



## **BUSINESS MOBILE PHONE POLICY**

### **1. Introduction**

- 1.1 This policy applies to mobile telephones provided by Nottingham City Council (NCC) and covers all NCC colleagues who are issued with a mobile phone for business use.
- 1.2 NCC has in place authority wide arrangements for non-PAYG mobile telephony. The main supplier is currently T-Mobile, but this policy will apply regardless of the supplier.

### **2. Allocation and use of Nottingham City Council Mobile Phones**

- 2.1 If a mobile phone is required for business use, line managers should be approached in the first instance. The request will be subject to a valid business case being made and subsequent departmental authorisation.
- 2.2 Managers are responsible for keeping appropriate records to ensure equipment is managed and maintained and that personal use is properly accounted for and monitored.
- 2.3 NCC mobile phones (work mobiles) may be used for personal calls, within the limitations of the payment plan selected by the employee. The cost of the payment plan will be deducted from the colleague's salary on a monthly basis. A standard agreement is available for this purpose and will be retained on the personal file.
- 2.4 The primary reason for being given a work mobile phone is for business purposes; therefore, using the phone for personal calls should not interfere with daily business and where ever possible be made outside of working hours.
- 2.5 Pooled mobile phones must not be used for personal calls due to the administrative difficulty in identifying users.
- 2.6 Calls to premium rate numbers and overseas are not permitted, unless there is a real business need and authorisation has been provided by the relevant Head of Service.
- 2.7 The safeguarding of work mobile telephones is the colleague's responsibility. Work mobile phones must not be left in a visible place such as an unattended car. The use of a personal identification number (PIN) is recommended for added security. Loss of or damage to a work mobile telephone should be reported to your line manager immediately.
- 2.8 When driving, colleagues are expected to comply with the Road Vehicles (Construction and Use) (Amendment) (No4) Regulations 2003, which prohibits the use of handheld mobile devices at all times when driving.
- 2.9 Colleagues must be considerate with the use of their work mobile telephone; turn it off when its use could be distracting (for example during meetings and

training) and observe any restrictions imposed by other organisations on the use of mobile phones, including requests to turn them off.

- 2.10 The allocation and use of all council mobile phones will be subject to continuous review and periodic monitoring.

### 3. Payment for Personal Calls

- 3.1 It is fair and reasonable that colleagues pay for personal calls made from their work mobile telephones. When issued with a mobile phone the colleague must self-select a payment plan that best suits their expected personal usage for the forthcoming year.
- 3.2 Rates will be reviewed at least annually and will take into account any changes in the supplier tariffs prevailing at the time.
- 3.3 Wherever possible colleagues will receive, in electronic format, their monthly invoices for checking. Where the colleague does not have access to a computer, this will be facilitated through their manager. A random audit of all mobile phone users will be conducted at least annually. Colleagues found to be exceeding their payment plan will be asked to pay the additional costs in line with the conditions outlined in their signed payment plan agreement.
- 3.4 Colleagues issued with a work mobile phone must select one of the following payment plans:

USAGE	COLLEAGUE PAYS	COMMENTS
<b>Option 1 (Business use only)</b>		
Business Use Only	Nil	Emergency calls only
<b>Option 2 (Low use)</b>		
Business use and a small amount of personal use (up to 150 texts to UK mobiles; 150 minutes to fixed lines; 45 minutes to other mobile networks; or a combination per month )	£5 per month + VAT	Monthly payment deducted directly from the colleague's salary
<b>Option 3 (Medium use)</b>		
Business use and a medium amount of personal use (up to 350 texts to UK mobiles; 350 minutes to fixed lines; 90 minutes to other mobile networks; or a combination per month )	£10 per month + VAT	Monthly payment deducted directly from the colleague's salary
<b>Option 4 (High use)</b>		
Business use and a high amount of personal use (up to 500 texts to UK mobiles; 500 minutes to fixed lines; 120 minutes to other mobile networks; or a combination per month )	£15 per month + VAT	Monthly payment deducted directly from the colleague's salary

#### **4. Breach of this Policy**

- 4.1 In the event that a colleague's actions amount to an abuse of the mobile phone policy this will be treated as misconduct. Whether it is minor or gross misconduct will depend on the individual circumstances.
- 4.2 Breach of the policy could result in a colleague's work mobile phone being withdrawn, and the colleague being asked to repay any additional costs.

#### **5. Addendum**

- 5.1 In reference to disciplinary action as the result of a City Council Phone being lost, stolen or damaged beyond repair; managers must take into account the full facts of each individual situation. This must include the nature of the job undertaken by the individual and how this may impact upon the likelihood of a phone to be lost, stolen or damaged, and the number of occasions that an individual has reported their phone as such. It is not the City Council's intention to discipline a colleague for one-off accidental or work-related incidents leading to a work mobile phone being lost, damage or stolen.