

TELEPHONE AND MOBILE POLICY

The aim of this policy is to provide employees with guidelines regarding the appropriate use of their company supplied mobile / office phone. Reference is also made to the use of private mobile phones for company business.

OFFICE TELEPHONES (LAND LINES):

Telephones will be installed at all work stations as per work requirements with individual extensions for the purpose of the business of OEC. There will be no STD/ISD facility in these phones unless specially allowed by the VP or Director, at his/her discretion, for official use only. Personal calls, both incoming and outgoing, are to be limited for emergency reasons only. Honesty and responsibility are expected out of every user of official extensions.

Employees must understand that telephone courtesy is important. Simple rules stated below should become a habit:

- Answer all calls promptly (Pick up the phones in 3 rings)
- Identify yourself
- Speak in friendly tone
- Use English language

MOBILE PHONE APPLICABILITY:

This policy applies to employees who are authorized to use a mobile phone and/or associated wireless services for OEC business. This authorization must come from the VP band or upwards.

Mobile Phone Allowance

A. Eligibility for Mobile Phone Allowance:

OEC may provide a mobile phone allowance to an employee if at least one of the following criteria is met:

- a. The job requires considerable time outside the office (travel, meetings, conferences, etc.) and use of the mobile phone facilitates the effective conduct of business operations while away.
- b. The job requires the employee to be immediately accessible to receive and/or make frequent business calls outside of working hours.
- c. Official mobile phone should be used for official purpose only. However emergency personal calls are permitted and the same should be reported to Admin every month.

B. Monthly Allowance:

Basic plan	Maximum limit: 300/- p.m.	Drivers, Supervisors, Security
	Maximum limit: 500/- p.m.	Executives, Sr. executives Asst. managers
Mid-range plan	Maximum limit: 600/- p.m. (Data Plan of Rs 123 included)	Managers / Branch Managers
	Maximum limit: 750/- p.m. (Data Plan of Rs 123 included)	Senior managers
	Maximum limit: 1500/- p.m. At actual in some cases (Data Plan of included)	AVP / VPs / COO / CEO Directors

C. Mobile phone bracket:

Type of Handset	
Standard handsets	Security guards / Drivers / Supervisors Executives Senior Executives Assistant Managers Managers
Smartphone	Senior Managers / Branch Heads AVP's Senior VP's Directors

D. In case of roaming charges if an employee moves out of his circle/ state for official / personal reasons company will take a call on allowing the same on case to case basis.

E. Personal Phones:

In case, you have been allowed use of your personal mobile, the bills shall be paid by the individuals and then submitted for reimbursement of eligible amount from the Accounts department, Manager Accounts. Such reimbursement claims have to be approved by the VP or Directors as the case may be.

The procedure:

The eligible employee shall submit the original bill for reimbursement after the payment is duly made, and through the VP; with the proof of payment made to the service providers. No advance payment for the bills shall be allowed.

The bills are to be received by the Admin department at HO, and after the eligibility is checked, all approved bills shall be sent to accounts for reimbursement.

Please note that every bill should have the statement giving details of the numbers called. Only charges for calls made or received on business need; have to be put-up for the reimbursement.

The Roaming facility has to be allowed for every mobile phone issued by the Company to all the eligible employees.

F. Use:

The mobile phone is provided primarily to allow contact with the staff member by other staff or customers. All mobile phones within OEC's fleet have been setup to allow free calls between OEC mobiles. This being the case, OEC-Mobile to OEC-Mobile communications within circle(meaning within the city of use only) is at no additional cost to OEC and are encouraged over OEC-Mobile to Landline or Landline to OEC-Mobile.

Your mobile phone has been issued to you for work purposes. Therefore, private usage of your mobile phone should be kept to a minimum.

If it is found that an employee is using his or her phone irresponsibly, then the employee may have the phone removed or be asked to pay for all personal calls. Also, your phone use will be more closely monitored until a more reasonable proportion of business versus private use is achieved.

Any amount above the sanctioned limit shall be borne by the employee & will be automatically debited from the next month's salary of the respective employee.

G. Use of mobile phones in the office:

In circumstances where a fixed telephone is available to make outgoing calls then use of the mobile phone for that purpose is discouraged, unless being made within the OEC circle.

Personal mobile phones are to be deposited with Security at the time of entry and can be collected while leaving. If an employee is required to use a personal phone for any reason through the day, he/she may do so with the permission of their immediate reporting authority.

H. Mobile phones in meetings:

It is common courtesy to EITHER keep mobiles on silent/ viberation mode before entering a meeting OR leave the same with the department personnel.

I. Lost or broken phones:

OEC expects all employees who have been allocated mobile phones to take the utmost care and responsibility for the same.

If a phone is lost, it should be reported to the immediate reporting head as soon as it is noticed missing.

Depending on the circumstances in which the phone was lost, OEC will be responsible for replacing the phone unless carelessness on the part of the employee can be shown as the cause of the loss. In circumstances where it has been shown that the employee's carelessness contributed to the loss of the phone then the employee will be required to pay the whole, or contribute to, the replacement cost.

J. Termination of employment:

On termination of employment, the employee must return a company issued mobile phone along with the SIM card to his/her reporting head. Any battery chargers or other accessories supplied by the company for use with the mobile phone must also be returned. In some instances, suitable alternative arrangements may be made to enable a mobile phone service transferred to the departing employee.

All those who have been issued with the official mobile Phones have to return the instrument and SIM card at the time of leaving the company's job or getting transferred to a different location where this service provider does not cover the region.

The full and final settlement procedure of left employee, whose telephone is not submitted to the Company shall be withheld, based on the advice from Admin department.

The safety and up-keep of the instrument is the responsibility of the individual and if the phone is lost or damaged, the Admin department is authorized to deduct the cost of replacement phone at that time from the employees' salary and or any dues.

Revised by VP, Admin on 2nd February, 2015 for company-wide implementation with immediate effect