



## **Personal Phone Calls Policy**

**Market House  
14 Market Street  
Lerwick**

A charitable company limited by guarantee registered in Scotland No. 165677  
Registered Office Market House, 14 Market Street, Lerwick, Shetland ZE1 0JP  
Company Secretary Catherine Hughson  
Recognised by the Inland Revenue as a Scottish Charity - No. SCO 17286

# Voluntary Action Shetland

## PERSONAL PHONE CALL POLICY

All employees, Board Members and volunteers of VAS have an obligation to adhere to this Personal Phone Call Policy.

The telecommunication facilities in Market House are provided primarily for business use. This system is covered by the Service Level Agreement by the Council and must also adhere to their policies and procedures for use of all I.T. equipment.

The I.T. department of the Council forwards call logs for all phones within Market House to the Team Leader monthly, these are circulated to relevant extensions, all staff must check the log for personal calls, and make payment for all personal calls to the Finance Officer as soon as possible after the month end.

Staff can make telephone calls within reason for the following:-

- Emergencies
- Occasional need for family reasons

This privilege must not be abused and any instances out with the above must be kept to the absolute minimum.

Where possible, non-urgent personal calls should be made or received during scheduled breaks or outside normal working hours when they do not interfere with work requirements.

Where VAS has reasonable grounds to suspect possible misuse of its telecommunication facilities, it reserves the right to monitor the destination and length of out-going calls and the source and length of incoming calls. Any member of staff found to be misusing telecommunications would be subject to disciplinary action.

This policy will operate, where appropriate, in conjunction with other relevant policies.