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QUEST CLAIMS SOLUTIONS (PTY) LTD (QCS/COMPANY)

FAIR USE POLICY

1. PURPOSE

The purpose of this Fair Use Policy is to promote responsible, transparent, and fair use of company communication and printing resources. This policy ensures that employees use the Avaya telephonic system and company printers efficiently and ethically while maintaining cost control, productivity, and operational integrity within Quest Claims Solutions.

2. SCOPE

This policy applies to all employees, contractors, and temporary staff of Quest Claims Solutions who are provided access to the Avaya telephonic system and/or company printers.

3. TELEPHONIC USE (AVAYA SYSTEM)

3.1 Business Use

The Avaya telephone system is provided primarily for business-related communication. Employees must ensure that calls made or received during business hours are for legitimate company purposes, including communication with clients, brokers, insurers, and third parties related to operational duties.

3.2 Personal Use Allowance

Personal calls are permitted only on a limited basis and must be restricted to emergency situations.

- A maximum of five (5) personal calls per month is permitted.
- The total combined duration of all personal calls may not exceed thirty (30) minutes per month.
- Personal calls must be made responsibly and kept to a minimum during working hours.
- Employees must submit, at month-end, the total number of personal calls made and the total combined duration of those calls to the Training department.

3.3 Monitoring, Compliance and Sanctions

- The Company reserves the right to monitor call logs and reconcile them against employee submissions to ensure compliance.
- Any personal usage exceeding the permitted limits may result in disciplinary action.
- Failure to record personal calls accurately will result in a direct sanction, in line with the Company's Disciplinary Code and Procedure.
- Repeated non-compliance may result in further disciplinary action, including revocation of telephonic privileges.

3.4 Prohibited Use

Employees may not use the Avaya system for:

- Harassing, abusive, or inappropriate calls.
- Calls that contravene any laws or company policies.
- International or premium-rate personal calls without prior management approval.

4. PRINTING AND PHOTOCOPYING USE

4.1 Business Use

All printing, photocopying, and scanning should relate directly to company operations. Employees are encouraged to minimize unnecessary printing to reduce costs and environmental impact.

4.2 Personal Use

- Limited personal printing is permitted only with prior permission from a manager or supervisor.
- Personal printing must be small-scale and not interfere with business activities.
- Excessive or repeated personal printing may lead to disciplinary action or reimbursement requirements.

4.3 Responsible Printing Guidelines

Employees must:

- Print only when necessary and use double-sided printing where possible.
- Avoid printing emails or internal memos unless essential.
- Report any printer malfunctions immediately to the IT or Facilities Department.

5. POLICY COMPLIANCE

Failure to adhere to this policy may result in disciplinary action, including but not limited to written warnings, revocation of telephonic or printing privileges, or deductions for misuse.