

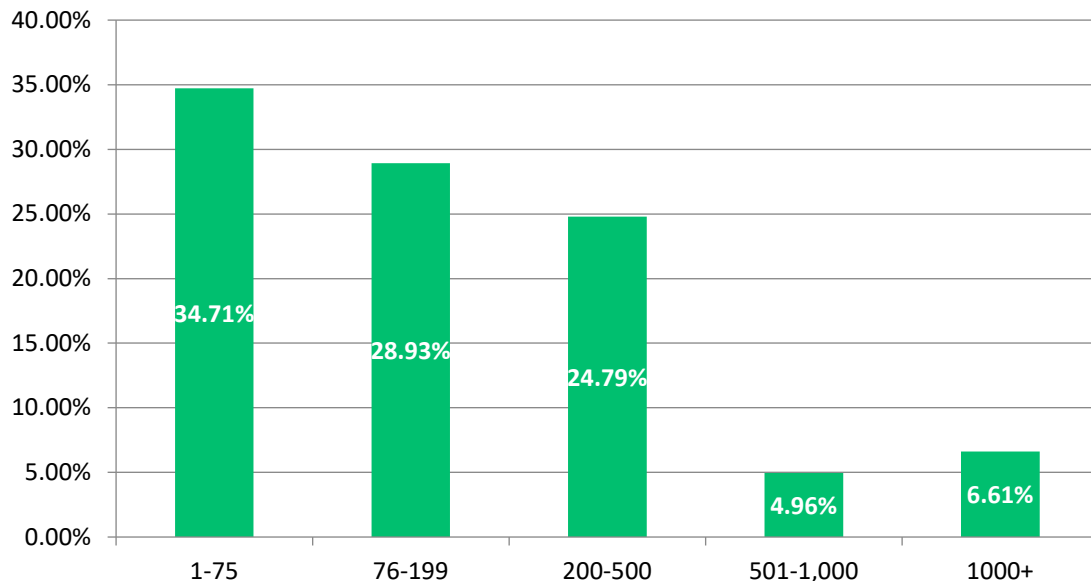


CELL PHONES – REIMBURSEMENTS & ISSUING BUSINESS PHONES

121 Participants from Missouri, Illinois, Indiana & Florida

Industry	% Representation
Manufacturing	24.37%
Non-manufacturing	36.13%
Non-profit	33.16%
Government	5.88%

Number of Employees



Reimbursement for Business Use of Personal Cell Phone

65.83% of respondents reimburse employees for the business use of an employee's personal cell phone and another **1.67%** are considering such a program.

Cell phone reimbursement amounts differ by job role or employee level. For those that reimburse a percentage of cell phone cost, here's what was reported:

Amount Reimbursed	Percentage of Respondents
Less than 25%	6.17%
25-50%	2.47%
51-75%	1.23%
76-100%	7.41%
Fixed amount, please specify	82.72%

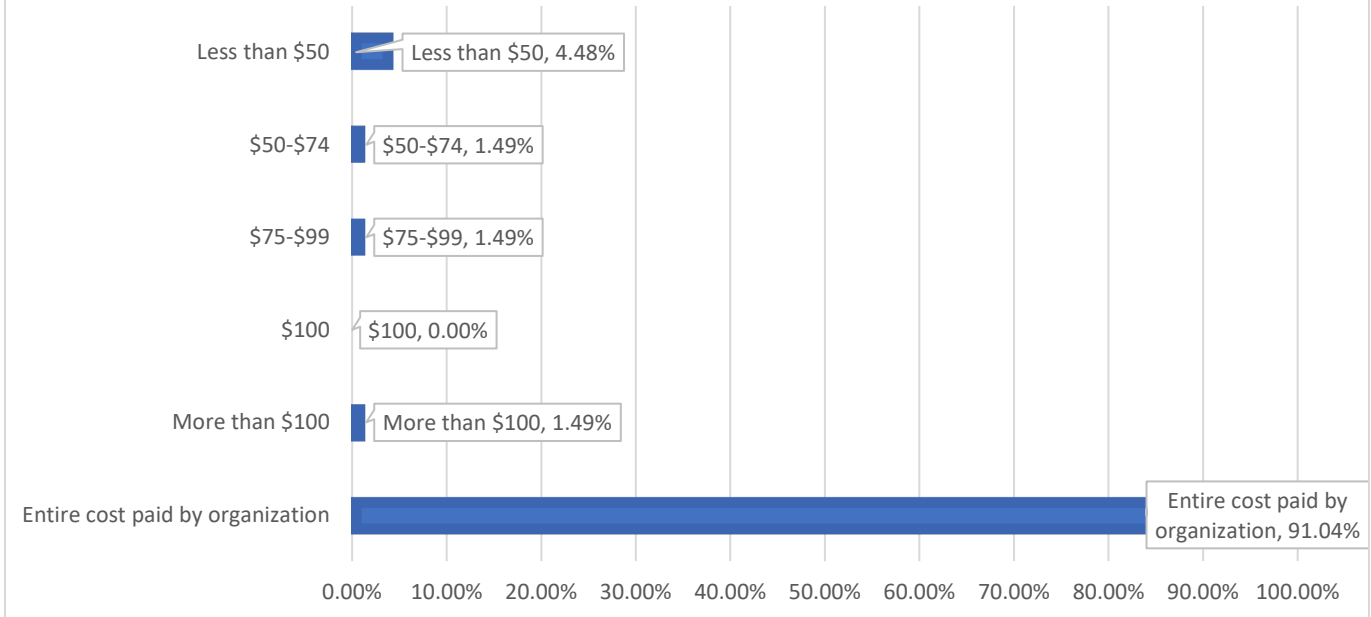
This is a summary of the fixed amounts provided by respondents:

