



Mobile Phone Policy

1. Purpose

- 1.1 The purpose of this Policy is to provide employees of Residential Scaffold Australia Pty Ltd & RoofSafe Solutions Pty Ltd (collectively referred to as 'RS') with guidelines regarding the appropriate use of their RS supplied mobile phone and private mobile phones used while performing duties in RS business.

2. Commencement of Policy

- 2.1 This Policy will commence on and from 01 December 2022. It replaces all other policies or arrangements governing the usage of mobile phones (whether written or not).

3. Application of this Policy

- 3.1 This Policy applies to all employees of RS.

4. Eligibility

- 4.1 An employee may be eligible to have a mobile phone if, in the view of RS it is deemed necessary for the appropriate performance of their position. For example, if the employee's duties require them to spend time out of the office and/or to be contactable outside the normal hours of work.
- 4.2 Alternatively, RS may reimburse an employee for the cost of business-related phone calls made from an employee's personal mobile phone where the employee is not provided with a RS mobile phone.

5. Use

- 5.1 The mobile phone is provided primarily to allow contact with the employee by other employees or customers or to enable the employee to contact RS and its customers.
- 5.2 Employees must not use the mobile phone while operating a motor vehicle unless the employee has the ability to use a 'hands free' option.
- 5.3 Employees who have been provided with a mobile phone with email and internet access must comply with RS policies dealing with email and internet access where relevant.
- 5.4 Employees with a work phone will be provided with a Ring Central account and are required to use this application to make 'internal phone calls'.

6. Private Use

- 6.1 An RS mobile phone is provided predominantly for work purposes. Therefore, private usage of the mobile phone should be kept to a minimum.



6.2 If RS believes an employee is using an RS mobile phone irresponsibly or unreasonably, then the employee may have the phone removed or be requested to reimburse RS for excessive personal calls. International calls or other communications that incur additional charges outside of the phone plan must not be made on any work provided phones. If this occurs the costs will be deducted from the employee's pay or reimbursed by the employee.

6.3 In those circumstances, the employee's phone use will continue to be closely monitored until a more reasonable proportion of business versus private use is achieved.

6.4 An employee must not use the device in any way that may damage the legitimate interests of RS' business and employment relationships.

7. Use of Mobile Phones in the Office

7.1 If customers expect to find an employee on their RS mobile phone rather than on a regular fixed telephone in the office, then the RS mobile should be kept on, even when in the office.

7.2 In circumstances where a fixed telephone is available to make outgoing calls then use of the mobile phone for that purpose is discouraged.

7.3 Private mobile phones must be on silent at all times and may only be answered in cases of emergency or during designated work breaks.

8. Voicemail

8.1 An employee must activate the voicemail set up on their RS phone so that calls divert to voicemail when unanswered or busy. Missed calls should be returned in a timely manner (ie within 2 hours) and employees should ensure they clear their voicemail regularly. Voicemail set up on RS mobile phones should say 'Hello, this is (name), (title) of (Residential Scaffold & RoofSafe Solutions), I am unable to take your call right now so please leave your name, number and a short message and I will return your call shortly'. This message should be modified if an employee is on leave.

9. Mobile Phones in Meetings

9.1 It is common courtesy to switch mobile phone to silent before entering a meeting.

9.2 RS understands that extenuating circumstances may exist that require employees to leave the mobile phone switched on during meetings. If this is the case, then employees should politely inform the other attendees prior to the commencement of the meeting that they may be expecting a call and so mobile phone will be left on during the meeting.

10. Lost, Stolen or Damaged RS Phones

10.1 RS expects all employees who have been allocated mobile phones to take the utmost care and responsibility for them.



10.2 If a phone is lost, stolen or damaged, it should be reported to the Finance Director as soon as that event occurs.

10.3 Depending on the circumstances in which the phone was lost, stolen or damaged, the employee may be held responsible for replacing the phone if the loss, damage or theft was caused or contributed by the employee's lack of care.

11. Return of the Mobile Phone

11.1 On termination of employment or otherwise at the request of RS an employee who has been issued with a RS mobile phone must return the phone to the Finance Director. Any battery chargers or other accessories supplied by RS for use with the mobile phone must also be returned.

12. Occupational health and safety

12.1 The use of mobile phones in certain parts of the workplace and in vehicles can create unsafe situations or potentially unsafe situations.

12.2 Supervisors and managers may issue general notices or particular notices to staff regarding the use of mobile phones if they perceive a real or potential occupational health and safety risk.

12.3 Staff are required to comply with such orders, directions and notices issued by supervisors or managers.

13. Employee's Mobile Phone use for business purposes

13.1 With the agreement of RS, an employee may use his or her own mobile phone in connection with RS' business according to the terms agreed with RS.

13.2 When this occurs, RS will pay the cost of those calls on the completion of an 'expenses claim form' by the employee. The form must be submitted with copies of mobile phone invoices for the relevant period, identifying those calls that are work related.

13.3 When using his or her own mobile phone on RS' business, an employee must not use the device in any way that may damage the legitimate interests of RS' business.

13.4 If an employee is permitted to use his or her own mobile phone in connection with RS' business, then RS may require the employee to produce any records arising out of or in connection with work related use of that employee's own mobile phone, including for the purposes of justifying any claim for reimbursement.

14. Use and Disclosure of Records

14.1 RS may use and/or disclose any records arising out of or in connection with the use of a RS' mobile phone or work related use of an employee's own mobile phone, including where that use or disclosure is:

14.2 for a purpose related to the employment of any employee or related to RS' business activities; or



- 14.3 use or disclosure to a law enforcement agency in connection with an offence; or
- 14.4 use or disclosure in connection with legal proceedings; or
- 14.5 use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any Person or substantial damage to property.
- 14.6 An employee is taken to have consented to the use and disclosure of any record arising out of or in connection with the use of a RS mobile phone or work-related use of an employee's own mobile phone.

15. Enforcement

- 15.1 Users must comply with the requirements of this policy. Any breach of this policy may result in disciplinary action which may include termination of employment (or, for persons other than employees, the termination or non-renewal of contractual arrangements).
- 15.2 Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension from using a mobile phone for RS' business whether permanently or on a temporary basis.

Variations

RS reserves the right to vary, replace or terminate this Code from time to time.

All RS policies and procedures will be reviewed every two to three years and distributed to staff. RS is committed to providing an environment which is safe for all staff. You will not be disadvantaged in your employment conditions or opportunities as a result of lodging a complaint.

Signed 

Dated 28/10/2022

Residential Scaffold Australia & RoofSafe Solutions