



# COISTE GAIRMOIDEACHAIS CHATHAIR CHORCAÍ CITY OF CORK VOCATIONAL EDUCATION COMMITTEE

## TELEPHONE POLICY

The aim of this policy is to provide employees with guidelines regarding the appropriate use of telephones where an individual has regular access to a landline supplied by City of Cork VEC (CCVEC). Reference is also made to the use of mobile phones on private business while on CCVEC premises.

### **Provision of Landlines**

Specific landline telephones with numbers assigned to staff members are provided where CCVEC deems it necessary for a staff member to carry out the duties associated with their role and responsibilities.

### **Use**

The phone line is provided primarily to allow contact with the staff member by/with other staff or agencies and to allow the staff member to carry out their duties in a timely and efficient manner.

If a staff member is away from their desk for a short period during the working day then it is expected that the individual informs another staff member in their department who will take calls in their absence. It is good practice that all calls to CCVEC offices are returned within one working day of the call being received. No call should be left unanswered by a Department, College or Centre.

It is not the intention of CCVEC to specify a list of agencies or locations to which calls may be made or to limit the ability of its staff to communicate effectively in pursuit of their responsibilities.

### **Private use**

While some member of staff have specific telephone lines which is primarily associated to the individual for work purposes it is accepted that from time to time an employee may need to use the phone for personal calls. It is expected that employees will endeavour to keep such calls to a minimum. Calls to international numbers are strictly prohibited.

Calls to premium rate numbers should not be made, any such calls made must be on an exceptional basis and may be subject to recoupment of monies from the individual.

## Recoupment of Cost & Monitoring of Personal Calls

If it is found that an employee is using his or her phone irresponsibly in respect of personal and/or premium calls, then the employee may be requested to reimburse City of Cork VEC (CCVEC) for excessive personal calls. Such a decision will be made by the Chief Executive Officer or his deputed Officer, following consultation with the individual concerned.

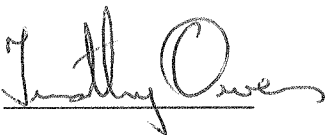
Telephone activity may be monitored periodically and any concerns will be brought to the attention of the individual by his/her Manager. Should excessive personal use continue which affects the ability of the individual to carry out their duties in an efficient manner then disciplinary action may be considered. Any such action may incur the full range of sanctions contained in both this policy and the CCVEC Disciplinary Policy.

## Use of mobile phones in the office

Private mobile phones are allowed for use in the workplace during working time however such usage should be kept to a minimum so as not to interfere with work or to become a source of distraction for your work colleagues. Where possible such calls should be made during designated break times in the working day.

## Out of Office Arrangements

If an employee is out of the office, then a voice message should be left informing the caller of dates on which the staff member is returning, an alternative member of staff to contact and inviting the caller to leave a message which will be dealt with on the return of the staff member in question.

Signed: 

Mr. T. Owens  
Chief Executive Officer

Date: 5 / 10 / 10