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## **TELEPHONE USE POLICY**

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**O2 1.00 FULL TITLE OF THE POLICY**

The full title of this Policy shall be "Policy Concerning the Use of the Telephone System".

**O3 2.00 SUMMARY OF THE POLICY**

This Policy relates to the access to and use of the Telephone System by the Users.

**O4 3.00 OBJECTIVES OF THE POLICY**

The objectives of the Company in establishing this Policy are the following:

- a) to lay down a regulatory framework regarding the purpose of the Policy;
- b) to ensure that individual and group behaviour is consistent with the Company's expectations and with the requirements of any applicable legislation and regulations;
- c) to ensure adequate use of the Company's systems, equipment and resources, so that the Company's activities are carried on in a manner consistent with its mission and tend to constantly maintain, enhance and promote its image and reputation;
- d) to provide, encourage and maintain within the Company an environment which is healthy, peaceful, safe and respectful of collective and individual rights;
- e) to encourage positive participation by those affected by this Policy during the planning, design and execution of the Company's operations; and
- f) to provide to those who are affected by this Policy with the means and tools to fulfill their tasks, to perform their activities and to assume their responsibilities in a fully effective manner.

**O5 4.00 SCOPE OF THE POLICY**

**4.01 Persons Affected**

This Policy shall apply to any User of the Company's Telephone System, including:

- a) any Employee of the Company, including any Employee working on the premises of a client of the Company or at any location other than where the Company carries on its operations;
- b) any person who uses the Telephone System, in the course of a contract, an exchange of services, a mandate, a training period, a cooperative undertaking or otherwise;
- c) any person having been given an access code or a password by an Authorized Company Representative, for the purpose of using the Telephone System;
- d) any client, supplier, sub-contractor, visitor or other person coming into contact with the Telephone System.

**4.02 Activities and Property Involved**

This Policy shall also apply to:

- a) the departments, administrative units, branches and subsidiaries of the Company;
- b) the Company's operations; and
- c) the systems, Equipment and resources of the Company.

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**06 5.00 DEFINITIONS OF WORDS AND EXPRESSIONS USED IN THE POLICY**

**5.01 Usual Meaning**

Words and expressions used in this Policy shall generally keep their usual meaning.

**5.02 Other Company Documents**

Several words and expressions used in this Policy are defined in other Company Documents (e.g: *vocabulary, guidelines, standards, methods, etc.*), such as ..... (*indicate the exact title of the relevant documents*).

**5.03 Specific Definitions**

For purposes of this Policy and unless the context obviously indicates another meaning, the following words and expressions shall have the following meaning:

- **"Employee"**: shall mean any person employed by the Company, whatever his position in the hierarchy (officer, manager or employee), type of remuneration (salary, commissions, fees, etc.) or status (regular, part-time, on call, etc.) may be;
- **"Company"**: shall mean ..... (*indicate the Company's name*);
- **"Equipment"**: shall include without limitation all telephone equipment or relating to the Telephone System;
- **"Person"**: shall mean any person, whether a physical or legal person;
- **"Authorized Company Representative"**: shall mean the User's immediate superior when the User is an employee;
- **"Computer Resources"**: shall mean, collectively or individually, hardware and software, as well as computer and telecommunications resources, provided to the User by the Company, including computer equipment, telecommunications equipment, software, networks, data banks, information systems, information and data (text, visual, audio or other), located in or on any computer equipment or accessory, voice mail and Telephone Systems.
- **"Telephone system"**: shall mean a system allowing the interactive or non-interactive communication of messages composed of text, data, images or voice, between a sender and one or several receivers, through telecommunications links.

**07 6.00 STATEMENT OF THE POLICY**

**6.01 Ownership**

- a) **Telephone System**: For the purpose of this Policy and notwithstanding the Company's real legal status with regard to it, the Telephone System or any part thereof which is made available to the User, shall be deemed to be the exclusive property of the Company. Consequently, the User shall not have any right (real or presumed) of ownership, confidentiality or privacy while using said system.
- b) **Information, Messages, Files and Data**: The Company shall be deemed to be the exclusive owner of all information, messages, data and files in the Telephone System or emanating therefrom, in any form whatsoever (electronic, digital, printed, audio, video or other), whether or not such information, messages, data and files have been created, received or stored with the help of such system. Consequently, the User shall not have any right (real or presumed) of property, confidentiality or privacy as regards such information, messages, data and files.

**6.02 General Principle of Access**

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