Office Equipment Use Policy and Procedures

Policy

John Readings provides staff with access to high quality office equipment in order to complete work tasks to a professional standard.

John Readings is committed to maintaining the confidentiality of its customers and employees. All documents relating to staff, suppliers and retailers will be shredded before removing to secure bins.

Procedures

All staff will to use the following procedures in the use of office equipment.

Photocopier and printers

All staff must:

* Attend a training session in the correct use and basic maintenance of the photocopier,
* Operate the photocopier in accordance with the manufacturer’s guidelines,
* Comply with copyright legislation,
* Check that the machine is working properly and clear any paper jams,
* Check that there is adequate toner and paper available and inform the Office Administrator if stocks are low,
* Report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself,
* Note that high-volume printing (500+ copies) should not be printed on John Readings printers but should be completed using John Readings’s preferred printing supplier, Pixel Precision,
* Implement the company’s policy on consumables conservation wherever possible.

Binder and laminator

All staff must:

* Attend a training session in the correct use of the binding and laminating machine,
* Use the binding and laminating machines only for the formal presentation of John Readings documents or as directed by your manager,
* Check that the contents of documents are in the correct order and meet professional standards before binding,
* Operate the binder and laminator in accordance with the manufacturer’s guidelines,
* Ensure binding and laminating machines are turned off after use,
* Report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

Shredder

All staff must:

* Attend a training session in the correct use of the shredder machine,
* Use the shredder for the destruction of confidential documents or parts of documents which contain sensitive personal or confidential information relating to John Readings’s customers, employees, suppliers and franchisees,
* Operate the shredder in accordance with the manufacturer’s guidelines,
* Remove all paper clips and staples before shredding documents,
* Empty shredded material into recycling bins as necessary,
* Ensure that confidential documents approved for shredding are shredded before placing them in recycling bins,
* Ensure shredder machine is turned off after use,
* Report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

Telephones

All staff must:

* Attend a training session in the correct use and functions of the telephone system,
* When making and receiving calls, remember as a representative of John Readings to ensure professional conduct at all times; be polite, courteous and clear,
* Use the options provided by the system efficiently (e.g. Call forwarding, voicemail, hold),
* Refer to the user manual supplied by the service provider,
* Avoid use for personal calls,
* Consider the need for long distance calls – use other modes of communication instead (email, Skype etc.), if appropriate,
* Seek approval from your manager prior to making any international calls,
* Report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

Fax machine

All staff must:

* Attend a training session in the correct use and functions of the fax machine,
* Operate the fax machine in accordance with the manufacturer’s guidelines,
* Complete a fax transmittal sheet and attach to all sent documents,
* Check supply of fax transmittal sheets for all outgoing faxes and plain paper for all incoming faxes and inform the Office Administrator if stocks are low,
* Check the fax machine for incoming faxes and distribute these immediately,
* Load the fax machine with paper and leave on at night to receive any incoming out of hours transmissions,
* Keep the area around the fax machine uncluttered,
* Report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.