- \$70 for sales and leadership staff.
- \$20 for driving and operations staff.
- \$30-\$50 varies by position.
- Fixed \$55/month or \$660/year for all employees.
- \$50 per month for supervisory employees.
- \$25 per month for on-call hourly employees.
- Monthly amounts often depend on position.
- \$50 monthly or \$60 per month for office/exempt staff.
- \$65 or \$135 based on position.
- \$25 is a specific amount based on role.
- \$32 max per month in some cases.
- \$700 annually for specific staff.
- \$55 or \$45 a month for some roles.
- \$10-\$20 per month for office/on-call staff.
- \$15/week or \$50 per month for some employees.
- Varies by position, often tiered.
- \$300 annually or \$35-\$100 based on level.
- \$75-\$120 capped depending on role.
- \$80 or \$85 per month tiered, with executive managers getting more.
- Some positions receive \$40/month or a company phone instead.
- \$65 per month for many, with tax credit options.
- Up to \$200/month for senior staff.
- \$30-\$50 for managers to VPs.
- \$25 per pay period (~\$54/month).
- \$600 annually, or \$50 per month.
- Plans to increase to \$60 in 2025 for some staff.
- Other amounts based on company-provided phones or email needs.
- \$150/month for some roles.
- \$25-\$55 per month for other essential staff roles.

Company-Issued Cell Phones

52.07% of respondents issue business cell phones to employees and **1.65%** are considering such a program.

Monthly Expense of Business Cell Phone Assumed by the Organization



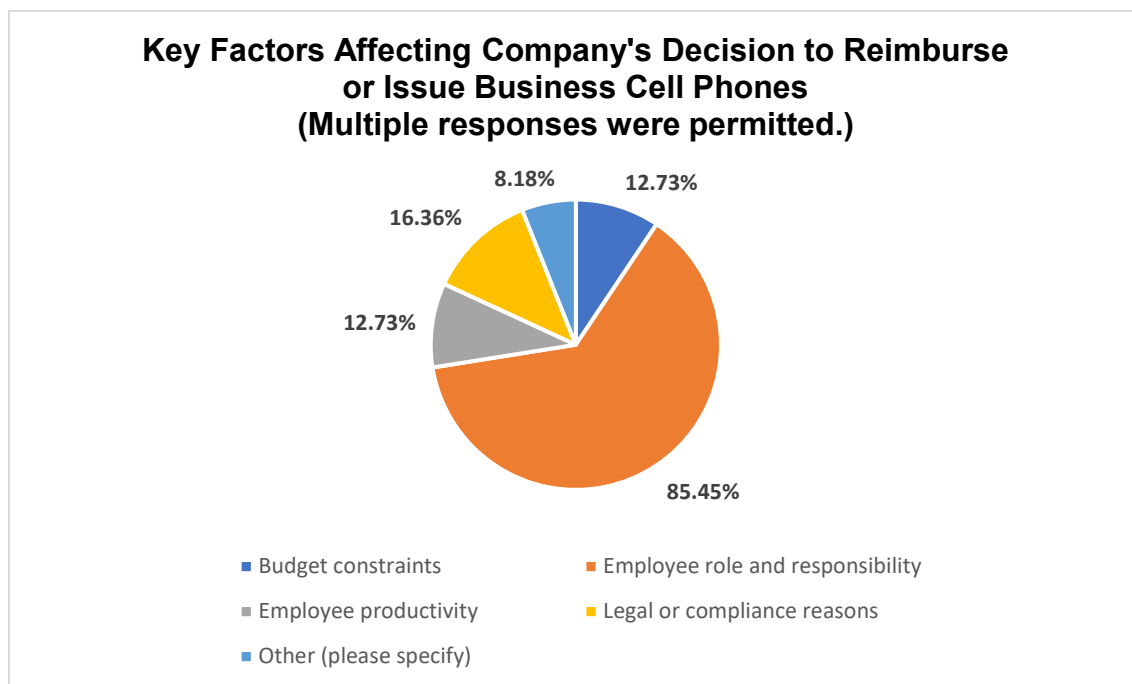
Employees Eligible for Reimbursement OR Business-Issued Cell Phone (Multiple responses were permitted.)

