



COMPANY MOBILE PHONE POLICY

Latest Revision	February 2015	Reviewer: Cost Efficiency Manager
Next Revision	February 2016	
Compliance	Privacy and Electronic Communications (EC Directive) Regulations 2003 Data Protection Acts, 1998 and 2003	
Associated Policies	Confidentiality, Privacy & Data Protection Policy Marketing - Privacy & Electronic Communications Policy Internet & IT Equipment Policy	
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1. Introduction

Options aims to make a difference to the lives of the people we support through the provision of high quality care, education and therapeutic services.

1.1 Purpose

To assist with the effective operation of all services, the company issues mobile phones to certain staff and for general operational use. The issue of such mobile phones is to facilitate staff in their roles and, as such, the company has certain expectations regarding issue and use. The aim of this policy is to clearly outline the protocols

1.2 Implementation

It is the responsibility of line managers to ensure that all relevant staff members issued with a company mobile phone are aware of and understand this policy and any subsequent revisions.

2. Issue of Company Mobile Phones

2.1 Allocation of Phones

Company mobile phones (contract and pay as you go) will be allocated to individuals after authorisation obtained via a New Mobile Proposal Form. This form is available on the Resources Portal (*Downloadable Resources > Company & General*) and should be completed as per the guidance notes on the form and submitted to Central Office for authorisation and, where agreed, purchase of the required phone. Under no circumstances should a company mobile phone be purchased without the written authorisation of a Director at Central Office.

See appendix 1 for the Mobile Phone Allocation table.

2.2 Company Mobile Phone Protocol Agreement

Every staff member issued with a company mobile phone must sign the Company Mobile Phone Protocol Agreement, with reference to the protocols contained within this policy. The Agreement can be downloaded from the Resources Portal (*Downloadable Resources > Company & General*) and should be completed upon issue of phones and returned to Administration for filing within the relevant staff member's personnel file.

2.3 Return of Phones

Any mobile phone issued to a member of staff remains the property of the company and must be returned to Central Office if the member of staff leaves or no longer requires the device.

3. Mobile Phone Usage Protocol

- When issued with a Company mobile phone, it is the user's responsibility to ensure that the device is looked after properly and is safely stored when not in use.
- The device remains the property of the Company at all times and as such the Company reserves the right to recall the item when necessary.
- Phones included under contract must only be used for the given purpose as per the Group contract. This may include text and internet usage as well as telephony depending on the device. If in any doubt, guidance should be obtained from line managers.
- Likewise, Pay As You Go company mobiles should only be used for official company business.
- Use of a Company mobile phone must be consistent with the Internet & IT Equipment Policy (*Resources Portal > Policy Framework > Company & General*).
- If issued with a device that includes camera functionality, the user must act strictly as per the Marketing - Privacy & Electronic Communications Policy (*Resources Portal > Policy Framework > Company & General*).
- Company mobile phones are not for personal use. Any such misuse may result in disciplinary action against the staff member.
- The Company receives fully itemised bills that show the date, time, call duration, cost and type of transmission. These are checked each month to ensure the device is only used for correct company purposes. Misuse of the issued device may result in disciplinary action.
- Should the device get damaged, this should be immediately notified to the relevant Administration Manager and, dependent upon circumstances, the user may be held responsible for wilful damage.
- Where it is found that the member of staff has been in any way negligent in the possession of a Company mobile phone and it has resulted in loss, theft or damage, the Company reserves the right to recoup the replacement cost of the mobile phone. The Company will only take such action where negligence can be clearly identified and will take into account any mitigating factors in determining the amount to be charged to the individual. Any proof of negligence may also invoke disciplinary action.
- Staff using a Company mobile phone should be mindful of the cost of making calls and should therefore only make calls and spend sufficient time to cover essential business needs. Extended conversations unrelated to the operation of your Centre will be treated as a breach of this protocol and an abuse of a Company resource.
- Wherever possible, the use of non-geographic (e.g. 0845, 0945) numbers should be avoided as call costs are relatively high. If a non-geographic number is regularly used, alternative numbers can often be obtained through limited internet research or identifying the 'calling from abroad' telephone number.
- Similarly, staff must not use 118 prefixed directory enquiry numbers or similar function numbers and should instead look up numbers using the internet or by contacting Administration Teams for assistance.
- Mobile phones should not be used as an internal telephone system within the building of your Centre, unless such arrangements have been agreed with the Head of Service. Staff should utilise normal and more cost efficient communication methods wherever possible.

Appendix 1 – Mobile Phone Allocation table

Who gets/needs a work phone

- Employees who need to communicate for business and emergency purposes
- Employees who need to communicate whilst on the road etc.
- Alternative communications

Level of Phone

0 – None

1 – Basic comms

2 – Smartphone

Role	Level of Phone
Chief Executive	2
Executive Directors	2
Head of Service	2
Registered Managers	2
Operations Managers	2
Deputy Registered Managers	2
House Manager	2
Flat Managers	1
Team Leaders	1
Lead Nurse	1
Care Workers	1
“Trip” phones	1
Head Teacher	2
Senior Teacher	2
Teachers	1
Training Coordinators	1
Regional Facilities Manager	2
Maintenance Team Leader	2
Maintenance Staff	1
Domestic Staff	1
Outreach Managers	2
Agency Managers and Social Workers	2
Clinical Lead	2
Consultant Clinical Psychologist	2
Clinical Team Members – split sites	2
Co-ordinators	1
Psychologists	1
Assistant Psychologists	1
Administration Managers	2
Administration Staff	0
Administration Staff Referrals	2
Head of HR	2
Training Manager	2
HR Advisor	2
Health and Safety Manager	2
Head of Autism Practice	2
Quality Manager	2
Executive Assistant	2
Cost Efficiency Manager	1
IT Manager	2
Marketing Manager	2
Business Development Manager	2