



Urgent Care 24

Mobile Phone / Electronic Devices Policy

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1.0 PURPOSE

This Policy sets out the Urgent Care 24 policy on the use by employees of Mobile Phones/Electronic Devices. For the purpose of this policy Electronic Devices relates to Blackberries and/or any other Personal Organiser, I-phones, I-Pods, MP3 players or Cameras.

2.0 SCOPE

All employees and any other person acting in the name of the organisation

3.0 RESPONSIBILITIES

- 3.1 All employees have a responsibility to adhere to the terms and conditions of this policy.
- 3.2 Directors/Managers who are specified as the responsible people within the policy must ensure the correct procedure is carried out.
- 3.3 Any queries on the application or interpretation of this policy must be discussed with the Head of Human Resources prior to any action taking place.
- 3.4 This policy will be monitored and reviewed on an annual basis by the Head of Human Resources and updated as appropriate.

4.0 PROCEDURE

4.1 Personal Mobile Phone

- 4.1.1 When at work within Urgent Care 24 premises personal mobile phones should be set to silent mode.
- 4.1.2 If employees need to make or receive a personal call or send/read a text message while at work it should be made in the staff room/outside the building during a break in working hours at the discretion of the supervisor.
- 4.1.3 The making or receiving of **emergency** personal calls/texts at times other than during breaks must kept as brief as possible. Making or receiving of calls at times other than during breaks (except emergency calls) could result in disciplinary action being invoked.

On no account should Personal Mobile Phones be used in the Call Centre.

4.2 Company Mobile Phones

- 4.2.1 Use of Organisational Mobile Phones or mobile phones and or other Electronic Devices used in relation the job is permitted within Urgent Care 24 premises.
- 4.2.2 Contractors (e.g. maintenance engineers) are permitted to use mobile phones for business purposes within Urgent Care 24 premises. These should only be used in the Call Centre when absolutely essential.

4.3 Use of Mobile Phones /Electronic Devices to Listen to Music.

Personal, Company mobile phones or other electronic devices should not be used to listen to music or TV either through a headset or during normal working hours.

4.4 Use of Mobile Phones /Electronic Devices for Downloading of Information

- 4.4.1 Personal Mobile Phones/Electronic Devices should not be linked to the computer for downloading of information either from or to mobile phone Blackberry/electronic devices due to the risk of viruses onto the IT system.
- 4.4.2 If there is a requirement for downloading information from or to organisational mobile phones/electronic devices then this needs to be authorised by the IT Department.

4.5 Use of Mobile Phones/Electronic Devices for Taking Photographs

On no account should mobile phones or electronic devices (including cameras) be used for the taking of photographs or videos within Urgent Care 24 premises.

4.6 Use of Mobile Phones Whilst Driving

- 4.6.1 If the job involves driving, mobile phones should be switched off whilst driving unless a hands-free attachment or Bluetooth is fitted. Making and receiving of calls should be kept to a minimum and only taken/made when absolutely necessary.
- 4.6.2 If there are passengers in the car their agreement should be sought prior to the receiving and making of calls.

4.6.3 Use of other electronic devices such as personal organisers or texting whilst driving is not permitted.

4.6.4 Using a mobile phone or other electronic devices whilst driving can attract a fixed penalty of £60 and 3 penalty points or in certain (more dangerous) cases drivers may be taken to court where a fine of up to £1,000 can be applied. It is conceivable that employers who phone their employees whilst they are driving may be held liable in the event of an accident.

4.6.5 If an employee driving a vehicle has an accident whereby injury, death or damage is caused by dangerous driving and/or by using their mobile phone and convicted this could lead to imprisonment.

4.7 Vehicles

4.7.1 All Urgent Care 24 vehicles are fitted with a hands free attachment and drivers are trained in the use of these phones.

4.7.2 Where possible when making and receiving calls these should be undertaken only when the car is stationary. Every endeavour will be made to ensure that calls are not made to the cars when the vehicle is mobile.

4.7.3 Failure to adhere to this policy may lead to the Disciplinary Policy being invoked and could lead to dismissal.