

Mobile Phone Usage POLICY (Computer Services)

Objective 3: Efficient and Effective Management

Definitions

'Mobile Phones' means mobile phones purchased and issued by Computer Services for the use by TADWA staff / volunteers.

'TADWA CS Mobile Network' means all mobile phone numbers issued to TADWA CS Staff / Volunteers as per the TADWA SIM Asset list.

This policy and these procedures are to ensure that TADWA adheres to quality practices and that effective and efficient controls are maintained regarding the use and care of TADWA owned mobile phones by staff and/or volunteers. Therefore the following principles and procedures need to be observed:-

Principles

TADWA owned mobile phones are to be used solely for the purposes of carrying out the organisation's business. The mobile phones are designed to provide a support network for TADWA staff and volunteers to communicate freely between field staff and base, without incurring landline to mobile call costs.

Storing

Mobile phones are to be stored securely within the TADWA building overnight during the week and on weekends. Note that under extenuating circumstances, exceptions may be made with prior approval of the CS Manager or CEO.

Unused SIM cards will be stored in a locked fireproof safe in the server room.

Positions Responsible

The positions responsible for the respective mobile phones are CS Manager (0416102769), CS Workshop Coordinator (0416102759), CS Administration Assistant (0416102754), CS Online Support Technician (0416103180) and CS Delivery Officer / Mobile Technician (0416102753).

Maintenance & Appearance

These positions will ensure that the mobile phones, battery and condition are checked on a daily basis, and report any services or any repairs to be carried out to the CS Manager.

Outside Call Log Books

The above positions are responsible for the safe keeping of log books for calls made (and duration – even approximate) to calls outside the TADWA CS Mobile network being kept up-to-date.

Voice Mail

Please do not leave all calls diverted to voice mail. We get charged for recalling messages from voice mail. Consult handset manual for instructions.

Procedures

Staff/Volunteers needing to use a mobile phone must be allocated a phone and SIM card according to the TADWA SIM Asset list, as approved by the CS Manager.

i) Acceptable Use

The mobile phone may be used to call other phones in the TADWA CS Mobile network (calls made are free) during work hours, for work related matters.

The mobile phone numbers may be given to customers / contacts and provided on the business cards for staff/volunteers. Therefore you could receive calls from them or need to make calls to them.

When calling numbers outside the TADWA CS Mobile network it is preferable that you do this from a TADWA landline, however if you are unable to do this as you are out in the field or away from the office, and it is deemed imperative to contact the number then proceed. Ensure the time, date, duration (even approximate) is recorded in a log book.

The use of the digital media recorded on mobile phones should be restricted to work related recording purposes (pictures of job sites/issues, recording of notes / tasks / appointments, etc).

ii) Responsibility of users

It is the responsibility of each person using the mobile phones to ensure that: -

- the date, time and approximate duration of calls outside the TADWA CS mobile network are recorded in the log book;
- the mobile phone is left in a clean & tidy condition;
- if you notice record missed calls, you should follow them up as promptly as possible (if number is outside TADWA CS Mobile network, please try and follow-up whilst at TADWA through landline), inline with customer service philosophy;
- if you have customer contacts / images / meeting appointments / task lists these are backed up;
- the battery is regularly charged.

Damage

Any damage to a mobile phone, whether due to an accident or any other cause must be reported as soon as possible to the CS Manager or CEO, so that a claim can be made to TADWA's insurer and the repairs carried out.