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Annex to: Decision on Guidelines for the use of phones at SLU

## Guidelines for the use of phones at SLU

### General

Everyone at SLU is responsible for contributing to a good phone culture, meaning that members of staff must:

- be good representatives of SLU when talking to external stakeholders or the public;
- be accessible on their own, or in some cases a shared, phone extension;
- return missed calls and voicemails.

Normally, this also applies also to cleaning services, agricultural operations and animal healthcare staff.

It is the responsibility of the head of department/equivalent to ensure that the department/equivalent has well-functioning phone services.

SLU has a flat-rate telephony agreement, that is a fixed rate applies regardless of how many calls are made within Sweden. The flat rate also applies to text messages (ssm and mms) and surfing.

All members of staff can use the phone for private calls from the place of work, provided this does not infringe on work and does not incur any costs for SLU. Private use of a phone is not taxed as a fringe benefit.

## Mobile phones and mobile connections

SLU staff should normally be available during office hours, in some cases also outside office hours. Many members of staff have a mobile extension<sup>1</sup> as their only phone, and in some cases also an additional mobile phone subscription paid for by SLU. Mobile phones have also become a modern office tool and are integrated with e.g. the SLU calendar and email system.

## Guidelines for the use of mobile phones

The guidelines apply all members of staff who use a phone<sup>2</sup> provided by SLU.

- Managers determine whether a member of staff needs a mobile phone to be able to perform their tasks.
- Likewise, managers decide whether a member of staff needs access to the phone outside their place of work to be able to perform their tasks.

For those who have a mobile phone provided by SLU, there are two options:

### 1. The phone is not for private use outside of SLU

If a manager has decided that a member of staff does not need access to the phone outside their place of work to be able to perform their tasks, the phone cannot be used for private purposes outside SLU.

Outside office hours, such phones should be stored at SLU. The same applies if the phone is linked to a **function** and is shared by several members of staff.

### 2. The phone may be used for private purposes outside SLU

If a manager has decided that a member of staff needs a mobile phone outside the place of work to be able to perform their tasks, the member of staff can use the phone for private calls, text messages and for surfing outside SLU, provided that this does not incur any costs.

Private use of a phone is not taxed as a fringe benefit.

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<sup>1</sup> Mobile extensions, also known as MEX and Office Extension, are mobile phones that have the same functionality as regular, fixed extensions from a switchboard.

<sup>2</sup> Mobile extension or freestanding mobile phone subscription paid for by SLU.

The following applies to private use:

- Calls outside Sweden should be limited to the occasional occurrence and the actual cost, as specified on the supplier invoice to SLU, is to be paid by the member of staff.
- The phone may not be used to pay for private services.

In both cases, an agreement between the member of staff and their manager must be signed, clearly stating that the member of staff accepts the conditions for option 1 or 2, as well as detailing the terms and conditions that apply to mobile phone use.

If there is no such agreement, option 1 automatically applies.

For members of staff other than employees, option 1 always applies.

Members of staff are responsible for informing their immediate superior of any calls abroad or other use that will lead to a salary deduction.

Spot checks will be performed.

### Storage/loss of phone

Phones should be stored in a manner that prevents theft or damage.

- Any loss should be reported to the employee's immediate superior.
- A report should also be sent to the Division of IT, who will block the phone.

### Returning a mobile phone

If a phone is no longer needed, it should be returned to be re-used within SLU or recycled. A mobile phone should always be returned if an employee leaves SLU, or if tasks change in a way that means there is no longer a need for a mobile phone.