out. If an employee chooses not to complete the opt-out form on their first day of employment, they may opt-out of the plan by logging into the Arkansas Diamond Deferred Compensation Plan website <https://myplan.voyaplans.com> or by calling 1-800-905-1833.

At any time, an employee may elect to participate in the deferred compensation 457 programs. The tax-sheltered investment options offer setting aside money for future use, which is not subject to current federal or State income tax. Taxes become payable when the deferred income plus earnings are paid to the employee, usually at retirement, when the employee is probably in a lower income tax bracket. This deferred income can serve as a supplement to social security, pension, or retirement benefits. For a local one-on-one consultative meeting, please call to schedule an appointment at 1-866-271-3327.

5.11 Arkansas State Employee Association (ASEA)

ASEA is a non-partisan, non-profit, non-union, membership-driven association that advocates for Arkansas State employees and offers exclusive benefits to its members. State of Arkansas employees who choose to join the association will have the dues deducted from payroll or paid annually. For more information, call 1-800-950-8139.

5.12 Arkansas State Employees Benefit Advisors (ARSEBA)

ARSEBA is the exclusive voluntary benefits provider for State employees and has information available at: <http://www.arseba.com/> or contact ARSEBA at 1-888-224-5234 or 1-501-224-5234. ARSEBA works with the Arkansas Employee Benefits Division to provide a comprehensive menu of benefits which includes:

- Accident Insurance
- Cancer Insurance
- Critical Care Insurance
- Dental and Vision Insurance
- Life Insurance
- Short Term
- Disability Insurance
- Hospital Indemnity Insurance

One TSS Employee Handbook & TSS Policies Acknowledgement Statement

This One TSS Employee Handbook (Handbook) contains essential information about the Department of Transformation and Shared Services (TSS) and its divisions. This Handbook establishes the personnel policies, procedures, benefits, and standards of conduct that govern employment with TSS. This Handbook is not all-inclusive. In the event of a conflict between a provision of this Handbook and applicable law or TSS-approved policy, the conditions of that law or policy shall govern.

I understand that Arkansas is an “Employment at Will” state, and an employee may be terminated for any reason or no reason at all, so long as the termination is not for an illegal reason. Nothing in this Handbook or any other document, policy, or procedure used by TSS shall be held or construed to create a promise of employment, a promise of future benefits, or a binding contract between TSS and its employees, retirees, or their dependents, for benefits or any other purpose. All persons employed by TSS are hired, evaluated, disciplined, discharged, or any combination thereof in accordance with the laws and policies governing employment with the State of Arkansas and its Departments.

I have received an electronic copy of the One TSS Employee Handbook and TSS policies. They are located at <https://arkdhs.sharepoint.com/sites/tss-es>. I understand that I am expected to read the Handbook and policies in their entirety and consult with my supervisor or the TSS General Counsel regarding any questions about the information in the Handbook. The Handbook and policies may be altered, modified, or rescinded, and the TSS Secretary may issue a revised Handbook, new policies, or both. As this Handbook or policies are written, changed, or updated, they take precedence over any conflicting information found in this Handbook or existing policies. Employees are responsible for consulting TSS policies as needed.

I accept the terms of the Handbook and understand that it is my responsibility to comply with TSS policies and policies contained in this Handbook and any subsequent revisions. I understand that I may be subject to disciplinary action, including immediate termination, for violating any provision of this Handbook or TSS Policy.

This Acknowledgement must be signed and returned to the TSS Business Operations office within ten (10) business days of receipt. I understand that this form will be retained in my personnel file.

Print Name

Signature

Date