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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

## **MOBILE PHONE POLICY**

**Executive Sponsor & Function:**

Director of Workforce and Organisational Development

**Document Author:**

Finance Officer, HEIW

**Approved by:**

HEIW Executive Team

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**Equality Impact Assessment Outcome:**

This Policy has been screened for relevance to equality. No potential negative impact has been identified.

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## **1. Introduction**

Mobile phones are essential pieces of equipment for a number of staff, including those working remotely and where individuals may require being contacted by external suppliers and stakeholders on a regular basis in order for them to carry out their duties effectively, efficiently and safely. This policy sets out the framework for the management, issue and use of mobile phones provided by HEIW to ensure that they are properly contracted, managed and used correctly.

This Policy is required to ensure standardisation and clarity on the process for obtaining a HEIW issued mobile phone. It will also ensure there are consistent processes in place for monitoring phones which will thereby reduce any potential for misuse or fraud either intentional or unintentionally occurring.

## **2. Policy Statement**

This policy covers HEIW mobile phones and mobile phone contracts only and provides staff with guidance on the use of HEIW mobile phones.

## **3. Scope**

This policy applies to all employees of HEIW who have a work issued mobile phone.

This policy only covers employees of the organisation. HEIW will not provide or pay for any type of mobile phone or mobile calls for volunteers, contractors or agency staff unless requirements of the Remote Worker Policy overrule and dictate that a phone is needed. Any mobile phones provided by other organisations, will fall within the remit of the relevant responsible organisations policies.

## **4 Aim**

The aim of this policy is to provide a framework setting out HEIW's commitment to the provision of mobile phones as an aid to safe, efficient and effective working practices. The policy also reinforces HEIW's requirement that all staff must adhere to legislation relating to mobile phone usage while driving.

## **5 Objectives**

This policy sets out the criteria for issuing, returning and disposing of a work phone. It also details the procedures for monitoring of mobile phones, personal usage, and the action that will be taken in any case of abuse of equipment or non-compliance with this policy.

HEIW will issue mobile phones to staff where it considers that they are required to assist them to carry out their duties as indicated in 6.1. Procurement will be undertaken by HEIW to ensure that best use is made of public money at all times. This policy also aims to ensure that legal requirements in relation to mobile phone usage are adhered to by staff at all times.

## **6. General Guidelines for use of Mobile Phones**

Mobile phones should only be used when absolutely necessary. Landline phones should be used wherever possible maximising use of the Welsh Health Telephone Network (WHTN) as calls over this network are 'free'. **A full list of WHTN numbers can be found at:**

<http://howis.wales.nhs.uk/whtn/print.html> The only exception to this is in circumstances where it is cost neutral to call between mobile phones on the same network where the call may be free. This is dependent on the contract terms and conditions.

- Calls to directory enquiry companies must not be made unless absolutely necessary. Calls to International/Premium rate number services (09 and 08 numbers) are prohibited except under exceptional circumstances and when agreed in advance with the line manager.
- The legal requirements of the Data Protection Act must be considered at all times specifically in relation to issuing text messages and storing personal contact telephone numbers.
- Staff must be aware of their surroundings when using mobile phones especially when discussing confidential information.
- Mobile phones should not be used to take photographic images unless circumstances dictate that such images may be useful for evidential purposes such as in the event of an accident scene or situation.
- Mobile phones must be switched to silent mode during meetings other than in exceptional circumstances where it may be necessary to take an urgent call. In these circumstances it is expected that colleagues will be alerted to the fact that this may be disruption at the beginning of the meeting.
- It is illegal to make and receive calls from a mobile phone whilst driving if the phone is held in the hand during any part of the operation.
- It is considered best practice not to use a hands-free mobile phone whilst driving as this can impair concentration and control of the vehicle. Staff are strongly discouraged from using hands free phones.
- Users can be prosecuted for using hands-free phones if it is proven that this contributed to a lack of proper control.
- HEIW recommends as best practice for the safety of the individual and other road users, that mobile phones are switched off or placed on silent whilst driving. Voicemail or call divert should be utilised so that messages can be left.
- If calls or text messages are received, and there is no hands-free phone fitted in the vehicle, staff must not under any circumstances pick up or answer the phone. It is recommended that in the event of receiving an incoming call or text message whilst driving, that it should not be accepted until the vehicle has been parked in a safe place and the engine turned off, even where a hands-free phone is fitted. However, if it is absolutely necessary to respond to an incoming the employee must inform the caller that they are driving and end the conversation quickly.
- The use of handheld mobile phones when stopped in a traffic jam or at traffic lights is also prohibited. It should be noted there is a financial penalty for using a mobile phone whilst driving and penalty points will also be added to a licence. The liability for meeting any fines rests with the employee.

