

28. Society Mobile Phones

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Policy

The Board of Directors and the Chief Executive of the Society recognise their responsibility for protecting the health & safety of all colleagues whilst at work. In order to fulfil these obligations, they have adopted the following procedures.

Procedures

These procedures apply to the use of Society mobile phones and any other hand held or fixed / integrated device (i.e. – Sat Nav systems). Colleagues must not use the mobile phone in vehicles, on Society business unless through a business approved car kit (see definitions of mobile phone equipment). Sat Nav systems (hand held or integrated) should not be used to find directions whilst the vehicle is being driven.

Definition

- Mobile phone – A cordless cellular phone powered by battery that emits and receives radio waves.
- Ear piece – A separate earphone and / or microphone whether using a wire, or wireless connection that connects to the mobile phone for the purposes of listening and talking.
- In car phone kit – A unit (cradle etc.) that allows the mobile phone to be plugged into the vehicle, thereby directly connecting it to fixed speaker(s) in the vehicle.
- Parked – A vehicle must be in a parked position with the engine off; it does not include a vehicle paused at traffic lights or stopped in a temporary traffic jam or in slow moving traffic.
- Occupational use – Any period in which the mobile phone is used in connection with work matters.

Usage & Restrictions

Where colleagues have been identified as requiring the use of a business provided mobile phone for occupational use, it is important that those colleagues understand and co-operate with the Society on the usage of such equipment. Where the mobile phone equipment is used in a vehicle by the driver (irrespective of whether a Society vehicle), the following guidelines will apply.

The only acceptable installation for drivers to operate the mobile phone within a vehicle is an ‘in car kit’. We do not recognise any other type of hands free or ear piece equipment as acceptable for the use of the mobile phone whilst the vehicle is in motion.

Colleagues must:

- Never use their mobile phone while driving. Responsibility for the safe control of a vehicle rests with the driver. By law the driver must have control of the vehicle at all times.
- Not hold their mobile phone to make or answer a call while driving.
- Make routine calls from a stopped and parked position.

If an 'in car kit' is not installed in the vehicle, the phone should be switched off and voicemail or call divert used until the vehicle is stopped; the driver may then return calls when it is safe and appropriate to do so.

Where vehicles have 'in car kits' fitted the following procedure should be followed at all times when using the mobile phone equipment:

- Set up short code dialling on the mobile for regularly used numbers.
- Set up 'any key' answer.
- Wait until the traffic conditions are appropriate and it is safe to call.
- Use pre-programmed numbers to call.
- Keep calls brief and limit the conversation.
- Warn incoming callers when driving and ask them to call back later / call them later when it is safe to do so.

Drivers are at no time expected to compromise their safety or that of others by using the mobile phone equipment in heavy or built up areas or for any other safety reason specific to the driving conditions. If the driver wishes to 'switch off' the mobile for this reason then this is acceptable.

Office based colleagues who call mobile phones should listen out for calls being answered in the vehicle and ask the driver if it is safe (vehicle stopped and parked) to talk. If the vehicle is moving they should end the call as swiftly as possible, and arrange call back when it is safe to do so.

Where a fault is believed to exist with any part of the mobile phone equipment, the fault must be logged with the CIT helpdesk with a description of the fault. Where required a replacement may be issued by the CIT group.