

Club Travel
Mobile Phone Usage Policy 2025



1. Policy Statement

The purpose of this policy is to ensure the responsible and safe use of mobile phones and other personal communication devices by all staff at **Club Travel Ltd**. This is essential for safeguarding, professionalism, and compliance with health and safety regulations—particularly in roles involving driving and working with vulnerable passengers.

This policy applies to:

- Drivers
- Passenger Assistants
- Administrative Staff
- Contractors and temporary employees

2. Objectives

- To ensure compliance with UK laws regarding mobile phone use while driving
- To maintain a safe and distraction-free work environment
- To protect the privacy and dignity of passengers and staff
- To ensure professional standards are upheld at all times

3. General Guidelines

- Personal mobile phone use must be **kept to a minimum** during working hours.
- Mobile phones must be **switched to silent or vibrate** mode while on duty.
- Staff should **not use mobile phones** in the presence of passengers unless it is work-related and appropriate.
- Personal phone calls, texts, or messaging apps should be used **only during official breaks**, except in emergencies.

4. Drivers

To comply with **UK Road Traffic Law**, drivers must:

- **Never use a hand-held mobile phone** while driving or when the engine is running, even when stationary at traffic lights or in traffic queues.
- Use a **hands-free device** only when it is safe and legal to do so, and avoid extended conversations.
- Pull over and switch off the engine before making or taking calls that require attention.
- Report any urgent issues via the appropriate radio or communication system if fitted in the vehicle.

Failure to comply with mobile phone laws while driving is a criminal offence and may result in dismissal.

5. Passenger Assistants

Passenger assistants must:

- Avoid mobile phone use while supervising passengers
 - Never use phones during boarding or disembarking procedures
 - Ensure their focus remains on the safety and welfare of passengers at all times
 - Only use phones for emergencies, safeguarding issues, or operational communication
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6. Admin and Office Staff

- Mobile phones may be used reasonably in the office but must not interfere with work duties
 - Personal phone use must be discreet and not impact productivity or professionalism
 - Mobile devices should not be used for filming, recording, or sharing work-related content unless authorised
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7. Photography and Filming

- Staff **must not take photos or videos** of passengers, vehicles, colleagues, or work activities using personal phones
 - Any authorised photos for work purposes must be pre-approved by management and follow data protection guidelines
 - Breaches may lead to disciplinary action and potential legal consequences
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8. Emergencies

We understand that personal emergencies may arise. In such cases, staff should:

- Notify their line manager or supervisor
 - Keep emergency conversations brief
 - Step away from passengers or clients if privacy is required
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9. Disciplinary Action

Any breach of this policy will be taken seriously. This includes:

- Using a phone while driving
- Using phones inappropriately around passengers
- Breaching privacy or safeguarding rules

Disciplinary action may include a **verbal or written warning, suspension, or termination**, depending on the severity of the offence.

10. Policy Review

This policy will be reviewed:

- Every **two years**
- Or earlier if legislation or operational needs change

Last Review: April 2025

Next Review: April 2027

11. Contact

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All staff must read, understand, and comply with this policy to ensure the safety, professionalism, and effectiveness of our services.