**PHONE AND MOBILE USAGE POLICY**

This template policy is intended to assist member businesses develop their own workplace policy. The following information should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the policy. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

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# PHONE AND MOBILE USAGE POLICY

Date of issue:

Policy approved by:

Contact person:

## 1 PURPOSE

The purpose of this policy is to establish procedures and guidelines for the use of fixed telephones, company-owned mobile phones and employee-owned mobile phones used for business purposes.

## 2 APPLICATION

This policy applies to all employees of **[INSERT COMPANY NAME]**.

The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

## 3 POLICY

## 3.1 Fixed telephones

When in the office, an employee’s voicemail must be activated so that calls divert when unanswered. Missed calls should be returned in a timely manner and employees should ensure that their voicemail is cleared regularly.

3.2 Company-owned mobile phones

**[INSERT COMPANY NAME]** reserves the right to designate particular positions as requiring a mobile phone to perform the inherent requirements of the role. The **[INSERT RELEVANT POSITION]** is responsible for the selection, authorisation and allocation of mobile phones.

Mobile phones are allocated to positions for business related purposes only however **[INSERT COMPANY NAME]** recognises that from time to time staff may use their mobile phone for limited and reasonable personal use. This personal use must not adversely impact upon productivity, professional standards or result in excessive cost to **[INSERT COMPANY NAME].** Employees are responsible for exercising good judgment and where unsure about use, should seek clarification from **[INSERT RELEVANT POSITION]**.

**[INSERT COMPANY NAME]** reserves the right to charge employees for excessive personal usage of mobile phones. In those circumstances, the employee’s phone use will continue to be closely monitored until a more reasonable proportion of business versus private use is achieved.

Damage, Loss or Theft

Reasonable care should be taken by staff to prevent damage, loss or theft of any company-owned mobile phones. Any damage, loss or theft should be reported immediately to **[INSERT RELEVANT POSITION]**.

If the mobile phone has been lost or stolen during non-working hours, employees should contact the **[INSERT RELEVANT POSITION]** andrelevant service provider to report the incident.

Return of Mobile Phones

An employee issued with a mobile phone must return the phone upon termination of employment or otherwise at the request of **[INSERT COMPANY NAME]**. Any battery chargers or other accessories supplied for use with the mobile phone must also be returned.

Voicemail

Voicemail must be activated on mobile phones and missed calls should be returned in a timely manner.

Mobile Phone Courtesy

It is common courtesy to switch mobile phones off before entering a meeting. In the case where unpreventable circumstances require an employee to take a call, employees should advise the attendees prior to the meeting.

Occupational Health and Safety

Employees must not use a mobile phone while operating a motor vehicle unless it is secured in a commercially designed holder fixed to the vehicle and fitted by **[INSERT COMPANY NAME]** or can be operated by the driver without touching any part of the phone.

The use of mobile phones in various parts of the workplace and in vehicles can create occupational health and safety risks. In these situations, **[INSERT COMPANY NAME]** may issue a notice to employees if a real or potential occupational health and safety risk is evident. Employees are required to comply with such directions and any notices issued.

3.3 Employee-owned Mobile Phones

With the agreement of **[INSERT COMPANY NAME]**, an employee may use his or her own mobile phone for company business. This arrangement must be approved in writing by the **[INSERT RELEVANT POSITION]**. **[INSERT COMPANY NAME]** will pay the cost of approved calls on the completion of an ‘expenses claim form’ by the employee. The form must be submitted with copies of mobile phone invoices for the relevant period.

3.4 Changes to policy

**[INSERT COMPANY NAME]** may amend or vary this policy from time to time. Employees will be notified of any change.

WORKPLACE PARTICIPANT ACKNOWLEDGEMENT

## I acknowledge:

## I have received, read and understood the policy

## I am required to comply with the policy; and

## There may be disciplinary consequences if I fail to comply, up to and including the termination of my employment.

Name: Signature:

Date: