

Mobile Phone Use Policy

SAMPLE

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Purpose

This Mobile Phone Use Policy establishes clear requirements for the safe and responsible use of mobile phones and similar communication devices in all workplaces and work activities undertaken by [Company Name]. The policy aims to eliminate or minimise risks to workers and others arising from mobile phone use, particularly while driving, operating plant and equipment, or performing safety-critical tasks in transport and logistics, civil construction and earthworks, mining and resources, and manufacturing and production.

This policy supports [Company Name]'s Work Health and Safety (WHS) obligations under relevant WHS legislation, associated regulations, and applicable Australian Standards and Codes of Practice.

Scope

This policy applies to:

- All workers of [Company Name], including employees, labour hire workers, contractors, subcontractors, apprentices, trainees, volunteers, and work experience students.
- All workplaces controlled or managed by [Company Name], including depots, warehouses, workshops, construction and earthworks sites, mines, processing plants, manufacturing facilities, and offices.
- All work-related activities, whether on-site, off-site, or in transit, including driving heavy vehicles, light vehicles, plant, or mobile equipment, and performing field-based duties.
- All mobile communication devices used for work purposes, whether owned by [Company Name] or personally owned, including:
 - Mobile phones (smartphones and basic phones)
 - Tablets and phablets
 - Two-way radios where relevant to this policy
 - In-vehicle communication systems and hands-free devices
 - Any other portable communication or messaging device used for work.

Definitions

Mobile Phone

A portable communication device capable of voice calls, text messaging, data transfer, internet access, and application use (including smartphones and basic mobile phones).

Hands-Free Device

An approved device or system that allows the user to make and receive calls without holding the phone, such as Bluetooth headsets, integrated vehicle systems, or dash-

mounted units, used in accordance with road rules and [Company Name] requirements.

Distracted Driving

Driving a vehicle or operating mobile plant while attention is diverted from the primary task of driving/operating, due to visual, manual, or cognitive distractions, including using or interacting with a mobile phone or other device.

Work-Related Use

Any use of a mobile phone or device that is directly or indirectly connected with work activities, including calls, messages, emails, apps, GPS use, or communication with supervisors, clients, or co-workers.

Safety-Critical Task

Any task where loss of attention or distraction could reasonably result in serious injury, death, or significant property or environmental damage. Examples include:

- Operating mobile plant (e.g. excavators, loaders, graders, dump trucks, forklifts)
- Driving heavy vehicles, light vehicles, buses, trucks, or service vehicles
- Working at heights
- Rigging, dogging, crane operations
- Confined space work
- Hot works in hazardous areas
- Work in live production or processing areas (e.g. manufacturing lines, processing plants, mine faces).

Roles and Responsibilities

Officers (e.g. Directors, Senior Managers)

Officers must exercise due diligence to ensure [Company Name] complies with WHS duties in relation to mobile phone use. This includes:

- Ensuring appropriate resources and processes are in place to implement, monitor, and review this policy.
- Verifying that mobile phone risks are identified, assessed, and controlled.
- Supporting a culture where safe behaviours, including not using mobile phones while driving or performing safety-critical tasks, are expected and enforced.

Managers and Supervisors

Managers and supervisors are responsible for implementing this policy in their areas of control. They must:

- Communicate this policy to all workers and contractors.

- Ensure work planning and scheduling minimise the need for mobile phone use during high-risk activities.
- Provide suitable alternatives to mobile phone communication where required (e.g. two-way radio protocols, scheduled check-ins, journey management plans).
- Monitor compliance with this policy and address breaches promptly and consistently.
- Lead by example by complying with all requirements of this policy.

Workers

All workers must:

- Comply with this Mobile Phone Use Policy and any related procedures.
- Not use a mobile phone in any way that creates or increases a WHS risk.
- Follow all legal requirements relating to mobile phone use while driving or operating plant.
- Report hazards, incidents, near misses, and policy breaches related to mobile phone use.
- Cooperate with [Company Name] instructions, training, and supervision regarding safe mobile phone use.

Contractors and Subcontractors

Contractors and subcontractors must:

- Comply with this policy and any site-specific mobile phone requirements.
- Ensure their workers are trained and supervised in accordance with this policy.
- Include mobile phone controls in their Safe Work Method Statements (SWMS), Job Safety Analyses (JSAs), or other risk assessments for relevant tasks.

Visitors

Visitors must:

- Comply with site instructions regarding mobile phone use.
- Not use mobile phones in restricted or high-risk areas.

Risk Management

Hazard Identification

Mobile phone use can introduce significant WHS risks, particularly in the target industries. Hazards include, but are not limited to:

- Distracted driving of heavy vehicles, light vehicles, and mobile plant on public roads, haul roads, and work sites.