Employee Group	Percentage of Respondents
Executives/leadership	79.09%
Sales	53.64%
Customer Service	10.91%
IT/technical staff	31.82%
Human resources	43.64%
All employees	5.45%
Other (please specify)	54.55%

Other employees receiving cell phone reimbursement or a business-issued cell phone:

- **Drivers, Operations Staff, and Client Services:** Often receive reimbursement, especially for roles involving travel or off-hours work.
- **On-Call Employees:** Reimbursed if required to be available after hours or during emergencies.
- **Exempt Professional Services and Remote/Traveling Employees:** Eligible for reimbursement due to off-hours contact or regular travel.
- **Job Responsibility Criteria:** Must meet criteria for availability outside business hours or be away from the office 25% of the time.
- **Management/VP Decision:** VPs make the final determination on reimbursement or device issuance.

- **Field, Facility, and Maintenance Staff:** Engineers, technicians, practitioners, and clinical staff often qualify for business phones or reimbursement.
- **Non-Exempt vs. Exempt:** Exempt employees can choose reimbursement or a company phone, while non-exempt employees typically get a company phone.
- **Mental Health Counselors, Teachers, and Lead Field Employees:** Reimbursement is provided for leadership and roles involving community interaction.
- **Supervisors, Managers, and Department Heads:** Typically reimbursed, especially those with significant business needs or emergency responsibilities.
- **Caseworkers, Deputies, and Legal Staff:** Reimbursement is job-dependent, with key roles like caseworkers, emergency personnel, and legal staff eligible.
- **Traveling and Itinerant Staff:** Employees like auditors, project managers, and service technicians often qualify due to frequent travel.
- **Business Needs:** Reimbursement is based on significant contact requirements outside of regular hours or duties.



Challenges with policy implementation:

- **No Major Challenges:** Most responses indicate no significant issues with the current reimbursement or phone policies.
- **Inconsistencies:** Some challenges arise due to a lack of formal processes or inconsistent application of policies.
- **Employee Preferences:** Employees may not want to carry two phones, and some are unaware of the option to use personal phones.
- **Administrative Issues:** Challenges include managing employees leaving the company with a company phone, ensuring employees submit reimbursement reports on time, and remaining consistent.
- **Budget and Eligibility:** Ensuring proper budgeting for non-leadership teams and addressing inconsistencies in determining eligible roles for reimbursement.

- **Legal Concerns:** Compliance with HIPAA and fringe benefits regulations when using personal or company phones for business and personal use.
- **Employee Dissatisfaction:** Some employees feel undercompensated when required to use personal phones for work-related tasks without reimbursement.

Changes being considered:

- **Policy Adjustments:** Some organizations are considering eliminating cell phone reimbursements, reducing the number of company-issued phones, or shifting entirely to stipends.
- **Potential Expansion:** Others are looking to expand the benefit to more employees, particularly due to the need for business-related apps like Teams or because of new phone systems.
- **Budget Concerns:** Future plans include possibly ending reimbursement programs in the coming years, with cost reductions in mind. Some companies aim to reduce the allowance due to declining costs or budget limitations.
- **Role-Specific Issuance:** A few companies are considering moving towards issuing business cell phones only to role-specific positions, while others are moving away from reimbursement entirely.
- **No Immediate Changes:** Many organizations report no current or planned changes to their cell phone reimbursement policies.
- **Increasing Reimbursement:** Some companies plan to increase their reimbursement amounts in the future.
- **Employee Preferences:** Certain departments have requested to stop using company-issued phones in favor of personal phones, as employees do not want to carry two devices.