



## TELEPHONE POLICY

Telephones are provided for work-related purposes. Personal telephone calls should be avoided as far as possible, and, where absolutely necessary, should be kept very short.

Abusive behaviour to staff including on the telephone is not acceptable. If a member of the public is aggressive or abusive, they should be asked to moderate their behaviour and if not, you should indicate that the call will be terminated.

It is acceptable in the afternoons, when the office is not open to the public to use the answerphone facility in order to enable work to be completed.

### **Mobile telephones**

Staff issued with mobile phones should use them for work-related purposes only. Personal calls should be avoided as far as possible, and, where necessary, should be very short. Line managers are entitled to examine Council mobile telephones held by staff at any time during working hours to monitor the number of calls made.

Staff supplied with mobile telephones and associated devices are responsible for safeguarding the equipment as far as possible whilst it is in their possession. Any loss or theft of telephone systems should be reported to the Clerk on 01483 272311 as soon as possible during working hours.

Employees issued with mobile phones are asked to carry them at all times during working hours. Employees who are lone-workers may need to call for help and other members of staff may need to contact them. Employees using noisy machinery may not hear their mobile telephones, under these circumstances it is asked that they be checked periodically to ensure that calls have not been missed.

Employees are responsible for keeping their mobile phones charged and ready for use.

Employees **MUST NOT** under any circumstances use their mobile telephones or the texting facility whilst driving or operating machinery.

October 2022

**Policy Review Date: October 2026**