

7.07 Use of Telephone and Mail Systems

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that telephone equipment and mail systems are used solely for company purposes.

Procedure:

Personal use of telephones and/or mobile communications for long-distance and toll calls is not permitted. Employees should practice discretion in using company telephones when making personal calls and may be required to reimburse Licking/Knox Goodwill Industries, Inc., for any charges resulting from personal use of the telephone.

The use of Licking/Knox Goodwill Industries' paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

Violations may result in disciplinary action, up to and including, termination.

Refer to Policy Section 21, *Cellular and other Communication Devices*.