

PERSONAL PHONE CALLS AT WORK GUIDELINES

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1. Purpose

The College appreciates that there are circumstances in which employees need to make and receive personal phone calls during working hours. This guideline sets out the circumstances under which employees may make and receive personal phone calls at work, and the limits of acceptable usage.

2. Scope

These guidelines apply to employees, agents and contractors (including temporary contractors) of APIC.

3. Definitions

Item	Definition
<i>Workplace participants</i>	Employees, agents and contractors (including temporary contractors) of APIC

4. Guidelines

APIC's telephones are provided for legitimate business use.

The making and receiving of personal phone calls by workplace participants whilst at work is a benefit and not a right. However, APIC 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:

- personal phone calls should be kept as short as possible in the interests of minimising disruption to work;
- personal phone calls should be made where possible in a workplace participant's designated break time;
- 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;
- calls must not be made to fee for service numbers;
- STD or international calls must not be made on a APIC phone by a workplace participant without the permission of the Supervisor. Permission will only be granted in extenuating circumstances. If permission for such a call is given, the workplace participant may be asked to reimburse APIC for the cost of the personal phone call(s);
- under no circumstances may workplace participants use APIC's telephones to conduct any business activities, other than for APIC's benefit;
- workplace participants are required to 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.

5. Document Change Control

Version	Change Description	Date	Author
1.0	Placed in new policy format	9 December 2016	Corinne Green