



Mobile Phone Policy

Policy Title:	Mobile Phone Policy
Risk Priority:	Low
Policy Author:	Kenny Stocks
Date of Approval:	4 th April 2017
Date for Next Scheduled Review:	April 2020
Review Body:	Board
Equality Impact Assessment Complete:	NO
Policy Published on Web:	NO
Scottish Social Housing Charter Standard	N/A
Scottish Housing Regulator Standard:	5.4
Scottish Housing Regulator Guidance:	N/A

1. INTRODUCTION

- 1.1 The aim of this policy is to confirm mobile phone procurement and distribution and to provide employees with advice and guidance regarding the appropriate use of mobile phones supplied by Ardenglen Housing Association.

2. CLASSES OF USER

2.1 Essential Status

The Chief Executive and Head of Housing Service are automatically entitled to a mobile phone.

2.2 Designated Status

Designated user status will be applied to posts to which meet the following criteria:

- Where the requirement to use a mobile phone to conduct Ardenglen business is essential (this will include health and safety requirements for lone working or visiting customers)
- Where the Chief Executive recommends and justifies that a post should be classed as meriting a mobile phone.

It should be made clear to the designated user that the allocation of a mobile phone is under constant review. Should the situation change with regard to the designated user status of the post, then the mobile phone will be recalled. The allocation of a mobile phone is attached to the designated user status and not to the individual: it does not form part of the individual's terms and conditions.

2.3 Casual Users

Other employees may be authorised on an ad hoc basis by the senior manager to use a company mobile phone on Ardenglen business. A mobile phone will be held by the Association to be allocated on a day-to-day basis.

3. STANDBY ALLOWANCES AND EMERGENCIES

- 3.1 No stand by allowances will be paid to mobile phone users.
- 3.2 With the exception of the Chief Executive and Head of Housing Services, users are not expected to be contactable on business mobile phones out with working hours.
- 3.3 The Chief Executive is the designated out of hours contact for the Association's emergency procedures, Glasgow Housing Association emergencies, Glasgow City Council Homeless Persons Unit, Glasgow City

Council Emergency Planning Unit and the Associations intruder alarm system. The Head of Housing Services will deputise.

- 3.4 To avoid the Chief Executive and Head of Housing Services requiring carrying two phones, appropriate procedures will be agreed between them and the Board to allow private and personal use on the same phone.
- 3.5 The Chief Executive will co-ordinate the appropriate response to all emergency situations through the Associations emergency plan.

4. PROCUREMENT OF MOBILE PHONES

- 4.1 For Inland Revenue requirements, mobile phones must be purchased under a contract basis. Pay As You Go or other “top up schemes” are not permitted.
- 4.2 Due to mobile phone reception difficulties in the Castlemilk area, the Association currently require to designate EE as the preferred contract supplier. This will be regularly reviewed
- 4.3 The Chief Executive and Business Support Officer will be responsible for negotiating an appropriate contract arrangement. Given the risk and complexity of such contracts an appropriate consultant will be engaged to assist in this process.

5. TAXABLE BENEFIT

- 5.1 Providing the Association contracts for and pays direct for the phone, line rental and calls, there is no taxable benefit on the employee. This includes private and business calls.

6. USE OF MOBILE PHONES

- 6.1 Mobile phones are provided by the Association for times when designated users are out of the office. Calls made on an Ardenglen mobile phone should be kept to minimum.
- 6.2 When on the Association’s premises, staff are expected to use a desk phone for outgoing calls. The exception is for mobile to mobile calls within Ardenglen’s contract.
- 6.3 Mobile phones are provided by the Association for business purposes only. Personal use of mobile phones is permitted within reason; however, mobile phone charges will be monitored on a regular basis. The Chief Executive and Head of Housing Services have alternative procedures for personnel use.
- 6.4 Where a user is considered to be making excessive personal use of a mobile phone, this will be reported to the relevant manager who will arrange for the matter to be investigated. If it is found any employee is using the mobile phone irresponsibly they will be requested to reimburse the Association.

