

**PERSONAL PHONE CALLS AT WORK POLICY**

**1. PURPOSE**

1.1 Crystele Homes ('CDH') appreciates that there are circumstances in which workplace participants need to make and receive personal phone calls during working hours. This Personal Phone Calls at Work Policy ('Policy') sets out the circumstances under which workplace participants may make and receive personal phone calls at work, and the limits of acceptable usage.

**2. COMMENCEMENT OF POLICY**

2.1 This Policy will commence on and from 1/2/2021. It replaces all other policies or arrangements governing personal phone calls at work (whether written or not).

**3. APPLICATION OF THIS POLICY**

3.1 This Policy applies to employees, agents and contractors (including temporary contractors) of CDH, collectively referred to in this Policy as 'workplace participants'.

3.2 This Policy does not form part of any employee's contract of employment. Nor does it form part of any workplace participant's contract for services.

**4. ACCEPTABLE USAGE**

4.1 CDH's telephones are provided for legitimate business use.

4.2 The making and receiving of personal phone calls by workplace participants whilst at work is a benefit and not a right. However, CDH does recognise that in some circumstances workplace participants may need to make or receive personal telephone calls. Where a workplace participant needs to make or receive a personal phone call during work time the following procedures apply:

- (a) personal phone calls should be kept as short as possible in the interests of minimising disruption to work;
- (b) personal phone calls should be made where possible in a workplace participant's designated break time;
- (c) if a workplace participant is on a personal phone call and a client or customer is waiting, the personal call should be terminated immediately and can be resumed, if urgent, at a later time;
- (d) workplace participants must limit their personal calls to matters which, as a matter of urgency, must be dealt with during working hours and defer other calls to time outside work hours or to break times;
- (e) calls must not be made to fee for service numbers;
- (f) STD or international calls must not be made on a CDH phone by a workplace participant without the permission of the Daniel Lettieri. Permission will only be granted in extenuating circumstances. If permission for such a call is given, the workplace participant may be asked to reimburse CDH for the cost of the personal phone call(s);

- (g) under no circumstances may workplace participants use CDH's telephones to conduct any business activities, other than for CDH's benefit;
- 4.3 Workplace participants are not allowed to use their personal mobile phones (or other personal mobile devices) in the workplace.

**Variations**

*CDH reserves the right to vary, replace or terminate this Policy from time to time.*