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Issue Date	06/01/2025
Approved	MD
Review Date	05/01/2027

247 Alliance Ltd

Mobile Devices Policy

Policy Statement

The purpose of this Policy is to describe the service standards to be applied and the operational procedures to be followed by all employees of 247 Alliance Ltd when using mobile telephones for company and personal use

Introduction

This policy provides guidance on when to use telephones, making and responding to calls in a way that reflects positively on both the individual employee and the Company.

The company recognizes that the access to a mobile phone is necessary for certain roles. The advantage of mobile phones to lone workers and those working in remote areas is recognized. Where there is a business need, mobile phones are provided for business use, and this Mobile Phone Usage Policy includes guidance on how they should be used and managed.

Responsibilities

- Employees are responsible for all calls made on a 247 Alliance Ltd. mobile phone, and for the safekeeping of the phone.
- Users are responsible for any fine or other penalty incurred for breach of legislation if using a mobile phone or “hands free” device whilst driving.
- It is illegal to make or receive a call using a mobile telephone whilst driving if the phone is held in the hand during any part of the operation. Users should also be aware that they could be prosecuted for not using “hands free” devices.
- Company provided mobile phones will remain the property of the 247 Alliance Ltd and must be returned if the user leaves the employment. Failure to do so may result in the employee being charged an amount equivalent to the cost of the phone and any other charges made against the phone account. The 247 Alliance may also apply an administrative charge to cover costs incurred in recovering the phone and terminating the contract.
- If a 247 Alliance Ltd mobile phone is lost it must be reported to a line manager and office manager as soon as possible. If a 247 Alliance Ltd mobile phone with work emails synchronized to the device it must be informed to the office manager for the password reset.
- If the mobile phone is lost by a user, that user may be required to purchase replacement handset by themselves, if this loss is due to negligence on the part of the user.
- Mobile phones are provided for 247 Alliance-related use only. While the company recognizes that occasional personal use may be necessary, this should be kept to a minimum. Apps should not be purchased for personal use at 247 Alliance's expense and may not be replaced or refunded if bought from personal funds and downloaded to a 247 Alliance Ltd handset.

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Breach of Policy

All employees are responsible for their compliance with the Policy, and for reporting any policy violation or other abuse of the mobile/telephone system. Any breach of this Policy will be dealt with in accordance with the 247 Alliance disciplinary procedure. If abuse of a mobile phone is suspected, in addition to any other sanctions imposed all the cost occurred will be recovered from the employee.

Service Standards: Making Calls

The use of chargeable mobile services such as premium rate text messages, directory enquiries etc., is not permitted on 247 Alliance Ltd provided mobile phones without prior and specific written permission from a line manager.

Text or picture messages (SMS or MMS) must not contain, or have attachments that contain defamatory, offensive or harassing language, fraudulent material, sexually explicit images or language, material that infringes copyright or other intellectual property rights of third parties, or offensive cartoons or jokes or otherwise involve lawful or wrongful conduct. Nor should they contain any remarks that might be potentially embarrassing to the 247 Alliance Ltd, its employees or the general public.

Confidential Data and Information Security

- Information must never be given out over the phone unless it is absolutely clear who it is being given to and that they are entitled to the information and are ready and able to accept it. All information forwarded must adhere GDPR.
- Care must be taken to ensure that conversations involving confidential and/ or personal information cannot be overheard.
- Voicemail messages containing personal information should only be left after due consideration has been given to any security and confidentiality risks involved.
- Mobile phones must be kept secure at all times, and out-of-sight whenever possible.
- All 247 Alliance and personal smartphones setup with 247 Alliance email accounts and/or internet based access to 247 Alliance data must be protected with four-digit passcode. This is to protect your information and 247 Alliance data. After enabling passcode on your device, each time you turn on or wake up the device, it will prompt for the passcode before you can access applications or information on the device.
- Mobile phones may not be used to store and/or transmit personal data for which the 247 Alliance is the Data Controller or any other sensitive data relating to the 247 Alliance and its activities.

Malik Mustafa

Director

05/01/2026

Signed:



Review Date: 05/01/2027