BOLSOVER DISTRICT COUNCIL

Mobile Phones Policy

January 2012

This Policy addresses the following Corporate Aims:

The District of Bolsover Equalities Statement

The District of Bolsover is committed to equalities as an employer and in all the services provided to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with the Equality Strategy.

The Council also has due regard to eliminate racial discrimination and to proactively promote equality of opportunity and good relations between persons of different racial groups when performing its functions.

This document is available in large print and other formats from any of the Council Offices or by contacting the Chief Executives Directorate on 01246 242323. Please bear in mind we will need a few days to arrange this facility.

If you need help to read this document please do not hesitate to contact us.

Our Equality and Diversity Officer can be contacted via **Email** or by telephoning 01246 242407.

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CONTROL SHEET

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CONTENTS

1

Introduction

The use of mobile equipment has become an increasing part of many employees and Members jobs. The use of Mobile Phones Policy has been produced to provide guidance for the safe use of equipment, to provide regulation for the financial costs of devices and to ensure that employees and members are aware of their responsibilities when using the equipment.

This policy has been updated as Smartphone technology becomes more popular for users to do mobile working, and to take into account various smartphone Operating Systems.

2 Scope of the Policy

This Policy applies to all employees and elected members of the Council who use mobile telecommunication equipment. This covers mobile phones, handheld "personal digital assistants" (PDA's) smartphones, and any similar devices. For the purpose of this policy, these will hereto be referred to as "mobiles".

3 Principles of the Policy

The principles of this policy contribute directly to the following Corporate Aims:

Corporate Plan

Social Inclusion – promoting fairness, equality and lifelong learning

Strategic Organisational Development – continually improving our organisation

People Strategy

"To develop a flexible and high performing workforce by creating a culture which inspires, empowers and supports all the Council's employees."

4 Policy Statement

Misuse of mobile phones may be treated as a disciplinary offence.

4.1 Equipment Request

The Authority will provide mobile telephones for business use. Written requests should be made by the respective Assistant Director/Head of Service to the IT Strategy Group (via the CEO's Secretary) making a business case.

A business case is required for the ordering of any phones.

The Assistant Director/Head of Service or nominee will be required to attend the IT Strategy Group to answer any questions and justify the business case. The "type" of Mobile device ordered will depend on the anticipated usage and based on the following guidelines:

- If the phone is to be used "sparingly" e.g. for 10 minutes or less outgoing calls per month, then a Pay As You Go phone will be issued.
- If anticipated usage is more than this, a Contract phone will be issued.
- If 'Mobile Working' is required, a smartphone will be issued.
- Anticipated usage information should be provided to the IT Strategy Group.

Normally, the phones will be connected to a tariff that is 3 years long, £3 per month and includes Orange Care. If a smartphone has been identified for the user, a data package called "Orange World 500" will be added for an additional £4.25 per month. Staff using phones for the "Mobile Working Project" (for example Responsive Repairs", will also have the Bolsover MVPN added so that the phones are able to communicate with servers needed for repairs.[1]

All mobile equipment must be purchased through ICT and will be ordered in line with the current Mobile contract. ICT will take account of the recommendations of the Health and Safety Officer, with regard to purchasing mobile devices with reasonable modifications for less abled users, such as large keys etc.

All mobiles will be connected to the Orange network unless a specific case is identified where the mobile needs to be connect to Vodafone.

4.2 Responsibility for Equipment

Each mobile phone will have a named custodian (usually a single user, but in the case of team phones one person should be nominated as the custodian) who will be accountable for the physical asset (but not the calls made on the phone). Their name will be entered on the database of mobile users maintained jointly by ICT and Finance.

It is the users responsibility for the backing up of any contacts on the phone incase the phone is lost, stolen or damaged. In the case of a smartphone, it is advisable for the

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[1] Prices correct at time of writing

user to have all the contacts as "Outlook Contacts" so they can be easily synchronised to a replacement phone if this happens.

The Assistant Director/Head of Service will be responsible for the safekeeping of the telephone should the individual user return this for any reason. Examples of this could be the user going on long-term sickness, maternity leave or if the user leaves the Authority. The name of the person responsible must be notified to ICT.

Assistant Directors/Heads of Service have overall responsibility for ensuring the safe custody and appropriate usage, of mobile phones in their Department, in accordance with this policy. Similarly, they should periodically review usage to determine whether the mobile is on the correct tariff i.e. Contract or PAYG.

Any change of circumstances should be reported immediately to the ICT Service Desk by e-Mail e.g. a change in role, which may mean that a mobile is no longer required.

Loss or theft of a mobile phone must be reported to the ICT Service Desk immediately to allow the barring of the number and the cessation of service.

Mobiles should not be left in vehicles when unattended.

