

<b>SECTION:</b>	<b>SUBJECT:</b>	<b>Pg. 1 of 1</b>
Corporate	Mobile Device Use	<b>DATE: March 3, 2009</b> <b>Amended May 21, 2013</b>

Approved by Council Resolution - May 21, 2013

**PART A: CORPORATE ISSUED MOBILE DEVICES**

**Purpose:**

This policy establishes guidelines for the procurement, possession, and appropriate use of mobile communication devices used by Corporate employees. It also defines guidelines for the reimbursement of personal calls and services by the employee to the Corporation. The policy is designed to reduce unnecessary service costs to the Corporation, ensure employee safety and to protect the Corporation and employee against legal liability arising from inappropriate use.

**Scope:**

This policy applies to all union and non-union employees, including but not limited to, full-time, part-time, contract, casual/seasonal, temporary employees, and students.

The devices covered by this Policy include cell phones, smart phones, mobile phones, and any other wireless devices (collectively known as "Devices") used by an employee in the course of their workday *for municipal purposes*, whether the device is supplied by the Corporation or personally owned.

**Responsibilities:**

- I. The Director of Economic Development is responsible for administering this policy, negotiating plan changes, and serving as the point of contact for service providers.
- II. The Accounts Payable Clerk is responsible for coordinating billing/payment arrangements. He/she is the secondary point of contact for service providers.
- III. Individual departments are responsible for **all** costs incurred by employees under their direction and for managing the distribution and use of devices among their staff. Department Directors must approve new accounts or changes to accounts, and communicate this approval to the Director of Economic Development. A Department Director may authorize a new account directly with the service provider.
- IV. Employees are responsible for the appropriate care and use of any device assigned to them, as well as for any charges and fees incurred as a result of using the device for personal or non-authorized use. Employees are not permitted to initiate contract or rate plan changes without prior permission of their direct supervisor and the Director of Economic Development.

**Ownership:**

Devices provided to an employee by the Corporation remain the property of the Corporation.

Departments must notify the Director of Economic Development when a device is re-assigned to another employee, or an account terminated.

Upon termination of employment, the employee is to promptly return the device to their Manager or supervisor.

**Procedures:**

- I. **Establishing Service:** Any request for a corporate issued device must indicate how the device will support the Corporation's business; improve the employee's ability to do his/her job, and/or provide efficiency that does not currently exist; and specify what service features are required. It must also identify the user and indicate which general ledger account number will be used. The request must be approved by a Department Director.
- II. **Preferred Service Providers:** The Corporation will identify and negotiate base contracts with a preferred service provider. Contracts with alternative service providers should only be pursued if warranted by work needs. Contracts with alternative service providers must be approved in advance by the Director of Economic Development.
- III. **Rate Plans and Device Selection:** All Corporate issued devices will use a rate plan negotiated by the Corporation. In the event that this plan does not meet the employee's needs, it shall be the responsibility of the employee to identify the features needed or a rate plan that balances these needs with the Corporation's business use requirements, and secure the appropriate approvals. Device model selection must be approved by the Department Director in advance of purchase. Smart phone requests require prior CAO approval.
- IV. **Contract Management:** Users must keep a copy of their contract for future reference. Copies of all contracts must be provided to the Director of Economic Development. Users will adhere to their contractual obligations and refrain from trying to make unapproved changes to equipment, service or rate plans. If changes are warranted, the Department Director must be advised and they will take appropriate action.
- V. **Cell Phone Billing Procedures:** All service bills must be sent to the A/P Clerk at:  
  
Accounts Payable  
Treasury Division  
Town of Kirkland Lake  
PO Bag 1757  
3 Kirkland Street  
Kirkland Lake, Ontario, P2N 3P4

The A/P Clerk will sort the forward them to the correct Division Manager for approval. It is the responsibility of the Manager to review bills to identify any red flag areas for additional investigation. These areas will include but will not be limited to:

- Significant call activity to a non-Corporate number
  - Lengthy long distance calls
  - Excessive roaming and/or long distance charges
- VI. **Contract Changes and Cancellations:** Department Directors will advise the Director of Economic Development and the Accounts Payable Clerk of any contract changes or cancellations. Devices taken out of service must be submitted to the Director of Economic Development for disposal. *\*\*\*Please note that Departments will continue to be billed for services until the proper disconnection protocols are completed.*

## Acceptable Use

- I. Devices are issued to employees for use as productivity and accessibility enhancement tools. Such provision is for the benefit of the Corporation, allowing access to these individuals after hours, while away from their official work station, and while travelling.
- II. Employees will not receive any monetary compensation from the Corporation for the use of a device beyond that negotiated in collective bargaining agreements.
- III. Devices are enabled and/or assigned for specific purposes (i.e. voice communications and/or data). Use of features not assigned to a specific device (i.e GPS use, Internet browsing, gaming, access to social media sites) is prohibited. Costs incurred by such activities are the sole responsibility of the user, unless otherwise indicated by the Department Director.
- IV. Employees are advised not to use their device outside North America Canada as this may incur extraordinary large charges for air time, long distance, roaming, foreign taxes and other charges. Prior arrangements with the service provider must be made if this functionality is required.
- V. Employees using these devices must not perform unethical or unlawful activities with the device. In environments where there are restrictions on the use of these devices, employees are expected to comply.
- VI. Installation of any unauthorized and/or unlicensed software on any Corporate issued device is prohibited.
- VII. If an employee experiences a problem with a device, the employee is to contact the service provider for support. Managers must pre-approve any service related expenses or replacement costs recommended by the service provider.
- VIII. Any employee whose device is lost, stolen or otherwise becomes inaccessible to the employee to whom it is assigned, must immediately report this to their supervisor. Departments must also immediately inform the Director of Economic Development and the service provider. This will enable the communications functions of the device to be deactivated to prevent unauthorized use.
- IX. The employee is responsible for the loss of any Corporate issued device and must pay for replacement of the device unless sufficient proof can be supplied that the device was stolen or lost outside the control of the employee. Exceptions, on a case by case basis, may be made by

the Chief Administrative Officer. Such exceptions are not binding and do not constitute a waiver of the Corporation's right to insist upon full reimbursement in any given case.

