



TEAM MEMBER GUIDE

802 TELEPHONE CALLS

The intended use of Company telephones is to serve our customers and conduct business.

The use of Company telephones for personal calls, as well as receipt of the same, is discouraged during business hours. Of course, Team Members will be permitted to use the telephone in cases of emergency.

The use of personal communication devices is unprofessional in the eyes of our customers and causes distraction to both the owner of the device and other Team Members. During business hours, the use of personal communication devices and personal entertainment devices are strictly prohibited. These items include, but are not limited to, cell phones, smart phones, smart watches or any other electronic device. Personal communication devices must be turned off and stored in a location that will not distract the work environment, such as in a locker, in a personal vehicle or in the Manager's office. It is at the Manager's discretion as to where the designated storage area of these devices will be in the workplace.

The **only** exception is when an Operations Manager has given a Team Member direct permission to use a personal communication device for **legitimate business reasons.** Should this exception be abused and the personal communication device be used for personal reasons, the exception that was granted will be rescinded immediately and the Team Member will be issued a Written Warning.

Violation of this policy will result in the following disciplinary actions:

1st occurrence	=	Written Warning
2nd occurrence	=	Unpaid Suspension
3rd occurrence	=	Termination of Employment for Cause