

SUBJECT: Phone Systems	POLICY NO: INT-2	LAST REVIEWED: April 2022
APPROVED BY: Executive Board	MANAGED BY: Executive Director	NEXT REVIEW: February 2023

SUMMARY

Policy Statement

BCITSA supplies its employees and Executives with a telephone service, and when applicable cellular phone reimbursements to support the delivery of services and communications to its stakeholders.

Purpose of This Policy

The purpose of this Policy is to:

- Outline the protocols surrounding proper telephone use.

Application of This Policy

This Policy applies to all employees and Executives that are provided with either a telephone or a Cellular Phone for business purposes.

Related Documents and Legislation

N/A

Forms Associated With This Policy

N/A

Amendment History

- Created 2018-01-29
- Amended 2022-05-02

DEFINITIONS

Cellular Phone

A Cellular Phone is a cellular or mobile device used primarily for telecommunications purposes.

Main Reception

The Main Reception is the reception of the BCITSA office space where the majority of administration and senior management hold office.

Personal Cellular Phone

A Personal Cellular Phone is a Cellular Phone owned by an individual that can be used both for personal and business use.

DUTIES AND RESPONSIBILITIES

Executive Director

The Executive Director is responsible for the interpretation and enforcement of this Policy as it relates to employees and Executives.

Main Reception Employees

The Main Reception Employees are responsible for assisting employees with respect to telephone requests.

POLICY

1. Telephone

1.1. Telephone Service

- a. Employees may be provided with a telephone.
- b. Long distance calls may be functioning on an employee telephone when their position requires such service to be activated.

2. Cellular phones

2.1. Personal Cellular Phone for Business Use

- a. When an employee is required to use their Personal Cellular Phone for business purposes, they shall submit a request to their respective manager for approval of a reimbursement.
 - i. Upon approval from the respective manager of an employee, BCITSA shall reimburse said employee for the value of a basic

plan up to an amount as determined and permitted by the BCITSA annual budget.

- b.** When an Executive wishes to use their Personal Cellular Phone for business purposes, they shall submit a request to the Executive Director for approval of a reimbursement.
 - i.** Upon approval from the Executive Director, BCITSA shall reimburse said Executive for the value of a basic plan up to an amount as determined and permitted by the BCITSA annual budget.
- c.** Any employee or Executive receiving a phone reimbursement shall agree to advertise the phone number of their Personal Cellular Phone as a business contact number.
- d.** If an employee or Executive changes the number of their Personal Cellular Phone while being reimbursed for it, they shall notify Human Resources of their new phone number within 7 days of the change.
- e.** Employees who are not comfortable or willing to use their Personal Cellular Phone for business purposes, and when the use of a Cellular Phone is required to fulfill their responsibilities, shall work with their respective manager to find a viable solution.
- f.** Executives who are not comfortable or willing to use their Personal Cellular Phone for business purposes, and when the use of a Cellular Phone is required to fulfill their responsibilities, shall work with the Executive Director to find a viable solution.

2.2. Personal Cell Phones for Non-Business Use

- a.** Personal Cellular Phones must be switched to silent or vibration mode during working hours, except for work breaks.
- b.** Personal Cellular Phones shall be kept with the employee's personal belongings during work hours.
- c.** Dependent on the Operation, Employees that are expecting an important personal phone call shall advise their respective manager prior to the start of their shift.

3. Older Cellular Phone Agreements

3.1. Loaned Cellular Phones

- a. Employees who have agreements with BCITSA predating the creation of this Policy pertaining to a Cellular Phone that has been loaned by BCITSA shall be permitted to maintain the existing agreements for the duration of their employment.
- b. Upon the termination of their employment or their resignation, employees shall be required to return their Cellular Phone loaned by BCITSA to the Director of Finance, or to the individual stipulated in the existing agreement between the employee and BCITSA.

PROCEDURE

1. Phone Usage Expectations

1.1. Voicemail

- a. All voicemail messages on either a telephone or a Cellular Phone shall be replied to within 48 business hours.
- b. Employees and Executives who use their Personal Cellular Phone for business use shall have a professional voicemail message that includes their name, and a commitment to return the call within a timely fashion.

1.2. Phone Etiquette

- a. All Employees and Executives shall treat conversations on a telephone or Cellular Phone as if it were a face to face conversation.
- b. Personal calls shall be kept to a minimum. If an employee needs to make a personal call on a telephone or Cellular Phone during working hours, they shall inform their respective manager.
- c. If a personal call that is long distance is required and made through an SA provided cell phone, then the cost associated with the call will be charged to the employee.

1.3. Cellular Phone Specific Guidelines

- a. Employees and Executives shall turn Cellular Phones off during meetings, or turn the ringer to silent, low, or vibrate.

- i.** If an employee or Executive needs to make a call during a meeting, they shall excuse themselves from the meeting and step outside so that others are not disturbed.
 - ii.** If an employee or Executive is expecting a phone call that they must take while in a meeting, they shall advise all meeting participants in advance.
- b.** If an employee must leave their Cellular Phone on while they are in the office, they shall keep the ringer on low or silent so that others are not disturbed when it rings.
- c.** Employees shall ensure that the ringtone selection on their Cellular Phone is not offensive or disturbing to others. Offensive language, obscenities, jarring phrases, or loud music are not considered acceptable.
- d.** Personal calls may be placed and received on a BCITSA Cellular Phone as long as they do not interfere with BCITSA business or incur additional cost to BCITSA. Costs incurred for personal long-distance calls using the BCITSA Cellular Phones are the responsibility of the employee, and they shall be asked to reimburse BCITSA for all charges.
- e.** When travelling for a business purpose the employee shall be responsible to pay for all incurred roaming charges on a Cellular Phone.