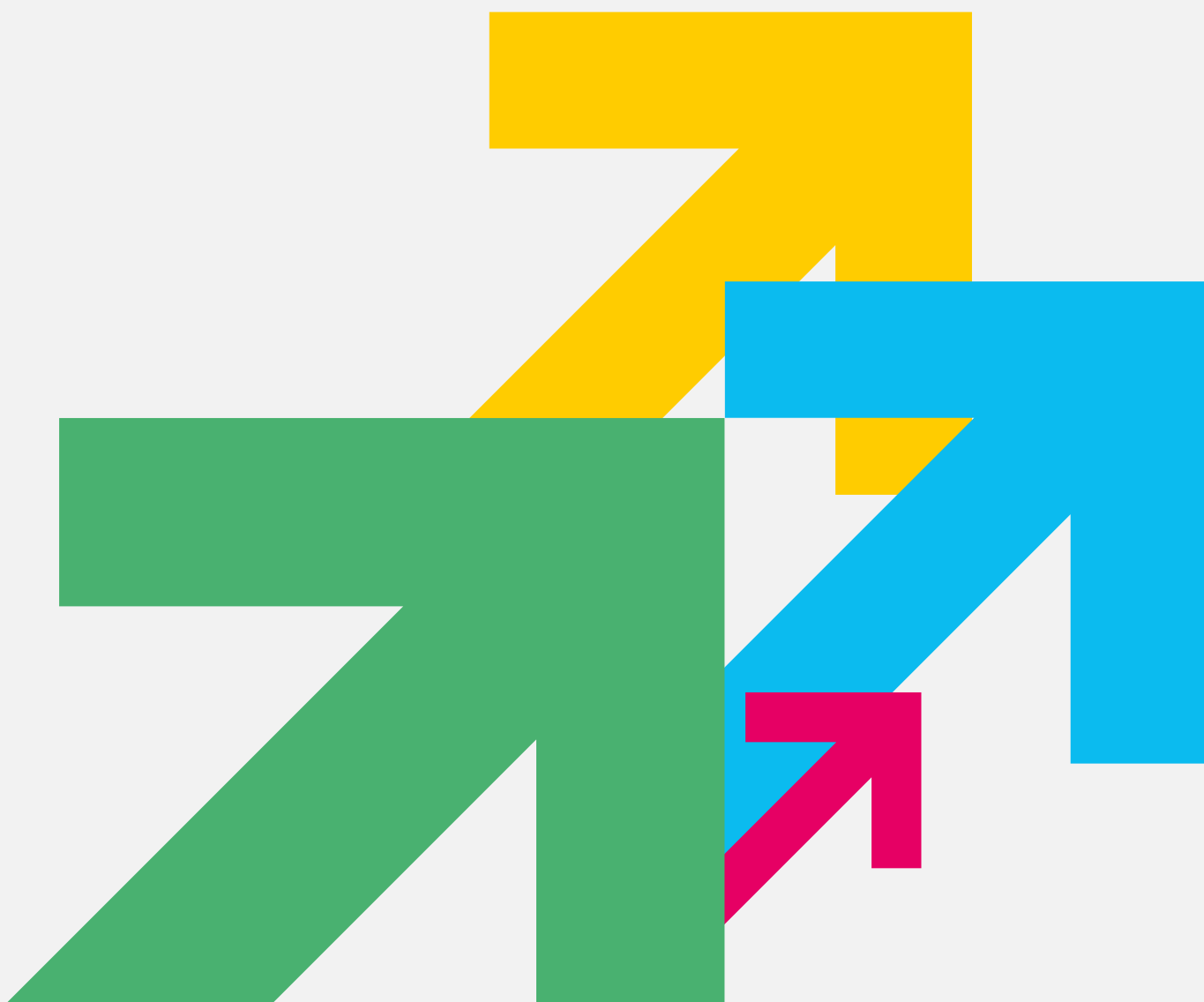


Mobile Phone Policy

July 2023

RAD Volo



MOBILE PHONE POLICY

1 Introduction

1.1 Purpose

This document sets out the South Thames Colleges Group (STCG) policy to regulate the issue and use of mobile phones and wireless devices within the organisation. Specifically, the following areas are covered by this policy document:

- Eligibility for allocation of an STCG mobile phone.
- Mobile handsets.
- Mobile usage.
- User responsibilities.
- Contract obligations.
- Managing mobile phone contracts.

There is a benefit to the STCG that the GLT/CMT and their direct reports can be contacted at all times during their working hours, and in some cases, outside of these hours. These members of staff are entitled to the use of a mobile telephone provided by the Group. Should a member of staff not wish to accept this entitlement, they should ensure that alternative arrangements are in place to enable them to be contacted in a timely way during working hours and any other periods that it is agreed they should be contactable.

The Group may need to contact other staff outside of this group and need them to possess a mobile telephone for the following reasons:

- There is an identifiable and assessed risk (financially/strategically/operationally) to the STCG if an individual cannot be contacted.
- There is an identifiable and assessed risk to the individual if they are unable to contact STCG.
- An individual is required to be “on call” as part of their job role.

