

IT POLICY

MOBILE AND DEVICES POLICY

Usage of Policy and Considerations

Mobile phones supplied by Instalcom are for work related calls only, unless it is an emergency. If an employee is called out at short notice or required to work later than planned and needs to advise their family a short call is treated as business purposes.

Before using a mobile phone, employees should ask themselves if the call is necessary or if it could wait until they arrive back at base or at another Instalcom location.

When visiting Instalcom locations, it is preferable for employees to use existing landlines to make essential work-related calls and as a courtesy they should ask for permission before using the phone.

Sensitive and person identifiable information must never be sent by text message as it is not a secure method. When using a mobile phone, employees must exercise caution and consider their immediate environment when making confidential calls.

While carrying out day-to-day tasks, if an employee has to use the camera or video function on their allocated mobile phone they should be aware of their surroundings and members of public at all times and must also ensure that any captured images do not breach Data Protection.

Any captured images should be transferred to an appropriate Instalcom system (such as a shared drive) and be removed from the device as soon as possible.

Employees should ensure that they take their allocated mobile phone with them when they leave their base unless the phone is kept (locked away) securely when not required.

The mobile phone should always be switched on during working hours, or when on-call, except where it would be inappropriate for the phone to ring e.g. in meetings, whilst driving etc.

It is the employee's responsibility to keep their allocated mobile phone and any associated equipment operational and safe.

Employees should not leave a mobile phone unattended where it can easily be seen and/or stolen.

All allocated mobile phones must conform to the standard pre-set specification and employees should not attempt to personalise the mobile phone by downloading ring tones, graphics etc.

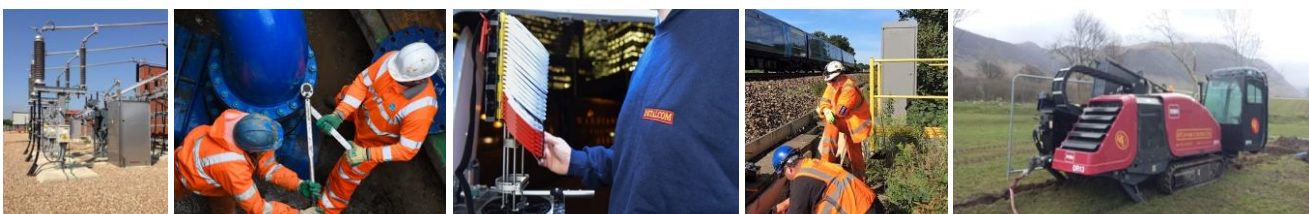
SIM cards should not be swapped from one mobile handset to another unless authorised by the relevant Senior Manager, mobile phone administrator.

The automatic keypad/screen lock should always be activated.

Any faults or issues relating to the allocated mobile phone, or additional equipment, should be reported to the relevant Manager as soon as possible.

If a mobile phone is no longer required it should be returned to the Manager, with the associated equipment and any additional equipment that may have been provided e.g. charger, headset.

Mobile phones should not be used when driving or controlling any vehicle. The use of hands-free equipment is not advised however, any calls should only be taken when it is safe to do so.



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Mobile phones should not be used in any manner which would or could cause harassment or distress – including the distribution of inappropriate text messages/images or the capturing of images/video without consent.

If a mobile phone is lost or stolen it must be reported at the earliest possible opportunity to the Service desk in the IT Service and the relevant Manager.

Problem Report

Instalcom mobile phones should only be connected to other Instalcom issued devices or equipment which have been configured by the IT Service.

Smart phones should only be used with applications, software and facilities supplied with the smart phone. Official Instalcom prescribed procedures and methodologies of working should not be circumvented;

The downloading and use of software, facilities, programs and apps on smart phones is not permitted unless the software has already been approved by Instalcom

Security measures installed on any mobile or smart phone should not be circumvented, altered or deleted.

Use of Mobile Phone & Devices Policy

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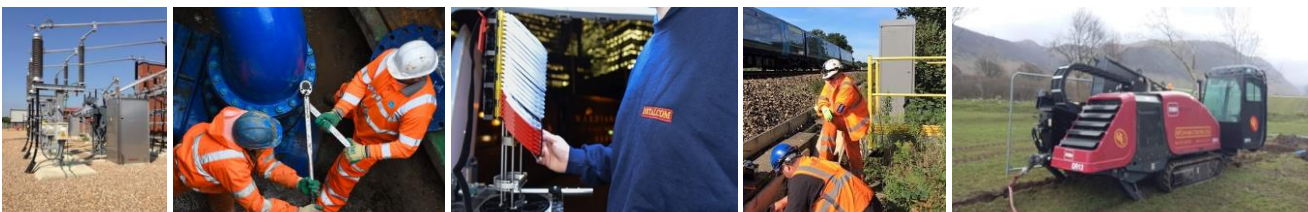
All mobile phones registered to Instalcom have an automatic bar on International and Premium rate calls and texts. The default bar can be lifted in specific circumstances by the Manager, with Senior Manager's approval but justification must be provided by the employee. However, where International calls need to be made for official Instalcom business employees should always endeavour to use a landline as international mobile calls are charged at premium rates from mobile phones.

During the course of their employment with Instalcom an employee may move from one department to another or change roles within their existing environment. This could mean that they no longer require a mobile phone or that the charges relating to the phone need to be met by a different department.

In order to transfer a mobile phone to another department the following process should be followed:

A **Change of Circumstances** Form must be completed and is available from the IT Department. The Change of Circumstances Form must be completed and signed by the employee and returned to the IT Department.

N.B. If the employee is returning the mobile phone and additional equipment because they no longer require it, or because they are leaving Instalcom the Change of Circumstances form should be completed and signed by the employee. This form should then be submitted with their mobile phone, any additional equipment and a copy of the **Request for a Mobile Phone** form to their Manager.



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Signed.....Date: 03/01/22
Brian Lynch – Head of IT

Signed.....Date: 03/01/22
Vince Bowler - Managing Director