- Mobile phones remain in the ownership of HEIW and will be restricted to business use only unless 'Personal Use' has been successfully applied for. Exceptions will be made in certain circumstances such as phoning a doctor for personal emergency appointments or members of family/partners due to unexpected occurrences such as late working etc.
- Where 'Personal Use' has been agreed it is on the understanding that all personal calls are identified, declared and paid for by the staff member.
- In the event of the individual leaving the organisation or changing roles the mobile phone must be returned to the Line Manager.
- Mobile phones issued by HEIW must be returned to the Line Manager during extended periods of leave e.g. maternity leave.

## **7. Criteria for issuing mobile phones**

The requirement for a mobile phone will depend on the nature of the role. A mobile phone will be issued subject to the meeting of set criteria. The mobile phone will be allocated to the job role, as opposed to an individual member of staff.

The different roles that may be eligible to receive a HEIW mobile phone must include the following:

- Staff who have outwardly facing roles and need a mobile phone device as part of their role (e.g. executive, communications, facilities, etc);
- Staff who need to be contactable but are away from the office/base for a large proportion of their time.
- Staff who frequently work alone and have no access to a land line phone.

Note: Line Managers are responsible for determining those posts that require a phone in accordance with HEIW business need and appropriate use of public funds. The application form is attached at Appendix 1.

HEIW will generally only provide phones with basic functionality and upgrades will only be provided within the terms of the contract or in the event of the current phone being broken beyond repair.

## **8. Monitoring of Bills**

All mobile phone bills will be monitored by the Finance Team on a monthly basis. Suspected abuse of a mobile phone by staff may be considered a disciplinary offence and this may be investigated in line with the HEIW Disciplinary Policy.

Departmental mobile telephone bills will be provided on a monthly basis to the relevant Finance Business Partner and all designated Budget Holders. The costs will indicate the charges incurred by all mobile phones in a particular department (including text messages). This is in order for usage to be monitored to ensure mobile phones are being used appropriately.

Where the monthly allowance is exceeded, the Finance Business Partner / Budget Holder will review the numbers used and the duration of the calls.

## **9. Personal Use**

Should users wish to use a work mobile phone for private calls they must undertake to pay the cost of private calls. In the event that the individual exceeds their monthly allowance it is the responsibility of the user to pay for personal usage. Payment can be made by cheque/bank transfer through the Finance Department.

### **9.1 Conditions of Personal Use will be subject to the following conditions**

- If monthly allowance is exceeded due to personal usage, users will be required to pay retrospectively at, no greater than a 3-month period.
- Where staff elect for a monthly tariff there will be no carry over of unused minutes/texts messages.
- No international, premium rate calls and premium text service.
- No e-mail or similar applications.
- No unauthorised 'applications' to be installed on work mobile phone phones.
- Private usage will be assessed against contribution on a regular basis.

### **9.2 Use of personal mobile phone for work usage**

Employees who do not qualify for a work mobile phone, or those who wish to use their own personal mobile phone for HEIW business may do so. This must be with prior agreement from their Line Manager if they intend to seek re-imbursement for calls made. Where personal phones are used for work purposes and the cost of those calls are not free, telephone calls can be claimed through e-expenses. A scanned copy of the itemised bill/statement highlighting which calls are being claimed for would have to be uploaded onto the e-expenses system and claims then authorised by the Line Manager. In the case of "pay as you go" phones being used or where a personal contract includes 'free' minutes, an estimate must be provided. In addition, text messages used for HEIW business can also be reimbursed using the same process.

