

Telephones, Mobile Telephones and Mail

This clause does not apply to Directors of the Company.

You are not permitted to use the Company's telephone or fax facilities for the making of private telephone calls or the sending or receiving of fax transmissions.

The Company's systems provide the capability to monitor and record telephone voicemail and communications traffic. For business reasons and to ensure compliance with the Company's obligations as an employer, use of the Company's systems including the telephone system, may be monitored and recorded. This will result in telephone conversations which are recorded being available for various purposes including, but not limited to dealing with customer queries and complaints, employment monitoring and responding to general enquiries. Monitoring and recording will only be carried out as permitted by law and as necessary and justifiable for business purposes.

A copy of the full policy document (HSL Call Recording Policy) is available from the I T Department upon request.

Under no circumstances should the Company's postal or other addresses be used for the receipt of private mail. The Company reserves the right to open all mail sent to its offices, even if addressed to you personally.

The Company's computer facilities, e-mail addresses and other communication links are to be utilised for the purposes of the Company's business only. You must not use those facilities, addresses or communication links for the transmission of personal information or correspondence nor must you receive or download onto the Company's computer systems any information which is not received or to be downloaded in the course of the Company's normal business activities.

You may be provided with a mobile telephone which it is your responsibility to look after and use although it remains the Company's property. The Company will reimburse you for all calls made wholly and necessarily in the course of your work although at the Company's discretion the Company may reimburse you for certain personal calls made if you are required to be away from home on Company business if authorised by the Company in advance.