
Scope

This policy applies to all employees at the Care Group. This policy does not form part of any contract of employment and it may be amended at any time following approval from the Board.

Introduction

This policy establishes standards for the use of work mobile devices including mobile telephones, smartphones and tablets.

Principles

The corporately issued mobile device is the property of the Care Group and it is a requirement that you take good care of it. You should take all reasonable steps to ensure that it is not damaged, lost or stolen.

In receiving and using a mobile device provided by the Care Group you accept that the device can be used to communicate through all corporate channels including voice calls, emails and texts and where appropriate enabled web applications, during working hours.

Mobile phones will be the main means of telephone communication with both clients and other professionals. To ensure safe delivery of service it is each individual's responsibility to ensure that all calls are transferred to another number during periods of leave or sickness and that an appropriate voicemail message is recorded on the phone, giving clear and concise information to any caller.

The mobile device is intended for your exclusive use and it must not be loaned or shared with anyone else including family members, friends or other members of staff. The use of the device will be monitored and any misuse will result in disciplinary action. The sim-card issued with the mobile device must be used only with corporate devices and must not be used with personally owned equipment unless otherwise authorised.

On termination of employment you must return any mobile device to your manager. Any accessories [such as charger and data cable] supplied by the organisation for use with the mobile device must also be returned.

Conditions of Use

Your mobile device should normally be switched on at all times during your normal work or call-out hours, except when driving or when you deem this inappropriate [e.g. during sensitive consultations or one to one meetings].

You are expected to be courteous in meetings and ensure that your mobile device is switched to vibrate or silent mode and should take any urgent calls outside the meeting where possible.

Confidential information must not be discussed in open areas or inappropriate locations [refer to the THGPCG Receipt and Transfer of Information Policy and THGPCG Mobile and Teleworking Policy for more guidance regarding information security when using the mobile device].

Where a location has local rules regarding the use of mobile devices these should be adhered to at all times.

For safety reasons you must not use a work hand held mobile device whilst driving any vehicle. It is not Care Group policy to provide hands-free equipment and we do not recommend using mobile devices in hands-free mode or with hands-free attachments whilst driving. You will be liable for legal charges or other consequences of using a mobile device whilst driving and this will not fall to the Care Group.

Downloading of personal apps onto a corporately issued mobile device is not permitted.

Loss or theft of a mobile device must be reported to your manager immediately.

You should only use your mobile devices for Care Group business.

Mobile device usage will be monitored and it is your responsibility to respond to any billing discrepancies that are identified.

If you use your mobile device for personal calls you will be billed for this usage. Any calls made outside normal office hours may be charged to you.

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Tower Hamlets GP Care Group
MOBILE DEVICE RECEIPT



By signing this receipt I confirm that I have read and intend to comply with the Care Group Mobile Devices Policy.

I confirm that in consideration of Tower Hamlets GP Care Group issuing me with a business Mobile Phone and/or Smart Device I agree the following:

- The device remains the property of the Care Group.
- Failure to comply with this policy may result in my being invoiced for the full cost of the modern equivalent phone/device and any other associated costs.
- The phone/device will not be used by anyone else.
- I will endeavour to use the device only for work use.
- I understand and accept that my device usage will be monitored and misuse may result in it being withdrawn and/or disciplinary action taken against me.
- I agree to return the device when leaving the employment of the Care Group and will be prepared to pay any additional costs incurred as a result of any delay in doing this.

Name _____

Job Title _____

Phone Number _____

Device ID number _____

Date Issued _____