## **Use of Devices While Driving**

The use of devices while driving while engaged in work related activities is strictly prohibited. This includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages for any purpose regardless if such purpose is related to your employment; the Corporation; the public; vendors; volunteer activities, meetings, or civic responsibilities performed for or attended in the name of the Corporation; or any other Corporate related activities not named here.

- This policy applies to personal and Corporate issued devices;
- This policy also includes personal use of a Corporate issued devices;
- This policy applies to hands-free devices as well as handheld phones and devices;
- While a vehicle is in motion, calls may not be answered by the driver and must be direct to voicemail or a passenger.
- If an employee driving a vehicle must make a phone call, the vehicle must be in a safe location and in Park (P).
- If making an emergency call (911), the vehicle should be parked in a safe location before making the call.

## **Personal Use**

- I. Personal use of corporate devices is permitted. However, such personal use should be limited in both occurrence and duration; not conflict with work processes; and should not be considered a prerequisite or entitlement.
- II. Personal use is limited to the services assigned to the specific device. If unauthorized services are used or personal use exceeds monthly plan time/data allotments, reimbursement must be made to the Corporation. All long distance and roaming charges incurred for personal calls, must be reimbursed to the Corporation. The Accounts Payable Clerk and/or relevant Director will identify all reimbursable charges and notify the user. Users must reimburse the Corporation within 25 days of receiving notification. Failure to make reimbursement within this period may lead to the device being withdrawn from the user and/or the outstanding amount being deducted from the user's salary.
- III. Employees should note that invoices for device services show call data details. By making / receiving non-business calls, employees acknowledge and agree that the Corporation will see invoices that include the telephone numbers and other usage data of all calls employees make or received.

## **Use of Personal Mobile Communication Devices for Work Purposes**

When authorized in writing by the Department Director, the cost of using personal devices for official business may be reimbursed to the employee. The Director will submit a copy of this agreement to the Accounts Payable Clerk. The agreement should clearly specify the amount and terms of compensation.

### **Policy Cross-References**

Devices are considered information system assets. Consequently, users must adhere to the same security and acceptable use policies as govern all Corporate IS assets and services (see Corporation of the Town of Kirkland Lake Information Systems Security and Usage Policies).

### **Non-Compliance**

Failure to follow this policy may result in disciplinary steps being taken against the employee, up to and including dismissal from employment, seeking restitution, commencement of civil action, criminal prosecution or any combination thereof.

Employees are deemed to have given consent to this policy by their continued use of the Corporation's technology resources.

## **Part B: Personal Mobile Communication Device Use**

*NOTE: It is at the discretion of the individual Department Director whether personal mobile devices are allowed on site, and if so, how they are to be managed. Unless specific arrangements have been made between the Department Director and the user, this policy on personal mobile device use applies.*

### **Purpose:**

The purpose of this policy limiting the use of cell phones and other communication devices at work is to protect workers and maintain a high level of professionalism on the work site. Inappropriate use of communication devices at work can cause injuries due to distraction and may interfere with the proper and safe use of equipment and machinery. Devices and headphones or wireless ear pieces may also get tangled in machinery or interfere with the proper use of personal protective equipment. Additionally, use of any phone or mobile device for personal use decreases productivity and portrays a negative image to the customer and/or taxpayer.

- I. **Devices Covered:** The devices covered by this Policy include cell phones, smart phones, mobile phones, and any other wireless devices, owned by the individual worker (collectively referred to as “Devices”).

### **Persons Covered:**

- I. This policy applies to all union and non-union employees, including but not limited to, full-time, part-time, contract, casual/seasonal, temporary employees, and students.
- II. **Activities Covered:** The rules set out in this Policy apply to all work-related activities, both on and off the user’s regular work site. The Policy applies to all conversations, via any media, whether personal or business-related.

Employees should ensure that friends and family members are instructed on this policy.

### **Prohibited Uses:**

While engaged in work-related activities, both on and off their regular work site, workers are expected to focus on work and may not inappropriately use any Device, including but not limited to:

- Engaging in personal conversations;
- Engaging in entertainment, leisure, social or personal business activities, including but not limited to surfing the internet for personal reasons, checking personal email, sending or receiving personal text messages.

### **Permitted Uses:**

Workers may use Devices during scheduled breaks, in an area not visible to the public. Personal devices may be utilized in an emergency situation, whether that situation is personal or business related.

**Violations:**

Workers who violate this policy will be subject to disciplinary measures up to and including dismissal, depending on the circumstances.

**Employee Declaration**

I, \_\_\_\_\_, have read and understand the above Mobile Device Acceptable Use Policy and consent to adhere to the rules outlined therein.

Name (printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager \_\_\_\_\_ Date: \_\_\_\_\_