6.5 Due to the high cost of electronic image transfer, business photo images should only be downloaded to an appropriate computer.

6.6 Short Messaging Services (SMS) and Wireless Access Protocol (WAP) remain an expensive form of communication and should be restricted to essential use only.

7. USE OF MOBILE PHONES WHEN DRIVING

7.1 On 1st December 2003 legislation was introduced regarding the use of mobile phones whilst driving. For the benefit of doubt, employees must **never** use a hand-held mobile phone for voice conversation, text messaging or any other purpose whilst driving.

7.2 To avoid this situation, it is **strongly suggested** that the mobile phone is turned off prior to beginning a car journey.

8. MANAGEMENT OF MOBILE PHONES

8.1 The Association will maintain a register of all mobile phones being paid for by the Association.

8.2 This register must record the phone number, type of phone, network, PIN Number, date of issue and the name, position and signature of the employee to whom the phone has been issued. Returned phones should be similarly signed off.

8.3 A bar on international calls will be enforced with all company mobile phones. Where a designated user requires this function for Ardenglen business, a request should be made to the Business Support Officer. Should it be agreed this is warranted the service provider will be informed.

9. ANNUAL LEAVE AND SICKNESS

9.1 While on annual or sick leave, mobile phones may only be used where absolutely necessary with regard to Ardenglen business or in extenuating circumstances.

10. LOST OR BROKEN PHONES

10.1 The Association expects all employees who have been allocated mobile phones to take the utmost care and responsibility for them.

10.2 If a phone is lost it should be reported to the Business Support Officer as soon as it is noticed missing.

10.3 Depending on the circumstances in which the phone was lost, the Association will be responsible for replacing the phone unless carelessness on the part of the employee can be shown as the cause of the loss. In such a case the employee may be required to contribute to the replacement cost.

10.4 If the phone is faulty or broken, then the Business Support Officer should be notified as soon as possible so a replacement phone may be supplied.

10. CHANGE IN USER STATUS

10.1 The Association maintains the right to review user status at any time and to recall any and all mobile phones.

11. TERMINATION OF EMPLOYMENT

11.1 On termination of employment, the employee must return the phone to the Association. Any battery chargers or other accessories supplied by the company for use with the mobile phone must also be returned.

12. TRAINING

12.1 The Association through its Internal Management Plan is committed to training and developing staff and committee members to their full potential in order to deliver a high quality of service in all areas of its business.

12.2 The employee induction programme includes an overview of this policy.

13. EQUALITIES AND DIVERSITY

13.1 This policy will be implemented in line with our Equality and Diversity Policy and is subject to an Equality Impact Assessment to assess the likely or actual effects of the policy to our customers in respect of their disability, age, gender, race, religion/belief, sexual orientation or gender identity to ensure equal and fair access for all.

14. MONITORING AND REPORTING

14.1 The Association will use appeals, complaints, comments or suggestions from users of this policy to monitor its effectiveness. These will also be used to prompt a review of the policy where necessary.

15. REVIEW

15.1 This Policy will be approved by the Board. It will be reviewed every three years unless amendment is prompted by a change in legislation, or monitoring and reporting reveals that a change in Policy is required sooner.

16. DISTRIBUTION

16.1 This policy will be made available to every employee and committee member and will be made freely available to any tenant or interested party.

17. LEGAL FRAMEWORK

- Health and Safety Legislation

- Equalities Act 2010
- Inland Revenue PAYE

18. RELATED POLICIES

- Entitlements, Payments and Benefits Policy

--- END OF POLICY ---

MOBILE PHONE POLICY
ACCEPTANCE STATEMENT

I confirm that I have received a copy of the above Policy. I have also had the opportunity to read the contents in full and received any clarification as necessary from my manager.

I confirm I fully understand the contents and understand I will be notified of any amendments which may occur in the future.

SIGNED:.....

NAME:

DATE:.....