

Mobile Phone Policy (Personal and Company)

This policy sets out the company's rules on mobile phone use, including personal and company mobile phones.

PERSONAL MOBILE PHONES

Personal telephone calls, both incoming and outgoing, are only allowed in the case of emergency. Permission to make outgoing personal calls should be sought from your Managing Director/Office Manager. Personal mobile phones should be used at the bare minimum during work hours unless you are on break/lunch.

COMPANY MOBILE PHONES

The following policy applies to all employees of the Company who are issued with a Company mobile phone. The following guidelines should be adhered to:

- 1) Company mobile phones are provided to you in order for you to fulfil your duties professionally and efficiently. The mobile phone provided does not belong to you. It is to be used strictly for business purposes, only except in the case of an emergency. Text messages should not be sent from your Company phone unless they are work related.
- 2) Internet (where applicable) should not be accessed at any time. We reserve the right to monitor internet use on a Company mobile phone to ensure compliance with our policy and any personal use will be recharged back to you. Company policy in relation to inappropriate internet use (contained within the E-mail and Internet Policy in the Employee Handbook) applies to internet use on Company mobile phones and you should make yourself aware of its provisions.
- 3) The Company reserves the right to monitor all use of Company mobile phones, and all communication made using any means including text message, email or any application added to the phone. Therefore, communicating in this way via a Company mobile phone is done in the knowledge that those communications may be read by those in the Company responsible for monitoring mobile phone use. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.
- 4) Software must not be added to Company mobile phones without express prior authorisation from your Managing Director/Office Manager.
- 5) For security and privacy reasons, it is strictly prohibited to download, access, or install any apps to Company mobile phones, including but not limited to TikTok, Snapchat, Facebook, Netflix, YouTube without express prior authorisation from your Managing Director/Office Manager.
- 6) Under no circumstances should a Company mobile phone be taken on holiday or abroad.
- 7) When using a Company phone, you are an ambassador of the Company therefore you should deal with all calls courteously and professionally.
- 8) If you are issued with a Company mobile phone you are responsible for its safe-keeping, ensuring that its batteries are fully charged and that it is switched on at all times when on duty. However, there are some circumstances where it may be necessary to set the phone to silent or divert to voicemail – for example when attending a meeting.
- 9) When you are on annual leave, you should change your voicemail to reflect this; clearly stating who clients or service users can contact for assistance in your absence.
- 10) It is illegal to hold and use a mobile phone, sat nav, tablet or any device that can send and receive data whilst driving.
- 11) It is our Company policy that you should not hold and use a mobile phone, sat nav, tablet or any device that can send and receive data whilst driving. You should ensure you are safely parked, and you have turned off the engine before making or receiving any telephone calls. In the event of you being unable to answer a call because you cannot find a safe place to stop, you must return the call as soon as conveniently possible after you have safely parked and turned off the engine.

- 12) You can use a device held in your hand in the following circumstances only:
 - you need to call 999 or 112 in an emergency, and it is unsafe or impractical to stop.
 - you are safely parked.
 - you are making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant.
 - you are using the device to park the vehicle remotely.
- 13) You can use devices with hands-free access, such as a built-in sat nav, provided you do not hold the device at any time during usage.
- 14) If you lose or have your Company mobile phone stolen, you must report this immediately to head office so the SIM card can be cancelled so no unauthorised user can make calls. You must also report it immediately to the local police station and obtain a crime reference number.
- 15) On termination of employment, your Company mobile phone and accessories should be handed in to your Managing Director/Office Manager on your last date of employment.