## **10. Agreement for Use**

All staff issued with a mobile phone, must sign an agreement confirming they have read this policy and will abide by the terms and conditions set out in Appendix 4. The signature must be included on the Mobile Phone Request and Acceptance of Use Form (Appendix 1).

## **11. Disposal of Mobile Phones**

HEIW has a recycling system available for mobile phones. Old or broken phones must be returned to the Finance Team for recycling with a completed phone destruction form. It will be the responsibility of the User / Department to remove all information held on the mobile phone including stored numbers and SMS messages prior to disposal. A Mobile Phone Destruction Form is attached as Appendix 3.

## **12. Registration of Mobile Phones**

A record of all mobile phones will be retained by the Finance Team. This record will detail the mobile phone number; the name of the individual issued with the phone; the responsible Line Manager (including Cost Centre) and Directorate in which they work.

A mobile phone may not be transferred to another member of staff without formal notification to the Finance Team. It is the responsibility of the relevant Line Manager to inform the Finance Team of any changes.

### **13. Termination of Employment**

It is the responsibility of the individual assigned a mobile phone and the Line Manager to ensure that all mobile phones including the charger and any other accessories are returned to the Finance Team when the member of staff ceases employment with HEIW. A Mobile Phone Return Form is attached as Appendix 2. The Finance Team will cancel the contract once notification is received. Failure to comply with this may result in further charges to the user.

### **14. Change of Job Role**

All mobile phones, including the charger and any other accessories, must be returned as soon as the employee is no longer employed in the role requiring the phone.

If another individual is subsequently appointed to fulfil a role eligible for the mobile phone it can be re-assigned if required. If this change is agreed by the Line Manager the appropriate documentation must be completed and returned in line with this policy and the change notification issued to the Finance Team.

If you change roles but still require a mobile phone, notification to the Finance Team will be required so that any necessary amendments can be made.

### **15. Roles and Responsibilities**

#### **15.1 Staff**

- Staff issued with a mobile phone are reminded that these remain the property of HEIW and as such staff have a responsibility to look after them.
- Staff must take all reasonable measures to prevent loss of, damage to, or theft of, HEIW phones ensuring they are retained in a safe and secure place at all times.
- Mobile phones should under no circumstances be left in a vehicle overnight or left in view in a car.
- During working hours staff must ensure all personal calls are kept to a minimum and calls are only made in accordance with this policy.
- Staff must take responsibility for all data held on the device and ensure that it is secure.
- Loss of any HEIW mobile phone must be reported immediately by the user to the Line Manager and the Finance Team who then terminate the contract and source a new phone.
- An Incident Form should be completed in accordance with the HEIW Incident Reporting and Investigation Procedure.
- All mobile phones issued by HEIW must be protected by a personal identification number (PIN) that should be set up by the user on receipt of the phone.
- Staff should keep their mobile phone with them during working hours when away from their work base. Where possible the phone should be switched on to receive calls. Where this is not possible phones must be checked regularly for incoming messages.
- In the event of the individual leaving the organisation or changing roles they must return their mobile phone to the Line Manager / Finance Team.

- Staff must ensure they do not misuse their mobile phone.
- Staff must arrange for their mobile phone chargers to be PAT tested on a regular basis.

The definition of mobile phone misuse for the purposes of this policy will include:

- Loaning the mobile phone to another, e.g. family or friends.
- Inappropriate use of the mobile phone for personal calls (other than in exceptional circumstances), e-mails, texts or personal web browsing.

## **15.2 Line Managers**

- All Line Managers must ensure that only staff meeting the set criteria are issued with a mobile phone.
- Line Managers must ensure that the correct documentation is completed when requesting and issuing a mobile phone and also ensure that the phone is returned in the event of the member of staff leaving or changing roles.
- Line Managers must ensure that redundant mobile phones are returned to the Finance Team at HEIW.
- Line Managers must ensure that mobile phones are being used correctly in accordance with this policy and also ensure that costs are monitored.
- Line Managers are to review 'Personal Use' contributions on an annual basis with the mobile phone user.
- Line Managers must not expect or ask staff to make or receive calls on any mobile phone while driving. Employers could be liable for prosecution if an investigation determined that such use of the phone contributed to an incident or accident. Claims in the civil courts could also result.

