

**Note: Delete this page once you complete tailoring the template for your own business**

## **General Information**

The Personal Phone Calls at Work Policy ('Policy') sets out the circumstances under which workplace participants may make and receive personal phone calls at work, and the limits of acceptable usage.

## **How to complete this template**

### **Designed to be customised**

It is completely customisable based on your specific requirements.

### **Include what you must and can comply with**

This document should be used in conjunction with your contract of employment, and any specific company procedures and processes. Only include the commitments you are confident you can comply with, make sure you update and review the document regularly.

**Important:** You may have legal obligations to your employees under an employment or industrial agreement such as an award, workplace agreement or employment contract. Make absolutely certain what's written in this document is consistent with these. If you're unsure what covers your employees, FIAA Members can contact FIAA's workplace advice team on 1300 FIAA 4U or on 02 4340 2000 for further advice/assistance.

### **To complete the template:**

1. Using Word's Replace function, search for (INSERT COMPANY NAME) and replace with your company name.
2. Replace (items in brackets) with your own wording.
3. Once you have finished work on the template, delete the first page of the document.

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## Personal Phone Calls at Work Policy

### 1. Purpose

- 1.1 (Insert company name) appreciates that there are circumstances in which workplace participants need to make and receive personal phone calls during working hours. This Personal Phone Calls at Work Policy ('Policy') sets out the circumstances under which workplace participants may make and receive personal phone calls at work, and the limits of acceptable usage.

### 2. Commencement of Policy

- 2.1 This Policy will commence on and from XX/XX/XXXX. It replaces all other policies or arrangements governing personal phone calls at work (whether written or not).

### 3. Application of this Policy

- 3.1 This Policy applies to employees, agents and contractors (including temporary contractors) of (insert company name), collectively referred to in this Policy as 'workplace participants'.
- 3.2 This Policy does not form part of any employee's contract of employment. Nor does it form part of any workplace participant's contract for services.

### 4. Acceptable usage

- 4.1 (Insert company name)'s telephones are provided for legitimate business use.
- 4.2 The making and receiving of personal phone calls by workplace participants whilst at work is a benefit and not a right. However, (insert company name) 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:
- a) personal phone calls should be kept as short as possible in the interests of minimising disruption to work;
  - b) personal phone calls should be made where possible in a workplace participant's designated break time;
  - c) 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;
  - d) calls must not be made to fee for service numbers;
  - e) STD or international calls must not be made on a (insert company name) phone by a workplace participant without the permission of the (Insert title). Permission will only be granted in extenuating circumstances. If permission for such a call is given, the workplace participant may be asked to reimburse (insert company name) for the

**\* This is only a preview of the document, you will need to purchase the document to see all the content.**

*\*PLEASE NOTE: AS A BUSINESS PLUS OR PREMIUM FIAA MEMBER YOU CAN DOWNLOAD ALL THE POLICIES ON OUR WEBSITE FOR FREE OR HAVE THEM CUSTOMISED SPECIFICALLY FOR YOUR BUSINESS AT NO ADDITIONAL CHARGE. FIAA MEMBERS CAN ALSO REQUEST POLICIES AND RESOURCES WHICH ARE NOT ON OUR WEBSITE THROUGH OUR HR DEPARTMENT. THIS IS JUST ONE OF THE MANY SERVICES THAT ARE INCLUDED WITH OUR ANNUAL MEMBERSHIP SUBSCRIPTION.*