



**ONCHAN DISTRICT
COMMISSIONERS**

Aim:

- To regulate the issue and use of mobile telephone phones.

Mobile Telephone Policy

Policy Date: August 2021

Review Date: August 2023

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Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, which is available in the Authority's document management system, and which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
August 2021	2005	Chief Executive/Clerk	
Board Ratification:			

History or Most Recent Policy Changes – MUST BE COMPLETED		
Version:	Date:	Change:
2		Updated Approved by ODC 23/08/21

PURPOSE

This document sets out Onchan District Commissioners Policy to regulate the issue and use of mobile phones within the Authority.

SCOPE

Specifically, the following areas are covered by this policy document:

- Eligibility for allocation of a Mobile Phone;
- Mobile Handsets;
- Mobile Usage;
- User Responsibilities;
- Contract Obligations;
- Managing Mobile phone contracts.

The Authority recognises that the use of mobile telephones is an essential part of many employees' working lives and access to a mobile phone is necessary for certain roles.

The Authority recognises the advantage of mobile phones to lone workers and those working in remote areas.

POLICY

Aims:

- To allow users to benefit from modern communication technologies;
- To promote safe and acceptable mobile usage.

Objectives:

- Minimise the threat of accidental, unauthorised or inappropriate access to electronic information owned by Onchan District Commissioners;
- Provide guidelines for professional use of mobile devices, to ensure that they are used in such a manner that does not compromise Onchan District Commissioners' reputation or its employees in any way.

ONCHAN DISTRICT COMMISSIONERS REFERENCES

- Onchan District Commissioners Services' Standards
- Onchan District Commissioners Mobile Telephone Policy Document (2005)

DEFINITIONS

Onchan District Commissioners will be referred to as 'the Authority'.

ROLES

All

AUTHORITY TO VARY THE PROCEDURE

Chief Executive/Clerk

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PROCEDURE

1. Introduction

The Authority will only provide a mobile phone/device if there is an essential business need specific to the individual role.

2. Mobile Phones and Tariffs

The Authority will offer a limited range of handsets and mobile phone tariffs. The most appropriate handset and tariff combination will be determined on the business need.

Handset allocation is determined on the basis of cost effectiveness not personal choice unless there is a specific need such as a disability.

3. Mobile Phone Usage

Mobile equipment issued by the Authority has to be used primarily for work-related communications.

Use of, or subscription to, premium and/or interactive mobile services using the Authority's phone is strictly prohibited. This includes (but is not limited to) the downloading or forwarding of ring tones, videos and mobile-TV. Failure to comply with this may result in disciplinary action being taken against an employee.

The Authority does not permit the transfer of the SIM card from the supplied handset to a personal device. This may incur substantial costs for incorrect tariff usage and the Authority will seek full recompense for any additional charges incurred due to this action. The Authority would also point out that this may cause serious security breaches where 'data' based devices carry Commissioners' information.

Note: All users and their Line Managers must be aware that call usage will be monitored on a regular basis.

4. Responsibilities

Members of staff who are allocated a mobile device will be held responsible for the handset and all calls made and other charges incurred. It is therefore essential that devices must be kept secure at all times and use by anyone other than the named individual is prohibited.

The handset/SIM PIN code or other security locking system should always be used. Sensitive information (e.g. personal data, passwords, or any other data

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that could bring the Authority into disrepute should it fall into the wrong hands) should not be stored unsecured on a mobile device.

Staff should consider the impact of retrieving their email on mobile devices.

Depending on the contract, allowance is made for reasonable use as an inclusive charge. Exceptional high usage charges exceeding this limit which are not reasonably explained, may result in the user being asked to reimburse the Authority.

In making use of the Authority's mobile telephone all users are expected to act responsibly and keep costs to a minimum.

Wherever possible, staff should avoid directory enquiry numbers and premium directory enquiry services and international calls.

Mobile phones provided for employees understand that occasional personal use may be necessary, this should be kept to a minimum. Apps should not be purchased for personal use at the Authority's expense and may not be replaced or refunded if bought from personal funds and downloaded to an Authority's mobile handset.

Line Managers are responsible for ensuring that existing and new members of staff are made aware of the content of this policy and for monitoring compliance.

5. Loss/Misplacement of Mobile Device

If the Authority's mobile phone is lost it must be reported to the Line Manager as soon as possible so that the handset can be deactivated.

If the mobile phone with work emails synchronised to the device is lost then as well as reporting the loss to the Line Manager, this must be reported to IT Services so that the handset and email account can be deactivated.

If an employee loses more than two mobiles within any one-year period, depending on the circumstances, the Authority reserves the right to refuse to issue any further devices to that individual.

If the loss is due to negligence on the part of the user, then the employee may be required to purchase a replacement handset themselves.

6. Governance Requirement

Users are responsible for any fine or other penalty incurred for breach of legislation if using a mobile phone or "hands free" device whilst driving.

It is illegal to use a hand-held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text messaging or accessing the Internet. Hands-free equipment

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is also likely to distract your attention from the road. You must pull over to a safe location.

Users should also be aware that they can be prosecuted, receive a monetary fine and have points added to their driving licence. This is the responsibility of the actions of the employee, and the Authority will take no liability for such actions.