## **15.3 The Finance Team**

- The Finance Team will maintain a Database of all HEIW Mobile phone users based on information supplied by Departmental / Directorate / Line Managers.
- Any required changes to an individual mobile line (e.g. activation of International roaming) must be requested via the Finance Team. All changes must be supported by a formal email request from the designated Line Manager.
- The Finance Team is the designated interface for routine communication between HEIW and the mobile phone provider(s).
- In circumstances where phones are reported lost or damaged the Finance Team will ensure replacement phones are provided with priority being given to staff working in a lone worker situation.

## **15.4 Responsibilities for payment**

All mobile phones issued are the financial responsibility of the requesting department for the full duration of the contract. If a mobile phone is no longer required, the responsibility for all disconnection charges incurred will remain with the original requesting department. Financial responsibility can be transferred to another department where formal agreement is made to take over a mobile phone for the remainder of the contract. In such circumstances the change must be notified to the Finance Team.



## **15.5 Breaches of Policy**

Failure to comply with this policy or the misuse of any mobile phone may result in action be taken in accordance with HEIW Disciplinary Policy.

## **16. Resources**

No additional resources are required to ensure the implementation of this policy.

## **17. Training**

No training requirements have been identified to assist with the implementation of this policy.

## **18. Implementation**

This policy will be implemented with immediate effect. Staff will be required to sign confirmation the policy has been read and understood.

## **19. Equality Impact Assessment**

HEIW is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups. We have undertaken an Equality Impact Assessment and received feedback on this policy and the way it operates. We wanted to know of any possible or actual impact that this policy may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues), race, disability, sexual orientation, Welsh Language, religion or belief, transgender, age or other protected characteristics. The assessment found that there was no impact to the equality groups mentioned.

HEIW has made every effort to ensure this policy does not have the effect of discriminating directly or indirectly against employees, patients, contractors or visitors on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability. No potential discriminatory impacts have been identified.

## **20. Distribution**

This Policy will be available via the HEIW staff Intranet. Where staff do not have access to the intranet their line manager must ensure that they have access to a copy where appropriate.

All staff will be reminded of its contents and their responsibilities under the policy when they are issued with a new or replacement mobile phone.

## **21. Review**

This policy will be reviewed after three years or earlier in the event of any relevant change in legislation or guidance.



## Mobile Phone Request and Acceptance of Use Form

Please ensure all sections of this form are completed. Any incomplete forms will be returned

|  |   |
|--|---|
| <b>Name and Job Title:</b>   |   |
| <b>Employee Staff Number:</b>  |   |
| <b>Alternative contact telephone number (in case of queries):</b>  |   |
| <b>Office/Base address:</b>  |   |
| <b>Reason for request:</b><br>If you already have a work mobile phone and are requesting a replacement, please also provide your current mobile phone number.  |   |
| <b>Delivery address (if different from above):</b>   |   |
| <b>Line Manager authorisation:</b><br><br>I confirm that the above named person meets the criteria for a mobile phone as set out in this policy.   | <b>Print Name:</b><br><br><b>Signature:</b> |
| <b>Cost Centre:</b>  |   |
| <p><b>Please read and sign this section:</b> I declare that the information provided is correct to the best of my knowledge and I understand that false information given with regard to this Policy could be dealt with under the Disciplinary/Counter Fraud policy. To prevent and detect fraud I consent to the disclosure of relevant information from this form to and by the NHS Counter Fraud Service.</p> <p>I confirm I have read and agree to the conditions for use as detailed in Appendix 4 of the Management, Issue and use of HEIW Mobile Phones Policy.</p> <p><b>Name:</b> ..... <b>Signature:</b> ..... <b>Date:</b> .....</p> |   |
| <p><b>Authorisation by Chris Payne:</b></p> <p>I confirm that the above named person meets the criteria for a mobile phone as set out in this policy.</p>  |   |

Please return this form to: Raj Singh, Finance Department, Health Education and Improvement Wales, Tŷ Dysgu, Cefn Coed, Nantgarw, CF15 7QQ.



## Mobile Phone Return Form

**IMPORTANT:** Before you return the phone, you must ensure that all voicemail, text or other messages are cleared and that all phone numbers in the SIM or phone directory have been deleted.

