

POLICY NAME: Telephone Usage
Effective Date: January 1, 2018

PURPOSE:

To provide fair and equitable flexibility for employee communication outside the Company while respecting the time and work process of employees and the value of services for our clients.

Definitions:

Personal calls are defined as those which have no bearing or impact on the worksite or on the work being performed.

Personal Communication Devices - a wireless communication unit that is not owned by the organization and is used by an employee for personal reasons. Personal communication devices may include, but is not limited to, cellular phone, pager, and personal data assistant.

Procedure :

Telephone: Telephones are to be used primarily for business purposes. Personal calls to or by employees are discouraged. Outgoing personal calls are to be made during break or meal periods. Courtesy in using the telephone is expected of all employees and includes but is not limited to the following guideline:

- Answer the phone promptly, preferably within three rings.
- When answering the phone, identify yourself by giving your name and title, and ask "How may I help you?"
- Offer assistance and take messages if the person being called is not available.
- When placing a call, identify yourself and provide information that is needed to complete the purpose of the call.

Personal Communication Devices:

All communication devices should be on silent during work hours unless previously approved by Team Lead. Wireless devices are to be used during break or meal periods, and unless used for business purposes, may not be used during the course of work activities. A Team Lead may direct an employee to remove personal communication devices from his/her person if it appears the device is interfering with the work processes.