Where the Group has provided a mobile phone to an individual, the number of that phone will be automatically populated in that person’s email signature along with their direct dial landline number by default.

1.2 Legislative context

All employees applying for or using a mobile phone for business use must comply with the requirements of all relevant and applicable legislation. This includes, but is not limited to, general duties imposed on STCG as a public authority.

Key policies that must be considered alongside this policy, include the e-Safety Policy and the Information Security Policy.

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2 Policy

2.1 Principles

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

Applications for a mobile phone must be made by completing the Mobile Phone Application Form at the end of this policy. Upon receipt of an application, IT Services will seek confirmation of authorisation to purchase from the relevant SLT Member.

Applications that are not approved by the relevant SLT Member will not be processed.

2.2 Mobile Handsets

The Group will offer a limited range of handsets made either by Apple (iOS) or Samsung (Android) via a set of preferred suppliers. We can only offer these manufacturers as others do not currently meet the security requirements of Cyber Essentials over the expected lifetime of the handset.

These handsets will be centrally managed by an ITS maintained mobile device management (MDM) solution. The handset model is determined based on cost effectiveness at the time and not personal choice. The cost of the Handset and subsequent replacement Handsets will be met by the requesting department. The monthly cost of the SIM and Voice/Data Plan will be met by IT Services.

The Group will supply the relevant Handset, together with a charger and ear-piece/microphone.

2.3 Mobile Usage

Mobile equipment issued by the Group has to be used primarily for work-related communications. Inland Revenue guidance does permit an employee that has been issued with a business mobile to make private calls, but only when private use is 'not significant'.

- STCG will pay the network line charges for all mobiles.
- STCG will pay for all standard UK calls/texts/Data.
- Users will pay for all premium rate call charges.
- Users may have to pay for calls/texts/Data outside of the UK, that are not related to organisational business/not approved by their Manager.
- Users may have to pay for international calls that do not relate to organisational business/not approved by their Manager.

N.B. "**Users will pay for**" = the individual will pay with their personal funds.

Use of, or subscription to, premium and/or interactive mobile services using a Group 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.

SIM Swapping – The Group does not permit the transfer of the Group owned SIM card from the supplied handset to a personal device.

Note: All users and their line managers must be aware that call usage will be monitored.

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2.4 User Responsibilities

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

The handset/SIM PIN code or other security locking system will be enforced on the device.

Handsets that are lost or stolen must be reported immediately to IT Services so that the handset can be deactivated.

If an employee loses more than two mobiles within any one-year period, then the Group reserves the right to refuse to issue any further devices to that individual and may well charge the said individual to have that handset replaced.

Mobile devices remain the property of the Group at all times and must be surrendered when a member of staff leaves employment or on demand by their Manager, HR or IT Services.

2.5 Contract Obligations

Having placed an order for a new mobile phone, users are entering into a two-year contract with the preferred service provider. The user is therefore issued with the device for a minimum period of two years. The device is available to the user as long as they remain with the Group and their role requires them to be available for contact outside of the office.

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

2.6 Managing Mobile Phone Contracts

The Group is responsible for;

- Paying the network line charges for all mobiles, via the central IT Services budget.
- The local budget holder's cost centre is responsible for the supply/replacement of the handset.

The local budget holder is responsible for;

- Reviewing the ongoing requirement/eligibility for each mobile device funded from their budget.
- Consulting IT Services regarding user changes.
- If a user changes role, responsibility for the contract will remain with the originating department unless:
 - The user's new Manager indicates that a mobile is required in their new role, and a transfer is agreed between the relevant SLT Members.
 - IT Services are made aware of the new cost centre for reporting purposes. This should be done before the user changes role.

If no details are supplied, then the mobile will continue to be reported against the old cost centre.

3. Executive Guidance

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3.1 Responsibility

Executive Board members have ultimate responsibility and accountability for ensuring that;

- The Mobile Phone Policy is applied to all mobile phones supplied to staff within their area.

3.2 Replacement Handsets

Requests for a replacement handset outside of the handset's standard warranty period is at the cost of the relevant budget holder. (Please use the form at the end of this document).

3.3 Exceptions to this Policy

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

4. Document Control

Document Control	
Date:	15 August 2023
Author:	Roberto Volo (Director of IT Services).
Version:	11.0
Change Control:	Document update
Distribution:	Maff Sundararajah (Head of IT Operations)

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NEW MOBILE PHONE APPLICATION FORM

To: SLT Member: – *Relevant Area*

From:

Date:

New Mobile telephone requested for:

There is an identifiable and assessed risk (financially/strategically/operationally) to the Group, if this individual cannot be contacted

There is an identifiable and assessed risk to this individual if they are unable to contact the Group

This individual is required to be “on call” as part of their job role

Please attach any other supporting documents for this application i.e. Risk Assessment, Disaster Recovery Procedures etc.

All costs incurred to be debited to budget code	
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Accepted	
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Rejected	
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Date.....

SLT Signature.....