

General

This policy outlines the guidelines for the appropriate and responsible use of company telephones.

2. Responsibility

- Employees must at all times strive to minimize the duration of all personal calls made or received to ensure productivity during working hours.
- Each person is responsible for his/her phone and its usage. It is recommended that an employee use the PIN key (locking) of his/her telephone to ensure exclusive use of the telephone. If an employee suspects that his/her telephone is being used illegally by another person, he/she should report it to management as soon as possible.
- Before using another employee's telephone, permission should be obtained from the employee responsible for that particular telephone.
- Locking of telephones:
 - Setting of lock code: Please consult the IT department for the Procedure
 - Locking of extension: Please consult the IT department for the Procedure
 - Unlocking of extension: Please consult the IT department for the Procedure

3. Changing of extensions

- Should an employee be allocated a new extension or hand over an extension to another employee, the information should be communicated via e-mail to the IT-department, as well as to the person responsible for maintenance of Telephone system data on the company's Intranet.

4. Monitoring of costs of extension

- At the end of every month, each employee, whose calls exceed R100 for the month, will receive a detailed schedule of all outgoing calls from his/her telephone.
- These employees will be requested to differentiate between personal and business calls. Employees will be responsible for refunding the company for all personal calls exceeding R30.00.
- By making personal calls, employees bind themselves to non-material variations between the real duration of calls and the duration of calls as processed by the system which may occur from time to time.
- Each employee will be informed by e-mail of the amount to be deducted from his/her salary which amount will be deducted the following month.

5. International calls

- An employee is required to obtain authorization from the relevant manager before making international calls.

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Department:	Risk Management/Administration	
Responsibility by:	All / Facilities	
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