**Please ensure all sections of this form are completed. Any incomplete forms will be returned.**

|   |   |
|---|---|
| <b>Name and job title:</b>                            |   |
| <b>Employee Number:</b>                               |   |
| <b>Alternative contact number (in case of query):</b> |   |
| <b>Office/base address:</b>                           |   |
| <b>Reason for return:</b>                             |   |
| <b>Line Manager authorisation:</b>                    | <b>Print name:</b><br><br><b>Signature:</b> |

**Please read and sign this section:**

I declare that the information provided is correct to the best of my knowledge and I understand that false information given with regard to this Policy could be treated as misconduct or fraudulent and dealt with accordingly under the Disciplinary/Counter Fraud Policy. To prevent and detect fraud I consent to the disclosure of relevant information from this form to and by the NHS Counter Fraud Service. I have cleared the phone of all text, voicemail or other messages and deleted all phone numbers from the SIM card and the phone memory.

**Name:** ..... **Signature:** ..... **Date:** .....

Please return this completed form and the mobile phone to: Raj Singh, Finance Department, Health Education and Improvement Wales, Tŷ Dysgu, Cefn Coed, Nantgarw, CF15 7QQ.



## Mobile Phone Destruction Form

**IMPORTANT:** Before you return the phone, you must ensure that all voicemail, text or other messages are cleared and that all phone numbers in the SIM or phone directory have been deleted.

**Please ensure all sections of this form are completed. Any incomplete forms will be returned.**

|   |   |
|---|---|
| <b>Name and job title:</b>                            |   |
| <b>Employee number:</b>                               |   |
| <b>Alternative contact number (in case of query):</b> |   |
| <b>Office/Base address:</b>                           |   |
| <b>Reason for destruction:</b>                        |   |
| <b>Line Manager authorisation:</b>                    | <b>Print name:</b><br><br><b>Signature:</b> |

**Please read and sign this section:**

I declare that the information provided is correct to the best of my knowledge and I understand that false information given with regard to this Policy could be treated as misconduct or fraudulent and dealt with accordingly under the Disciplinary/Counter Fraud Policy. To prevent and detect fraud I consent to the disclosure of relevant information from this form to and by the NHS Counter Fraud Service. I have cleared the phone of all text, voicemail or other messages and deleted all phone numbers from the SIM card and the phone memory.

**Name:** ..... **Signature:** ..... **Date:** .....

Please return this completed form and the mobile phone to: Raj Singh, Finance Department, Health Education and Improvement Wales, Tŷ Dysgu, Cefn Coed, Nantgarw, CF15 7QQ.



## Acceptance of Conditions for Use of HEIW Mobile Phones

Upon being issued with a mobile phone for business use I agree to the following:

The mobile phone is for my sole use as an employee of HEIW and it remains the property of the HEIW at all times.

If I lose or damage more than one handset in any 12-month period the HEIW reserves the right to charge me the full replacement costs of subsequent handsets and other replacement costs.

I understand the list of services which are prohibited from the HEIW mobile as detailed within the policy: GPRS, Premium rate numbers, International numbers, BT Special Services, Talking clock, Picture Messaging and any Premium rate text messaging services. **If such access is required as part of organisation business, a request must be logged through the Finance Department providing details of the number and an explanation as to why calls to these numbers are required.**

- It is illegal to use a mobile phone in a vehicle whilst driving unless a 'handsfree' system is used.
- The mobile phone has been issued to me as an employee of the HEIW. Should I cease to be employed by the HEIW then the mobile phone must be returned to the Line Manager/Budget holder immediately and the Finance Department must be informed.
- Any loss or theft will be immediately reported by me to the Finance Department. I understand I will be liable for all calls made until the loss or theft is reported.
- Deliberate misuse will be treated as a disciplinary offence and the HEIW reserves the right to recover all associated costs, along with any administrative charges from the user.
- HEIW may withdraw the mobile phone at any time, either on the instructions of the line manager or the Finance Department.
- I agree to abide by the policy and the above conditions for the issue of the mobile phone. Failure to abide with these conditions may result in the mobile phone being withdrawn.