



Mobile Phone Policy and Procedure

Person responsible: Director, senior management team

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Approved By SMT

Document History

Date	Author/Editor	Summary Of Changes	Version No.
May 2010	Simi Sarwar	New Policy	1
July 2023	Jacqueline Preston		

Please note that the only valid version of the policy is the most recent one. Whilst this document may be printed, the electronic version posted on the main drive is the controlled copy. Any printed copies of this document are not controlled.

CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
SMT	May 2019

CROSS REFERENCE TO OTHER POLICIES / STRATEGIES

This policy should be read in conjunction with:	Detail
None	

KEYWORDS: Company mobile, Access system, phones

This agreement is between Primecare Health ("The Company") and

_____ ("The Employee") Phone Number _____

IMEI Number _____

Description

The aim of this policy is to provide employees with guidelines regarding the appropriate use of their company supplied mobile phone.

Eligibility

An employee will be eligible to have a mobile phone if it is deemed necessary to their position, for example, if the employee's duties require them use the Access log in system. **Staff working on availability may not be eligible.**

Use

The mobile phone is owned by Primecare Health and is provided primarily to allow the staff member to access the Access log in system - to log in/out and complete service user notes following direct service provision. Primecare Health's contribution toward the communication device and plan is not considered an entitlement, is not part of an employee's salary, and may be changed and/or withdrawn at any time.

Private Use

Your mobile phone has been issued to you for work purposes. Therefore, private usage of your mobile phone should be discouraged. If it is found that an employee is using his or her phone irresponsibly, then the employee may have the phone removed and/or be requested to reimburse Primecare Health for usage (calls and internet). Also, your phone use will be more closely monitored.

Your Tariff includes the following per month:

- Unlimited UK Calls to 01, 02 and 03 numbers (voice calls only)
- Unlimited UK Standards Texts
- 1GB of Data

Remember, not everything is included in your tariff. Some activities will mean extra charges – such as:

- Calling 084/087/09 Numbers
- Calling Directory Enquiries
- Premium Texts
- Long Texts (Over 160 characters)
- Voicemail Call Return
- Excess Data use is charged

Charging & Availability of the Mobile Phone

It is expected that the employee will ensure that the mobile phone is always **charged, switched on and ready for use when you are at work or on call**, and role applicable that the phone is on in your possession and appropriately set to receive and notify you of incidents and calls.

Loss or Damage to Phones

Primecare Health expects all employees who have been allocated mobiles phones to take the utmost care and responsibility for them. If a phone is lost or broken, it should be reported to the Line Manager immediately.

Depending on the circumstances in which the phone was lost or broken, Primecare Health may be responsible for replacing the phone unless carelessness on the part of the employee can be shown as the cause of the loss or breakage. In circumstances where it has been shown that the employee's carelessness contributed to the loss/breakage of the phone then the employee may be required to pay the whole, or contribute to, the replacement cost.

In the event of this happening during working hours, it is the responsibility of the employee to still inform their Line Manager, so they can make arrangements for a replacement.

If the phone is faulty then you must notify the Line Manager as soon as possible so a replacement phone may be supplied.

Sickness

If you have a period of sickness for more than 4 days usage of your phone will be suspended and reinstated when you return to work.

Termination of employment

On termination of employment, the employee must return the company issued mobile phone to the Line Manager. Any battery chargers or other accessories supplied by Primecare Health for use with the mobile phone must also be returned. **Failure to return the phone within 1 week of leave date will result in the full cost of the phone being deducted from pay.**

Health and Safety

The use of mobile phones in certain parts of the workplace and in vehicles can create unsafe situations or potentially unsafe situations. The use of a mobile phone whilst driving is illegal. Supervisors and Line Managers are authorised to issue general notices or particular notices to staff regarding the use of mobile phones if they perceive a real or potential health and safety risk.

Staff are required to comply with such orders/directions/notices issued by supervisors or Line Managers.

I agree to the above terms and conditions of mobile phone usage.

Signed by The Employee

Signed by The Company

Name: _____

Name: _____

Date: _____

Date: _____

Returned to: _____

Return Date: _____