



Policy Manual

Section:	Human Resources
Subject:	Corporate Cell Phone Policy (Formerly Smart Phone Policy)
Policy Number:	005 – HR-03-32
Approval Date:	October 19, 2009, June 5, 2023
Approved By:	R09-10-316, R23-06-233
Prepared By:	Brandi Sieben, Manager, Human Resources

Objective

The purpose of this policy is to govern the eligibility, usage, and management of cell phone devices for Town of Essex business use. This policy outlines standards, and procedures for accessing Town of Essex networks, systems, databases, servers and other IT infrastructure via cell phone devices.

This policy is intended to protect corporate resources and information from the misuse or abuse of cell phone technologies that could result in malicious attack from hackers, loss or theft of company data, and damage to critical applications. In addition, this policy is meant to protect employee safety, manage communications costs, and help minimize corporate liability.

Scope

This policy applies to all Town of Essex employees, as well as Council members, contractors and freelance workers who use a Town-provided cell phone device for the purpose of conducting Town business. The Town reserves the right to revoke cell phone privileges at any time should it deem necessary to do so.

This policy covers all technological aspects of cell phone connectivity including the handhelds themselves, server management software, and any other software or hardware deployed by the Town to operate with cell phone technology.

The Town's IT division has discretion over the distribution of cell phone devices to approved employees as well as the installation, configuration and security measures of cell phone devices and related technology. Any cell phone use in contravention of this policy may result in the revoking of a cell phone.

Employees assigned a cell phone are responsible for ensuring that the phone is protected from unauthorized usage and shall report any unauthorized usage or damaged, lost, or stolen devices immediately to their manager and to IT.

Issuance of a Corporate Cell Phone Device

The issuance and use of a Town device must be approved by the CAO and may be revoked at any time. Cell phones will be assigned to employees based on position/operations requirements. Managers requesting a Town cell phone for an existing position, that isn't currently assigned a cell phone, will require approval from their department director.

The Town of Essex reserves the right to discontinue the provision of a corporate cell phone to an employee at any time without notice and without stating the reason for such action. In the event that the Town discontinues the provision of a corporate cell phone, an employee will have no recourse against the Town of Essex for such discontinuation.

Cell Phone Equipment

To capitalize on volume pricing discounts and to reduce the cost and time associated with cell phone support, the Town through its IT Division will standardize cell phone model(s), service package(s), feature(s) and accessories. Employees assigned to use a Town-owned cell phone shall not use any feature(s), accessories or purchase any applications without the approval of their Director and by the IT Department.

Policy on Appropriate Use of Cell Phone Devices

Cell phone devices and service packages used to conduct Town business must be used responsibly, ethically, and cost-effectively. The following policy statements must be adhered to at all times:

1. No cell phone shall be configured to operate with any device or computer other than a Town of Essex -owned device or computer.
2. Reasonable personal calls are permitted if they fall within the duration and time periods acceptable to an individual's manager and do not violate any other sections of this policy. Personal use of a company cell phone is not permitted if there is a cost to the Town (e.g. long distance, toll numbers, unreasonable time lost, etc); however, it is recognized that there may be occasions where a personal long distance call is necessary. If a personal long-distance call is required, the cost of the call will be the responsibility of the employee.
3. Any employees that wish to utilize their Town cell phone for personal use while on vacation and out of the country will be responsible for paying any additional fees incurred during their travels. To minimize costs, employees are required to contact IT prior to travelling out of country with their Town cell phone.
4. Cellular data is intended for Town use only, employees are prohibited from using data for personal streaming of audio or video on the web or an app, downloading large music or video files or utilizing their device as a hot spot for personal use.
5. Town cell phones shall not be used to conduct illegal transactions, harassment, or any other unacceptable behaviour.
6. Employees with a Town cell phone are prohibited from the following:
 - Using their personal email to conduct Town Business
 - Downloading or uploading obscene or offensive materials
 - Purchasing application for personal use, using Town funds. All app purchases that are for Town business must be approved by the employee's Director prior to purchasing.
7. Employees are forbidden from making or receiving business calls or reading and sending emails or text messages on a cell phone while operating motor vehicles or equipment regardless of whether the vehicle or equipment is Town of Essex property or personally owned and being used for Town business. This in accordance with the Town's Use of Town Vehicle Policy and Bill 118, an amendment to the Highway Traffic Act.
8. Employees must turn their cell phone to "Quiet" during meetings, including Council meetings and as a best practice, should limit checking email or telephone messages during meetings. If it is necessary to answer or return a call during a meeting due to time sensitivity, the employee shall first excuse themselves from the meeting and answer/return the call in another room.
9. Whenever a Town cell phone is damaged, lost, or stolen, such incidents must be reported immediately to the employee's supervisor, and the IT department.

10. All cell phone users agree to immediately report any incident or suspicion of unauthorized access and/or disclosure of corporate data or resources.
11. Cell phone users shall refrain from sending or storing sensitive data on their devices (e.g. employee data, proprietary data, etc.).
12. Authorized cell phone users may be responsible for reimbursing the Town of Essex for the full costs of damaged, lost, or stolen devices and related accessories within thirty days of being damaged, lost or stolen if they were damaged, lost, or stolen due to user negligence.
13. Upon termination of employment or job duties where a Town cell phone is provided to the employee, the employee must:
 - Turn in the Town cell phone to their manager, or the Human Resources division by the end of the day on their last shift (unless an exception has been granted by the CAO).
 - In the event that a Town cell phone is not returned upon termination of employment, the employee will be required to reimburse the Town for the residual value of the phone and phone plan as determined by the service provider/Manager of IT.

