



## Memorandum

**To: All OAC STAFF**

**Re: SIM CARD Usage**

**Date: November 21, 2023**

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As part of our ongoing efforts to streamline communication and ensure the responsible use of company resources, we would like to communicate the following guidelines regarding the usage of company-issued SIM cards.

### **SIM Card Use for phone calls:**

- **Calls using Company Issued SIM Cards:**
  - Employees are encouraged to avoid using company-issued SIM cards for making voice calls (for exceptions, please read through this memo).
  - The primary purpose of company-issued SIM cards is for sending SMS only.
- **Permission for Voice Calls:**
  - In exceptional cases where a voice call is deemed necessary for work-related matters, employees must seek prior permission from the OACGU.
  - Written approval must be obtained before making any voice calls.
- **Case Notes for Approved Voice Calls:**
  - Employees making approved voice calls are required to maintain detailed case notes.
  - These notes should include the reason for the call and a summary of what transpired during the conversation.
- **Aircall App as the Primary Tool:**
  - The Aircall app remains the primary tool for making calls to workers and CMs in Australia (AU).
  - Employees are encouraged to use the Aircall app for efficient and centralized communication.
- **Use of Company-Issued SIMs/Phones for Business Matters:**
  - Company-issued SIM cards and phones should only be used for official business and work-related communication.
- **Restriction on Personal Calls:**
  - Personal calls using company-issued SIM cards or phones are not allowed.
  - Employees are expected to use their personal devices for personal calls (outside shift).

These guidelines are implemented to ensure the responsible and efficient use of company resources. It is essential that all employees adhere to these policies to maintain the integrity and security of our communication channels.

Any deviations from these guidelines should be communicated in advance and must have proper authorization from the OACGU. Failure to comply with these guidelines may result in disciplinary actions.

Thank you for your dedication to maintaining excellence within our OAC team. If you have any questions or need further clarification on these instructions, please do not hesitate to reach out to me.

Please acknowledge through the QR code attached below to indicate your understanding of the details confirmed in this memorandum.

If you have any questions or concerns in relation to this matter, please contact the OAC Governance Unit on [OAC-GOVERNANCE@ssfservices.com.au](mailto:OAC-GOVERNANCE@ssfservices.com.au).

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**SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING**