Mobiles can be recalled at any time by ICT for audit purposes and if a mobile is requested it needs to be returned to ICT within 5 working days.

4.2.1 Orange Care

All of the contract phones purchased via Orange are subject to Orange Care. This means that the phone is covered in the event of it being lost, stolen or accidentally damaged. Orange do reserve the right to not swap an accidentally damaged phone if it has been previously replaced due to accidental damage.
For Orange Care to be valid, the following rules need to be strictly adhered to:
- Under NO circumstances should users swap SIM cards in phones. Orange Care works by linking the SIM card number to the phone IMEI number, and if this is different to the Orange database, Orange Care is no longer valid and any damaged to be repaired will be at a cost to the council.
- Any damage or lost phones needs to be reported to IT as soon as possible, and within 24 hours
- If the phone is lost or stolen, contact ICT immediately so a bar can be placed on the number to prevent malicious calls
- A phone can only be replaced under Orange Care when stolen with a valid Crime Incident Number
- All details of any damage or how the phone was lost need to be reported
  - What time it occurred
  - Where it occurred
  - How it occurred

4.3 Use of Equipment

4.3.1 Calls

To minimise cost the use of any mobile phone should be kept to the minimum and landlines used where possible.

With the standard Orange contract that is used, calls to other work Orange mobiles are inclusive. It is therefore advised that the work mobile is used when calling another work mobile instead of a landline. In other instances, to minimise call costs, landlines should be used where possible. See appendix 7.1 Best Call Practises on page 29 for a breakdown of best call practises.

4.3.2 Text and Picture Messages

In particular, use of SMS and MMS (picture messages) should be kept to a minimum as unlike domestic tariffs, there is no 'inclusive' text messages, **so all messages are chargeable.**

Therefore, text messages should **ONLY** be sent when the ability to call someone isn't an option.

Under NO circumstances should joke or 'chain' messages be forwarded from the phone. This will constitute a breech of the policy as is the equivalent to sending out spam messages via email.

4.3.3 Personal Use

Personal use of all telephones (mobiles and landlines) is restricted. Council owned equipment is provided for employees for business purposes to enable them to carry out their day-to-day duties. Telephones are not provided for social use.
However, it is recognised, that on occasions it is necessary for employees to make emergency/short personal calls during normal office hours. These calls must be confined, wherever possible, to non working time, i.e. break times/out of office hours.

4.3.4 Smartphones and 'Apps'

Under no circumstances may 'Apps' be downloaded onto the phone. These can pose serious security risks to Authority data and any users found to have downloaded any apps will be treated as a disciplinary offence.

Employees and elected members who use PDA's and mobile phones for the purpose of sending e-mails and browsing the internet will be governed by the same standards as the Corporate IT Security Policy and Internet and Email policies, copies of which can be found at:
http://intranet/intranet/images/pdfs/Policies/it_security_policy_2009.pdf

And

http://intranet/intranet/images/pdfs/Policies/email_internet_use_policy_2009.pdf

4.3.5 Camera Phones

Use of mobile devices with camera and video capabilities should be limited to business purposes only.

4.3.6 Web Browsing

Web browsing from a mobile phone is prohibited.

4.3.7 Wireless and Bluetooth (and any other wireless technology)

Smartphones, or any mobile with any 'wireless' capability should not be connected to any unsecured WIFI networks. The phone may only be connected to wireless networks approved by ICT.

The phone may only transfer information via Bluetooth to other devices approved by ICT.

Any wireless options should be disabled when not in use. Having wireless controls, such as WIFI and Bluetooth, active all the time not only poses a security risk but also has a major impact on battery life.

4.3.8 Premium and Foreign Numbers

Calls to premium and foreign numbers are prohibited unless expressly agreed by the users Line Manager/Head of Service/Assistant Director by way of email to the ICT Service Desk.

4.3.9 Use of Mobiles Abroad

The use of mobiles abroad needs to be expressly agreed by the users Line Manager/Head of Service/Assistant Director by way of email to the ICT Service Desk.

Unlike calls in the UK, all calls are chargeable when 'roaming' abroad, including Voice Mail whilst abroad. Outgoing calls are charged at a higher rate, and the user is also charged for *receiving* calls abroad.

Smartphones can be used abroad but it is **strongly** recommended that the 'data' is turned off. The cost of data abroad can be extremely expensive.

4.3.10 Phone Code

All users with a smartphone that is configured to get business emails requires the use of a phone PIN code. This is configured when the phone is initially set up and requires the user to enter a code to use the phone after it has been locked. This is to protect the phone from unauthorized access to business emails.

If the user inputs the code incorrectly 5 times, the phone is wiped back to factory settings and will need returning to ICT to be reconfigured. All contacts saved to the phone, messages, photos saved onto the phone etc are deleted and they are unable to be recovered. It is the users responsibility to remember the code and it shouldn't be disclosed with anyone.

