



**State of Oklahoma**  
**Employees Group Insurance Division (EGID)**  
**A Division of the Office of Management and Enterprise Services**  
**Policies and Procedures**

**Internal Communication Systems**

---

<b>Effective Date of Policy: 10-29-13</b>	<b>Next Scheduled Review: 7-1-14</b>
<b>Prior Policy: 9-18-13</b>	<b>Policy Number: EGID-003</b>
<b>Last Reviewed: 10-29-13</b>	<b>Replaces Policy Number: OSEEGIB 403</b>
<b>Date Policy Last Revised: 10-29-13</b>	
<b>Approved: Frank Wilson</b>	<b>Approval Date: 10-29-13</b>

**POLICY**

EGID shall establish and maintain an official system for internal communication within the Division.

**PURPOSE**

The purpose of this policy is to establish the methods by which EGID communicates its official internal policies and procedures to EGID employees as it pertains to each department within EGID.

**IMPLEMENTATION**

**Explanation of Internal Communication Systems**

EGID manuals constitute the official policy of the Division. Deputy Administrators and other supervisory personnel, when operating with the delegated authority of the Administrator, shall establish and issue the policies, instructions and guidelines, verbal or written, necessary for the proper administration and operation of their areas of supervision when policy provisions, instructions and guidelines apply to and affect only the personnel and/or areas of concern under their jurisdiction. Official EGID policy shall prevail when in conflict with these policies, instructions, guidelines, or rules.

All existing policy and procedure manuals, official memorandums and other policy communications shall remain in effect until rescinded, replaced or otherwise incorporated into this internal communications system.

State Statutes, EGID Rules, Regulations, Policies and Procedures, and published Rules of OMES, the Oklahoma Ethics Commission, and the Merit Protection Commission shall prevail when in conflict with any official policy of the Division.

**Supervisor Responsibilities**

The supervisor of each organizational department shall maintain a complete file of current Policy Directives, and Administrative Orders and manage their unit in accordance with the provisions of established directives and orders.

Supervisors are responsible for informing EGID employees regarding the provisions of the directives and orders applicable to them; and for honoring employee requests to review the written policies.

**Policy Levels**

The official elements of the Internal Communication System are as follows:

**A. Policy Directive** - A numbered, dated, written statement, issued under the authority and signature of the Administrator or his official designee, acting with his authority in his absence. A Policy Directive will remain in effect until rescinded, superseded, or amended in writing by the proper authority. Distribution should be to all Division personnel and/or as directed by the Administrator.

The purpose of the Policy Directive is:

- 1. To govern the administration and operation of the Division.
- 2. To establish and/or amend Division organizational structure; to clarify and/or amend major assignments in authority and/or responsibility; and to adjust certain personnel assignments.

Policy Directives are intended to be utilized when the provisions of the directive apply to, and affect all or a significant proportion of the Division’s personnel and/or jurisdictional areas of the Division.

Policy Directives are not intended to be utilized for matters of a temporary or short lived nature or those issues which are intra-divisional or intra-area. Whenever possible, a Policy Directive should be written using the following format:

<p>(Insert approved OMES policy heading language here)</p> <p><b>POLICY</b> (Insert policy language here)</p> <p><b>PURPOSE</b> (Insert purpose language here)</p> <p><b>IMPLEMENTATION</b> Insert statements and methods for implementation, including any limits or boundaries that can be substituted to allow for flexibility.</p>
--

**B. Temporary Policy Directive** – means an unnumbered, written communication similar in all aspects to a permanent policy directive, but intended only to serve during a limited interim period until a permanent policy directive can be issued. A temporary policy directive shall contain either an expiration date or a notation that a permanent policy directive is forth coming to replace it. The temporary policy directive may not necessarily conform to the format of a permanent policy directive.

**C. Administrative Order** – means a numbered, dated written document issued under authority and signature of the Administrator or appropriate Director. An Administrative Order remains in effect until rescinded, superseded, or amended in writing by the proper authority. Distribution shall be directed by the issuing authority. EGID Administration shall be responsible for proper distribution to all Division personnel. The purpose of the Administrative Order is to provide additional guidance, definition and implementation of Division Policy Directives.

**D. Manuals** – means Manuals issued by the Division, or portions thereof, that become a part of the official policy of the Division when approved and directed by the Administrator.

**E. Advisory Memorandum** – means an unnumbered, written internal communication to all or a portion of the employees of the Division intended to convey information of a purely advisory nature. It has no effect on Division policy, nor does it outline expected administrative or operational guidelines or requirements. An Advisory Memorandum shall be issued by supervisory personnel and shall be identified as an Advisory Memorandum. A copy shall be sent to HCM.