

TELEPHONE, MOBILE & INTERNET POLICY

OVERVIEW

Pro Health Care and any subsidiary companies (“**Pro Health Care**”) provides this policy to set out guidance relating to telephone, mobile and internet use by employees.

Inappropriate use of mobile, telephone and internet at work decreases productivity, causes security risks, distracts co-workers and colleagues, and can cause significant expense to a business.

This policy is designed to set down minimum standards regarding mobile phone, telephone and internet use for all employees during their employment with Pro Health Care.

A breach of this policy may result in disciplinary action up to and including termination of employment. In addition, unlawful or illegal use of Pro Health Care’s internet or email systems may constitute a civil or criminal offence for which you could be personally liable.

In so far as this policy imposes any obligations on Pro Health Care (i.e. those additional to those set out under legislation), those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for employees (i.e. those additional to those set out under legislation), they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment that are intended to be contractual are set out in an employee’s written employment contract.

Pro Health Care may unilaterally introduce, vary, remove or replace this policy at any time.

TELEPHONE & MOBILE PHONE USE

Pro Health Care appreciates that staff may have a need to make and receive some personal telephone calls during work hours. However, unless in the case of an emergency, telephone and mobile phone use should be kept to a minimum and should never interfere with employees’ work duties or the service of patients.

The following guidelines govern the use of telephones and mobile phones and the making and/or receiving of personal calls during work time:

- Personal calls should never take precedence over the service of patients and clients. Unless there is an emergency, all personal phone calls should be restricted to legitimate work breaks (for example, your meal break) or before or after the commencement of your shift;
- Any workplace telephones are provided for the conduct of Pro Health Care’s business. Such telephones should not be used for personal calls except in the case of emergency, or where you have permission to make or receive personal calls by your manager. Any use of Pro Health Care’s telephones for the conduct of any other business or for the financial gain of any other party is expressly prohibited;
- All personal calls during the performance of your work duties, should be kept as short as possible in the interests of minimising disruption to work;
- Employees must not use Pro Health Care telephones (including mobile phones) in any way that offends the law or as a device for delivery of offensive or objectionable communications;
- Where you are provided with a Pro Health Care mobile phone it is provided solely for performance of your work duties, unless Pro Health Care informs you otherwise. Pro

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Health Care will only pay for legitimate work calls and you may be required to pay for personal phone usage (unless you are informed otherwise).

USE OF THE INTERNET AND EMAILS AT WORK

Pro Health Care acknowledges that employees may need to access and use the internet to carry out their duties and to send and receive emails. In order to provide employees with clear expectations as to what is and what is not an appropriate use of the internet and email at work, the following guidelines have been developed.

This policy applies to the use of Pro Health Care's internet and email services whilst employees are at work, and when employees access such services outside of work hours (for example when they take a Pro Health Care laptop home or on a business trip or client visit).

This policy also applies to the use of personal equipment (e.g. mobile phones and personal computers) that are used to access Pro Health Care systems or emails.

Please remember that your work emails are property of Pro Health Care, as are all programs and files used on Pro Health Care's internet and computer systems. You should therefore use all such systems and materials appropriately in accordance with your work duties and follow any directions given to you by Pro Health Care regarding their use.

On request you must provide all password and login details used in connection with your work duties to Pro Health Care. You must also return all Pro Health Care equipment and materials (e.g. laptops, USB drives, Pro Health Care data saved in other locations, etc.) on request and upon termination of your employment.

As far as is reasonably possible, Pro Health Care will respect the privacy of individuals in the application and enforcement of this policy.

- Within reason, internet and email should only be used for legitimate business purposes related to your job, unless otherwise allowed by your manager;
- Do not use Pro Health Care internet or email for personal gain or the benefits of persons other than Pro Health Care;
- Do not use Pro Health Care internet or email to send defamatory, threatening, sexually explicit, offensive or obscene messages or images to other employees or to anyone outside Pro Health Care;
- Do not use Pro Health Care internet or email to send messages or images that are discriminatory (such as those which are racist or involve sexual harassment) to other employees or to anyone outside Pro Health Care;
- Do not use Pro Health Care internet or email in any way which involves sending or accessing material that is unlawful or illegal;
- Do not use Pro Health Care internet or email to download, upload, retrieve or send a sexually explicit, racist or otherwise discriminatory, illegal or unlawful, offensive or obscene material while you are on work premises (even if using your personal equipment), or while using Pro Health Care computers or systems inside or outside of work premises;
- Do not access without permission (hack) any computer, whether owned by Pro Health Care or by any other organisation;
- When you send emails or use Pro Health Care internet, do not disclose confidential information, unless this is necessary for the performance of your work duties;

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- Do not delete information belonging to Pro Health Care from its computer systems without its permission;
- Do not use Pro Health Care internet or email for the creation of legal or contractual obligations that bind Pro Health Care unless specifically authorised to do so by your manager;
- Do not use another employee's computer or email to carry out any of the activities prohibited above.

RELATED POLICIES AND PROCEDURES

Employees are encouraged to read this policy in conjunction with other relevant Pro Health Care policies, including:

- Code of Conduct;
- Social Media Policy;
- Bullying & Harassment Policy;
- Equal Employment Opportunity & Discrimination Policy.

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