

PO206 USE OF TELEPHONES AND MOBILE PHONES POLICY AND PROCEDURE

Policy

Introduction

CVS Falkirk provides all employees and volunteers with access to a telephone for the better execution and performance of your duties. Additionally, some staff are also provided with a mobile phone. These are provided in the main for the sole purposes of communicating to our clients, other volunteers and business contacts.

Time spent on the telephone is very valuable to us; as such we do not encourage you to use it for personal calls during normal working hours. We are however, happy for you to use the system during your normal lunch break and before or after working hours have ceased, for local rate calls only, where such use is unavoidable, for example to contact your child's school to advise of lateness etc..

Telephone Calls

CVS Falkirk has software and systems to monitor and record external telephone usage. The system records information relating to calls - the contents of calls themselves are not monitored or recorded.

The telephone system is not a personal telephone system and you are not generally permitted to use our telephone system except for legitimate business purposes or for limited personal use where this is infrequent, inexpensive and the purposes do not constitute a misuse of the system (as defined below). You may be able to make expensive calls (e.g. long distance, international etc.) under certain circumstances subject to obtaining prior authorisation. The organisation will re-charge you for costs incurred in such circumstances.

Company telephone numbers (any number operated by the organisation, including Direct Dial Inward numbers) may not be used for personal matters except where this is infrequent and does not constitute a misuse of the system as defined below.

Misuse of the telephone system may result in disciplinary action up to, and including, dismissal.

Guidance

Examples of misuse include, but are not limited to, the following:

- Calling premium lines;
- Calls of a sexual nature;
- Calls of an intimidating, threatening or harassing nature;
- Calls involving profanities, obscene or offensive language;
- Discussions relating to persons or matters likely to bring harm or ill repute to the organisation, its' directors, employees, volunteers or clients either directly or indirectly.

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Use of Personal Mobile Phones

Mobile phones must be placed on silent mode during meetings and normal working hours. Messages can be retrieved and answered during any break period. However once you return to your workstation the mobile must be silenced or switched off and returned to a safe place.

We do not accept any liability whatsoever for any personal mobile phone or any other valuable possession you bring to work with you. As such if you do bring your mobile phone or another valuable possession to work, you do so entirely at your own risk.

Any family emergency or 'other' emergency will supersede any of the foregoing inasmuch as if you see a recognisable number coming up on your mobile phone such as your child's carer, nursery or school you may respond to it.

Use of CVS Falkirk Mobile Phones

Where it is determined by the CEO that a mobile phone is required to improve operations, one will be provided for the use of a specific employee only. There is no right to a mobile phone, and different employee roles within the same grade may have different needs.

Such mobile phones are provided for business use only, and you should look to limit your use to within the limits of the call package chosen.

The use of a personal mobile phone for business purposes will only be granted at the express permission of the CEO. Where this is granted, a fully itemized bill is necessary to support any claim for reimbursement made in compliance with the expenses policy.

Driving and the use of Mobile Phones

Even with the right equipment, we do not advocate or endorse the use of mobile phones whilst driving and as such we do not provide any in-vehicle hands free mobile phone kits. If you are found using a mobile phone (even a hands-free system) whilst driving, you may be fined and receive a minimum of 3 points on your driving licence as it is illegal to drive whilst using a hand-held mobile phone, or where the police deem you to be distracted and not in control of your vehicle.

CVS Falkirk will not be liable for any such fines or penalties. Employees are reminded that if they are disqualified and need to use their car for business purposes, they may be deemed to be unable to fulfill their employment obligations, which could lead to dismissal. Employees must never send or read texts or emails while driving. Employees should familiarise themselves with law around mobile phone use in cars.

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