



## Cell Phone and Electronic Device Policy

### **Purpose**

The purpose of this policy is to limit the use of cell phones and other electronic communication devices at work to protect our employees and pet guests and ensure our high standards of customer service are maintained. Inappropriate use of mobile devices at work can result in distractions, leading to injuries for both staff and pet guests. Therefore, headphones and earpieces are prohibited as they interfere with hearing pet vocal signals, co-worker instructions, assistance requests, and intercom announcements.

This policy covers cell/mobile phones, tablets, pagers, and other wireless devices, whether owned by the company or the individual employee (collectively referred to as “devices”). The policy applies to all employees, contractors, consultants, and temporary workers at Destination Pet (DP). These rules apply to all work-related activities onsite or when driving for business purposes during assigned work shifts.

### **Policy Guidelines**

#### **Phone Etiquette Guidelines**

Basic phone etiquette is required to ensure a peaceful environment for all employees and pet guests. Devices must be set to Silent/Vibrate and when use is necessary, employees are expected to use a low volume and always use professional language. Phone use is subject to the Company's Code of Conduct.

### **Safety & Customer Service Requirements**

Safety and attention to pet guests are our top priorities. Excellent customer service requires full attention and courtesy to each client, whether onsite or on the phone.

1. **Prohibited Use During Duties:** Device use is prohibited during assigned work duties involving pet health and safety (e.g., supervising playgroups, caring for lodging pets, providing activities, bathing/grooming pets, training pets, transporting pets).
2. **No Device Use While Driving:** Device use is prohibited while driving for any business purpose to ensure safety.
3. **Prohibited Use with Motorized Equipment:** Device use is prohibited while operating any motorized equipment.
4. **Restricted Use in Lobby Areas:** Device use is prohibited in lobby areas when clients are onsite or during peak visit and call hours (7:00 – 9:00 am and 5:00 – 7:00 pm).
5. **Working Alone Exception:** If working alone and there is an emergency requiring assistance for you or a pet, use of your personal device to contact management or emergency centers is permitted.

### **Productivity Issues**

Focus during paid work shifts should be on completing assigned work tasks.

1. **Personal Business During Breaks:** Handle personal business on devices during break and meal periods in designated areas.
2. **Short Phone Calls:** Phone calls should not be excessively long or disturb the employee's paid work shift.
3. **Emergency Notification:** Discuss any expected emergency notifications with management in advance for policy exceptions.
4. **Main Business Number for Emergencies:** Family members may reach employees with the main business number for unexpected emergencies.
5. **Regular Text Notifications:** Inform management of any regular text notifications needed for family safety or well-being.

Personal use of the internet, social media, email, text messages, camera, games, and other applications is limited to break periods only. Business use must be approved in advance by management.

### **Work Duties on Personal Cell Phones**

The company is not responsible for personal devices lost, stolen, or damaged while conducting business activities. Employees assume all risk of loss for personal devices at the pet center.

### **Liability and Legal Issues**

1. **Camera Use:** Camera use is prohibited unless approved by management and used only during breaks.
2. **Proprietary Information:** Scanning, taking pictures, or duplicating business documents is prohibited without prior approval.
3. **No Talking/Texting While Driving:** Talking or texting while driving for business is prohibited. Pull over safely before using the device.
4. **Prohibition of Harassment:** Harassment through electronic texts, postings, or other communications is prohibited. Report any harassment to management immediately.

### **Violations and Enforcement**

Violations of this policy will result in corrective action up to and including termination of employment.

### **Acknowledgment of Understanding:**

I have read and will abide by the terms of this policy regarding the use of electronic devices at work.

**Signature:** \_\_\_\_\_

**Name (printed):** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_