Out of Country Cell Phone Usage

Employees with a Town-issued cell phone and who are travelling outside of Canada for Town business must advise the IT division to ensure appropriate coverage and package options.

Employees with a Town issued cell phone who are travelling outside of Canada for personal reasons and elect to take their Town cell phone, must contact IT to determine coverage and package options. Employees travelling for personal reasons will be responsible to pay a fee for the out of country package. Employees who fail to contact IT to request out of country coverage will be responsible and invoiced the fee plus any additional data usage in excess of the prescribed limit.

Extended Absences

Employees that are on an extended leave that is anticipated to be greater than four (4) weeks and who will not be required to respond to phone calls, text messages, or emails during their absence, shall turn their cell phone into their manager at the beginning of the leave. In special circumstances where the phone will not be reassigned to another employee during the absence, the employee may also elect to keep the phone, provided they reimburse the Town for the monthly cell phone costs.

Reports on Cell Phone Usage

The Town of Essex regularly receives reports on cell phone usage for all Town cell phone devices. These reports provide details on monthly usage for individual cell phone devices assigned to employees. Managers of employees with Town cell phone devices shall review these reports on a monthly basis at a minimum and report any misuse to the employee and the employee's Director.

Cell Phone Voicemail System

The cell phone voicemail is used to collect messages when an employee is absent or temporarily unavailable.

Voicemail greetings need to provide accurate and current information for the caller. If an employee is to be away from work for a known period of one business day or longer, the voicemail greeting should be updated and identify an alternate contact.

Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Corporate Cell Phone Policy of the Town of Essex. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this Policy. I understand that if I violate the rules set forth in this policy, I may face punitive or corrective action, including suspension of cell phone privileges, and up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Revision Log

Revision Level	Revision Date	Prepared By: (Position Title)	Approved By: (Position Title)	Description of Change
A	10/19/2009	D. Hunter Director, Corporate Services		<ul style="list-style-type: none"> • Creation of new policy
B	12/19/2022	B. Sieben Manager, HR		<ul style="list-style-type: none"> • Change Smart phone to cell phone • Remove: All reimbursements for costs incurred due to business calls made on personally owned Smart Phone devices must be submitted to the Town of Essex Finance Department and a copy of the Smart Phone service statements must accompany the request for reimbursement. • Remove: Personal use of corporate Smart Phone devices to place or receive calls or to send or receive emails is prohibited except in the following cases— An employee is responding to a family emergency, and only when it is impossible or unreasonable to use a landline telephone or personal phone, An employee is advising a family member of unforeseen work schedule changes, and only when it is impossible or unreasonable to use a landline telephone, public pay phone or personal phone, Add extended absence. An employee is travelling on Town of Essex business that requires them to be away from home overnight; one call of reasonable duration to a family member will be permitted per night away from home on Town of Essex business, In the case of extreme emergencies, such as an accident, vehicle failure, or other imminent danger. In keeping with the Safe Driving Policy employees are required to pull over safely to the side of the road and park the car before making a Smart Phone call. Add: Employees who make or receive personal calls for reasons other than travelling overnight on Town of Essex business or extreme emergencies, must reimburse the Town of Essex the amount charged for the call by the Town’s provider within thirty (30) days of incurring the cost. Smart Phone devices will only be used for official Town of Essex e-mail. Web-browsing and document-attachment capabilities may be disabled at the Smart Phone Enterprise Server at the discretion of the IT department. • Remove: downloading any ring tones not provided in the basic configuration of the Smart Phone, • subscribing to any automatic messaging to a corporate Smart Phone, including but not limited to subscriptions such as Jokes of the Day, Recipe of the Month, daily weather forecasts, etc., • downloading any games to a corporate Smart Phone, and • downloading any third party applications without the prior approval of the IT Department. • Add: Reasonable personal calls are permitted if they fall within the duration and time periods acceptable to an individual’s manager and do not violate any other sections of this policy, or any other Town policy. Personal use of a company cell phone is not permitted if there is a cost to the Town (e.g. long distance, toll numbers, unreasonable time lost, etc); however, it is

				<p>recognized that there may be occasions where a personal long distance call is necessary. If a personal long-distance call is required, the cost of the call will be the responsibility of the employee.</p> <p>Any employees that utilize their Town cell phone while on vacation and out of the country will be responsible for paying any additional fees incurred during their travels. To minimize costs, employees are required to contact IT prior to travelling out of country with their Town cell phone.</p> <p>Employees with a Town cell phone are prohibited from the following—</p> <p>Using their personal email to conduct Town Business.</p> <p>Purchasing applications (app) for personal use on their Town cell phone.</p> <p>Any application that is not free to download and install should be approved by the employee’s Director prior to purchasing.</p> <ul style="list-style-type: none"> • Remove: Employees are responsible for establishing appropriate greetings for their Smart Phone devices and for retrieving voicemail messages on a regular basis during regular business hours. At a minimum the greeting to persons wishing to leave a message should identify the employee by name and the timing for a call back period (two hours). When an employee is at work during regular business hours, they are expected to return voicemail messages within a minimum of two hours whenever possible. • Add: Voicemail greetings need to provide accurate and current information for the caller. If an employee is to be away from work for a known period of one business day or longer, the voicemail greeting should be updated and identify an alternate contact. • Add: Out of Country Cell Phone Usage
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