Staff Policy / Behaviour / Responsibility

Can I use my personal phone or mobile or email to contact or have a customer contact me?

NO!

Under no circumstance is a staff member or event manager allowed to use a personal mobile phone, personal home phone or personal email to make contact with a customer of Iconic or have a customer of Iconic contact them.

All calls are to be made using the company phone system that has been provided and the group email address each staff member is allocated to.

Failure to comply with this policy will be deemed as breach of employment and/or contract agreement and may result in termination of your employment and/or contract agreement.

Staff are to be responsible and present themselves and the brand with, goodwill and good name in the interest of the COMPANY by conducting the EVENTS in accordance with the format approved by the COMPANY and to act professionally at all times with regard to the conduct of themselves in all EVENTS and in the best interest of the COMPANY.

Staff are to ensure they are able to be contacted by the COMPANYÂ landline onlyÂ or ifÂ provided a COMPANYÂ mobile telephone or COMPANY approved PHONE APP for staff mobile phones and connection to a recognised network.

Attached files:

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https://staff.iconic.productions/KB/content/0cat=63/187/en/can-i-use-my-personal-phone-or-mobile-or-email-to-contact-or-have-a-customer-contact-m