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Technology, Phone, and Communication Policy

Cutting Edge Renovation & Painting provides and uses technology, phones, apps, email, internet access, software, and other communication tools to support business operations, jobsite coordination, customer service, scheduling, documentation, and Company communication.

Employees are expected to use Company technology and work-related communication tools responsibly, professionally, and in a way that protects the Company, customers, employees, and Company information.

This policy applies to Company-owned devices, Company systems, work-related apps, personal phones used for work, email, text messages, photos, videos, internet use, and any other technology or communication used for Company business.

General Technology Use

Employees must use Company technology and communication tools for legitimate business purposes and in a professional manner.

Limited personal use may be allowed when it does not:

- Interfere with work duties
- Affect productivity
- Create safety concerns
- Disrupt coworkers or customers
- Violate company policy
- Use excessive company time or resources
- Create risk to Company information or systems

Employees may not use Company technology or work-related communication tools for unlawful, offensive, harassing, discriminatory, threatening, disruptive, or inappropriate purposes.

Phone Requirements

Because employees may work in the field and must remain reachable for scheduling, jobsite coordination, customer needs, and Company communication, employees whose position requires regular field communication must have access to a working smartphone.

Phones must remain on, charged, and accessible during work hours. Employees may not turn their phones off during the workday unless approved by management or required by a specific jobsite safety rule.

Employees are expected to respond to work-related calls, texts, app notifications, or other communication within a reasonable time during working hours.

Personal Phone Use

Brief personal phone use may be allowed as long as it does not interfere with work, safety, customer service, productivity, or jobsite professionalism.

Excessive personal phone use is prohibited.

Examples of prohibited personal phone use include:

- Repeated non-work-related calls or texting during work time
- Scrolling social media during work time
- Watching videos during work time
- Using the phone in a way that delays work or distracts from job duties
- Using the phone in front of customers in an unprofessional manner
- Using the phone while operating tools, equipment, or vehicles

Work-Related Communication

Employees are expected to communicate professionally when using calls, text messages, email, apps, photos, videos, or other electronic communication for Company business.

Work-related communication should be respectful, clear, appropriate, and job-related.

Employees may not send or share messages, photos, videos, jokes, comments, or content that is:

- Harassing
- Discriminatory
- Sexually inappropriate
- Threatening
- Offensive
- Unprofessional
- Disrespectful toward customers, coworkers, vendors, or the company
- Harmful to the Company's reputation

Additional expectations related to harassment, discrimination, and retaliation are covered in **Policy HR107: Anti-Harassment, Anti-Discrimination, and Anti-Retaliation Policy**.

Photos, Videos, and Jobsite Documentation

Employees may be required to take photos, videos, notes, or other documentation for work purposes, including job progress, material needs, safety concerns, completed work, or customer-related issues.

Employees must use good judgment when taking or sharing photos or videos. Employees may not take or share photos or videos that are inappropriate, unnecessary, disrespectful, or unrelated to Company business.

Employees must not post customer homes, jobsite photos, customer information, coworkers, Company work, or behind-the-scenes content on personal social media without approval from management.



Company Apps and Systems

Employees are expected to use Company-required apps and systems as directed. This may include timekeeping, scheduling, job management, notes, photos, communication, or other work-related systems.

Employees must enter accurate information and may not intentionally falsify, delete, hide, or alter work-related records, notes, time entries, photos, messages, or documentation.

Failure to properly use required Company systems may affect job performance reviews and may result in corrective action.

Passwords and Security

Employees are responsible for protecting Company systems, devices, passwords, and information.

Employees must:

- Keep passwords confidential
- Not share login information unless authorized
- Use only approved apps and systems for company business when required
- Report lost or stolen devices immediately
- Report suspected security issues or unauthorized access
- Protect customer and Company information from unauthorized disclosure

Employees may not access, copy, download, delete, or share Company information unless authorized and needed for their job duties.

Confidential Information

Employees may have access to customer information, job details, estimates, pricing, employee information, vendor information, photos, business records, or other confidential information.

Employees must protect confidential information and use it only for legitimate Company business.

Additional details are provided in **Policy HR114: Confidentiality Policy**, once issued.

Use While Driving or Operating Equipment

Employees may not text, email, scroll, enter information, watch videos, or otherwise use a phone or electronic device while driving on Company business.

Employees should pull over to a safe location before reading or sending messages, looking up information, entering notes, or handling work-related communication.

Employees may not use phones or electronic devices while operating tools, ladders, machinery, or equipment if doing so creates a safety risk.

Additional driving expectations are covered in **Policy HR110: Company Vehicle and Driver Safety Policy**.



No Expectation of Privacy

To the extent permitted by law, Company systems, devices, accounts, communications, files, photos, videos, records, and data are Company property and may be accessed, reviewed, monitored, copied, retained, or disclosed by the Company for legitimate business, operational, security, safety, or legal reasons.

Employees should not expect privacy in information created, stored, sent, received, or accessed using Company systems, Company devices, or Company accounts.

Prohibited Use

Employees may not use Company technology, systems, or work-related communication tools to:

- Harass, threaten, bully, or discriminate
- View, send, save, or share sexually explicit or offensive content
- Conduct side work or non-company business
- Share confidential company or customer information without approval
- Record coworkers, customers, or private conversations without authorization, unless legally protected
- Falsify time, job records, notes, photos, receipts, or documentation
- Download unauthorized software or apps onto company devices
- Damage, disable, or interfere with company systems or devices
- Violate any company policy or applicable law

Violations

Violation of this policy may result in corrective action, up to and including termination of employment.

Depending on the situation, the Company may also revoke access to Company systems, devices, apps, or communication tools.

Questions

Questions about technology use, phone expectations, communication, Company apps, or electronic records should be directed to HR, a supervisor, or management.