7. Leaving the Employment of the Authority

Mobile devices remain the property of the Authority at all times and must be surrendered when a member of staff leaves employment or on demand by the Chief Executive/Clerk. Failure to do so may result in the employee being charged an amount equivalent to the rental of the phone and any other charges made against the account.

The Authority may also apply an administrative charge to cover costs incurred in recovering the phone and terminating the contract.

8. Contract Obligations

The Authority expects value for money in its telephone provision and therefore employees will not be able to select specific mobile phone handsets or types and may not be given a choice, unless there is a specific business reason for a specific type of phone which must first be approved by the Chief Executive/Clerk.

Having placed an order for a mobile phone, users are entering into a contract with the service provider. The user is therefore issued with the device for a minimum period of the negotiated contract period.

Users must not under any circumstances re-allocate mobile devices to others without first seeking authorisation from the Chief Executive/Clerk. In the event that the Chief Executive/Clerk authorises the reallocation of a device to another individual, all elements of the contract including phone number will also be transferred.

If any staff member is unsure of their contract obligations they should consult their Line Manager.

The Finance Manager is responsible for:

- Reviewing the ongoing requirement/eligibility for each mobile device funded from budgets;
- Reviewing summary bills and addressing high call and data usage;
- Consulting with IT Services regarding user changes.

If a user changes role, responsibility for the contract will remain with the originating department unless:

- The Chief Executive/Clerk indicates that a mobile is required in the employee's new role;
- The Finance Department are made aware of the new cost centre for charging purposes. This should be done before the user changes role;
- If no details are supplied then the mobile will continue to be charged to the old cost centre and the cost centre will continue to carry the costs until the end of the billing period after which notification occurs.

9. Contact

Any incoming (or outgoing) telephone call is potentially the first point of contact with members of the public. The first impression given when making, and in particular when answering, a call goes a long way towards influencing the perception of the Authority's level of performance and quality of service.

When making or receiving any calls, internal or external, employees should aim to be pleasant, informative, helpful and brief and in line with the Authority's Serviced Standards detailed at Appendix 1.

10. Confidentiality

All information relating to the social housing tenants, commercial tenants, rate payers and our business operations is confidential. You must treat any electronic information with utmost care.

11. Risk Management

To ensure that the employees have a right to work in a safe environment free from aggressive or threatening behaviour.

Particular care must be taken when using email on your mobile device as a means of communication because all expressions of fact, intention and opinion may bind you and/or the Authority and can be produced in court in the same way as other kinds of written statements.

12. Exceptions to the Policy

Requests for non-standard mobile phones and contracts purchased by the Authority will only be met when there is a clear business need e.g. where specialised mobile phones are required for a specific purpose or as a reasonable adjustment for any staff member with specific requirements due to a disability.

13. Driving for Work

As part of our overall Health and Safety Policy, we are committed to reducing the risks which the staff face and create when driving or riding for work. All staff

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must play their part, especially by never making or receiving calls, sending or reading texts or emails, taking or viewing photos, going online or otherwise using a hand-held or hands-free mobile phone while driving.

Senior Managers must:

- Lead by example, both in the way they drive themselves and by not tolerating poor driving practice among colleagues; and
- Never use a mobile phone while driving.

Line Managers must ensure:

- they also lead by personal example;
- they do not expect staff to answer calls, or otherwise use a mobile phone when they are driving;
- staff understand their responsibilities not to use a hand-held or hands-free mobile phone while driving;
- staff switch phones to voicemail, or switch them off, while driving, or ask a passenger to use the phone;
- staff plan journeys to include rest stops which also provide opportunities to check messages and return calls;
- work practices do not pressurise staff to use a mobile phone while driving
- compliance with the mobile phone policy is included in team meetings and staff appraisals and periodic checks are conducted to ensure that the policy is being followed;
- they follow our monitoring, reporting and investigation procedures to help learn lessons which could help improve our future road safety performance;
- they challenge unsafe attitudes and behaviours, encourage staff to drive safely, and lead by personal example by never themselves using a phone when driving.

Staff who drive for work must:

- never use a hand-held or hands-free phone while driving;
- plan journeys so they include rest stops when messages can be checked and calls returned;
- ensure their phone is switched off and can take messages while they are driving, or allow a passenger to use the phone;
- co-operate with monitoring, reporting and investigation procedures.

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14. Compliance with this Policy

Failure to comply with any policy may result in disciplinary action being taken against you under the Authority's Disciplinary Procedures.

Please note that the procedures and policies outlined in this policy, and in any related Policy, may be reviewed or changed at any time.

15. Data Protection

Data protection is about the privacy of individuals, and is governed by the Data Protection Act 2002 and the General Data Protection Regulations.

References:

- IOM Constabulary – Motoring Offences
- The Highway Code – Isle of Man
- Road Traffic Act 1985, ss. 2 and 3
- Road Vehicles (Maintenance and Use) Regulations 2012, Regulation 68
- Royal Society for the Prevention of Accidents (“ROSPA”) – Driving for Work (Mobile Phones)

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APPENDIX 1

CUSTOMER SERVICE STANDARDS

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