



## **CELL PHONE AND DEVICE POLICY**

This policy applies to all personal or company issued cell phones and devices. Any representative of OPMRG should be adhering to this policy during paid work hours.

### **Consumer-Facing Representatives are expected to:**

- Silence personal cell phones or any devices during shift.
- Store personal cell phones and devices out of sight from clients/patrons.
- Request permission from Management to use personal cell phone if an emergent situation occurs. If a member of management is not immediately available, the representative must notify management directly after to notate why this company policy was broken. The representative will limit phone call to a minimum time required to handle emergency. They must step away from work station and at a distance where patrons/clients and other representatives cannot hear the conversation.
- Go to designated or approved locations for approved break times when they will be using their personal cell phones or devices.

### **Consumer-Facing Representatives are not permitted to:**

- Use personal cell phones or other devices at any time during a shift unless during an approved break time.
- Have personal cell phone or other devices out and visible during shift. If a representative is on an approved break time they must go to a designated or approved location.
- Use work provided devices for anything other than work related tasks.

During a work shift OPMRG management may contact a representative on their personal cell phone regarding a business related item. The representative is permitted to answer and/or reply but must step away from the work station. If at any time Management feels that a representative is using company devices in a manner that is not acceptable or work related, management has the right to monitor the device's activity.

If the afore determined cell phone and device policy is not complied with, the representative may be asked to relinquish remainder of said shift. Failure to comply with this policy may result in disciplinary actions up to and including termination.