



99 Titchfield Street
Kilmarnock KA1 1QY

Telephone (01563) 524014
Fax (01563) 572395

E-Mail: adminoffice@galleoncentre.com

Web: www.galleoncentre.com

Scottish Charity Number: SC 00 8314

Trust Established 1985

Policy on the use of Mobile Phones in the Workplace

1. Introduction

Mobile phones have become part of our way of life and offer a great many benefits in a wide variety of settings – at work, at home, out and about, convenience use and security.

The Galleon Centre recognises there are a number of business benefits associated with mobile phone use but also a number of safety issues relative to their use and also a concern over the professional image being conveyed through use in public areas.

2. Health and Safety

i. The use of mobile phones while driving is prohibited. Any member of staff driving on official Galleon Centre business should ensure:

- ❖ Hand held mobile phones are switched off.
- ❖ Hands free phones are used only to receive incoming calls. Preferably the call should be allowed to go to voicemail.
- ❖ Calls are made or voicemail checked only when the car is parked safely

ii. The use of mobile phones while carrying out any task where safety is important or where their use might interfere with concentration is prohibited.

3) Professional Image

In the service industry the number one priority is the customer. To ensure customer service is not detracted from in any way and to ensure the professional image of the Galleon Centre remains at a high standard, the use of mobile phones in public areas is prohibited.

During working hours, mobile phones should be switched off and stored away from employee's areas of work. The mobile phone can be used as part of the employee's communication processes on work related matters only when agreed by Management of the Galleon Centre.

For personal use, mobile phones may only be used during official breaks and in official recognised areas for breaks, out of sight and out of earshot of the public.

4) **Policy Breach**

Any deliberate failure to conform to the detailed policy on mobile phone use will be regarded as a breach of discipline and will result in disciplinary action further to investigation.

5) **THE USE OF MOBILE PHONES WHILE DRIVING**

'It is a criminal offence to drive a car, van, lorry or to ride a motorcycle whilst using a hand-held phone or similar device. Employees must under no circumstances use a hand-held mobile phone or similar device or make or receive phone calls while driving at a Company vehicle or whilst driving your own vehicle on business and the company will not require you to do so.

You should note that driving includes sitting stationary with the engine running e.g. at traffic lights or in a traffic jam. While driving employees should ensure that their mobile phones are switched off and directed to a messaging service/voicemail. Calls to colleagues or clients should only be made when you are safely parked off the road.

Failure to follow the Company's policy on the use of mobile phones whilst driving may result in disciplinary action being taken against you. In addition you could face a fixed fine of £30 or an increased fine of up to £1000 if prosecuted through the courts. You should note that the Police have the power to request your telephone records to check whether your mobile phone was in use at the time of an accident.'