4.3.11 SIM PIN

Some phones in the Authority have a PIN set up on the SIM card (this is different to the phone PIN above). If this code is entered incorrectly 3 times, the SIM locks and the phone asks for a 'PUK' code. This is supplied by Orange so the user will need to contact ICT as soon as possible so the SIM can be unlocked. Do not attempt to guess the PUK code as if this is entered incorrectly too many times, the SIM is permanently barred and a new one will be required at a cost to the Authority.

4.3.12 Orange and T-Mobile (Everything Everywhere)

Orange and T-Mobile have teamed up to create Everything Everywhere. Users may see on the mobile that either Orange or T-Mobile is displayed. This is normal and no extra charges are incurred for this.

4.4 Financial Responsibility

The business costs of mobile phone provision and use will be met from Department Budgets.

Following receipt of the itemised bill from Finance for Contract mobiles, all personal calls and SMS must be annotated by the user to indicate which items were private. Itemised bills must then be passed to the user's authorising signatory for checking and authorisation. These should be returned to Financial Services within the timescale specified on the Mobile Phone Declaration Form.

4.5 Safe Use of Equipment

The use of hand-held or hands-free mobile phones whilst driving at work is strictly prohibited.

The following guidelines should be used:

- Use voicemail or "call divert" to collect messages. Turn the phone off or over to silent mode so that incoming messages do not distract you.

- Find a safe place to park in order to make a call or check for messages.

- In an emergency on a motorway it is best to use the roadside emergency telephone if possible rather than your mobile because the emergency services will then know your exact location.

5 Responsibility for Implementing the Policy

As the department who allocates the equipment, ICT should refer all new Mobile Device users to the policy. The ongoing responsibility for upholding and monitoring this is with the respective Departmental Managers.

The responsibilities and key actions of Departmental/Line Managers are:

- To confirm that the employee has read the policy and has agreed to the contents therein
- To monitor quarterly expenditure and challenge inconsistencies through the invoices provided by the Finance department
- To take responsibility for equipment when the employee leaves service and inform the ICT Service Desk so that details can be changed with the mobile Network provider
- To periodically review usage of the equipment to ensure that the Authority is receiving value for money.
- Ensure that employees who may have difficulty with understanding a written policy or do not have English as their first language, receive this information in a different format suitable for their needs.

6 Glossary of Terms

TERM	DESCRIPTION
App	An application that is downloaded from a market place on the phone – almost equivalent to software on a PC. May include applications or games.
Bluetooth	A wireless technology used to transfer information from one device to another
Data	A contract add on which allows users to retrieve emails on the mobile phone
Market Place	An application built into the phone which allows the download of apps to the phone
MMS	Multimedia Messaging Service. A form of messaging to send pictures and other multimedia to other phones.
Mobile Equipment	Mobile phones, PDAs, Smartphones and any other equipment that allows electronic communication of data and voice
MVPN	A link between Orange's network and the Bolsover network to allow the use of mobile working for responsive repairs.
PAYG	Pay as you go phone (*aka* pay as you talk)
PDA	Personal digital assistant, an electronic device which can include some of the functionality of a computer, a mobile phone and a camera
PUK	Personal Unlocking Key. This locks the SIM card if the SIM pin is entered incorrectly 3 times.
Roaming	Term used when a mobile is connected to a different network other than its home network. Commonly happens whilst aboard.
RoSPA	Royal society for the prevention of accidents
SIM	Subscriber identity module – a chip in the phone that stores the phone number
Smartphone	A mobile with advanced capabilities that allow the user to receive work emails. The use of a smartphone requires a data package.
SMS	Short message service - a form of text messaging on mobile phones
Wireless / WIFI	A wireless technology which allows the mobile device to connect to an internet connection

7   Appendix

7.1   Best Call Practises

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          ┌─────────────────────────────────────────────┐
          │  I am at either Sherwood Lodge or the       │
          │  Riverside Depot wanting to ring someone    │
          │  at the opposite site.                      │
          └─────────────────────────────────────────────┘
                             │
                             ▼
                      ╱─────────────╲
         No ─────────┤  Do I have an │
                      │ Orange mobile?│
                      ╲─────────────╱
                             │
                            Yes
                             │
                             ▼
                      ╱──────────────────╲
         No ─────────┤  Does the person I │
                      │  am ringing have an│
                      │   Orange mobile?   │
                      ╲──────────────────╱
                             │
                            Yes
                             │
                             ▼
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Ring them via landline

Ring them via mobile

I have a Orange mobile and want to ring another employee

Am I at the same site as the person I am ringing? (e.g. we are both at Sherwood Lodge)

Yes

No

Ring using desk phone via extension number

No

Does the person I am ringing have an Orange mobile?

Yes

Ring via mobile phone