



Mobile Phone Policy

Introduction

This policy is intended to define in a clear and straightforward manner the conditions under which the United Synagogue's mobile telephony resources may be used.

Failure to comply with this policy Failure to comply with this policy (whether or not such failure leads to an accident or prosecution) may lead to formal disciplinary action being taken under the United Synagogue's disciplinary procedure and may, in serious or persistent cases, lead to dismissal.

Purpose

United Synagogue provides mobile telephones and services for exclusive use of its employees to assist staff in the performance of their duties and improve communications. It is the purpose of this policy to facilitate the effective management and administration of costs of business calls relating to the United Synagogue's Mobile Telephone resources.

The United Synagogue wishes to encourage standards for acceptable use of Mobile Telephone resources in the conduct of its business to safeguard employees, protect United Synagogue assets and ensure compliance with appropriate legislation.

Scope

This policy will be amended from time to time in response to changing circumstances as telecommunications develop and in response to operational and legislative requirements. The United Synagogue will do its best to ensure that individual users are made aware of these changes when they occur. The most current version of the policy will however always be available on the United Synagogue's Intranet site and in paper form from the Human Resources Department. As a condition of use, it is the responsibility of users to ensure that they keep up-to-date with the latest requirements of the policy.

User Awareness

All United Synagogue supplied mobile devices and their contents remain the property of the organisation and are subject to regular audits and monitoring. While United Synagogue mobile telephone resources should be used solely for business purposes. Personal calls should only be made in emergency circumstances. The use of text and data services offered with mobile telephones has the same rules applied as for the use of voice calls. Call charges for your handset and the monthly line rental will be paid for by the United Synagogue.

Responsibilities of Users

Staff are required to take good care of the mobile phone and take all reasonable precautions to ensure that the device is not damaged, lost or stolen. If such occurs it would be down to the user department's

budget to cover the cost of the damaged, loss or stolen device. Employees are required to keep mobile telephones clean, and in serviceable condition to the best of their ability, and report all irregularities immediately to the IT Department. There are a number of built in protection mechanisms that the user will need to consider during the day-to-day operational use of the mobile telephone: a. Activate the keypad lock; b. A PIN code should be used to lock the telephone so that if the telephone is subsequently stolen or lost a PIN code must be used to unlock. Mobile telephones must not be left in unattended vehicles. In the event that the device is stolen or lost, staff will be expected to report the theft/loss to the US IT Department within 24 hours of discovery of the occurrence, 020 8343 6217 or via email itsupport@theus.org.uk where a representative will ask the service provider for a complete block to be placed on the line to ensure that it cannot be used. Once completed the IT Department will organise for a replacement handset and SIM card. Mobile phones in need of repair should be returned to the IT department who will return them to the supplier for repair or replacement. It should be noted that manufacturers' warranties do not normally cover damage caused by misuse or neglect.

Where: a. a specific event in a policy is contravened with financial cost to the United Synagogue (e.g. knowing a mobile phone has been stolen, failing to report it and this results in calls being made from it) or b. if a repeat event occurs (e.g. loss or damage a second time to a mobile phone) and it is agreed that carelessness or negligence on the part of the employee caused the loss or misuse, the United Synagogue reserves the right to pass the costs on to the employee.

Mobile phone usage should be able to withstand public scrutiny and/or disclosure. United Synagogue staff should not use mobile telephones in a way that could defame, harass, abuse or offend individuals or organisations. When using email on your mobile device the user should be aware that they are emailing on behalf of the United Synagogue, and must maintain email etiquette and professionalism in all correspondence. Please see the United Synagogue Email Policy for details.

Working Abroad

If an employee travels abroad for work and requires to use their mobile handset, they must inform the US IT Department of this trip including the dates of travel, destination('s) and what services they will require. Whilst abroad, usage should be kept to the minimum. If the US IT Department are not made aware of your trip, your phone may be limited and/or blocked whilst overseas. N.B: Overseas means anywhere that is not Mainland England, Scotland, Wales and Northern Ireland.

Using Hand Held Devices whilst driving

Hand held mobile phones may only be used in a car when you are parked safely and legally. You must not use your device at any other time, including when you are stopped in traffic. Hand held devices must not be used whilst driving. Such use includes:

1. making or receiving calls
2. sending or viewing picture or video messages
3. writing, sending or viewing text messages
4. accessing the Internet or sending or receiving emails
5. listening to voice messages.

Members of staff should be aware of the possible health risks associated with the excessive use of mobile telephones. Use of any mobile phone should be kept to the minimum and landlines used where possible. If you have your hand held device with you whilst driving, you must ensure that your voicemail, message

service or call-diversion facility is activated. If you receive a call whilst you are driving you should retrieve any message left at the earliest safe opportunity. For example, if you are expecting an urgent call you should pull over at the earliest safe opportunity to retrieve your message and, if necessary, return the call.

Hands-free Systems

Some users may consider it essential for the performance of their duties to make or receive calls whilst driving. The law does permit individuals to use mobile phones whilst driving providing that appropriate hands-free equipment is installed and used. If you have a business reason (as determined by the United Synagogue) for using your mobile phone whilst driving the United Synagogue will provide you with an appropriate hands-free kit, which must be used on every occasion and will remain the property of the organisation. You are not permitted to use any other system (including an earpiece attached to the phone). You must only use your device whilst driving where it is absolutely necessary to make or receive business-related calls, but not for any other purpose. You are reminded that you must drive safely at all times and only make or receive calls when it is safe to do so. You should inform the caller of the fact that you are driving and keep the call as short as possible.

For the avoidance of doubt, the United Synagogue will not reimburse individuals for any fines, costs, etc that may be imposed in the event that they are prosecuted for any driving offence as a result of using a hand held device whilst driving.

Monitoring

You should be aware that the United Synagogue receives fully itemised records for all mobile telephones. The United Synagogue recognises the employees' general rights of privacy, but reserves the right to monitor use of the business line where:- It is reasonably justified and/or there are legitimate reasons for doing so. Where the US IT Department has concerns, this matter will be referred to the relevant Director.

Procurement

The United Synagogue is part of a corporate mobile contract which allows the organisation to receive preferential rates with its service provider. To access these contracts all mobiles must be purchased through the IT Department. To order an additional mobile telephone, written confirmation must be provided by the appropriate Budget Holder, together with full cost centre codes that any hardware charges are to be paid from.

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Created By: Jewish Living/Claudia Kitsberg	Signature: David Frei
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