

## PERSONAL PHONE CALLS AT WORK POLICY

### 1. PURPOSE

- 1.1 Dark Knight Engineering Group ('DKE Group') 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 16/01/2023. 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 DKE Group, 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 DKE Group's regular fixed telephones and company mobile phones, collectively referred to in this Policy as "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, DKE Group does recognise that in some circumstances workplace participants may need to make or receive personal phone 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) workplace participants must limit their personal phone calls to matters which, as a matter of urgency, must be dealt with during working hours and defer other calls to time outside work hours or to break times;
  - (e) calls must not be made to fee for service numbers;
  - (f) international calls must not be made on a company telephone by a workplace participant without the permission of the Managing Director. Permission will only be granted in extenuating circumstances. If permission for such a call is

Document Title: Personal Phone Calls at Work Policy			Authorised by: Megan McDonald	
Document #: POL024	Version #: 1	Issue Date: 16/01/2023	Revision Date: 16/01/2024	Page 1 of 2

given, the workplace participant may be asked to reimburse DKE Group for the cost of the personal phone call(s);

- (g) under no circumstances may workplace participants use company telephones to conduct any business activities, other than for DKE Group's benefit.

### **Variations**

*DKE Group reserves the right to vary, replace or terminate this Policy from time to time.*