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*Mobile Phone Policy*

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by  
Pieter Smith

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### 1.1 Purpose

Mobile phones enable fast communications, remote wireless network connectivity and a more productive mobile employee. However, such devices add significant operating expenses and create additional security concerns for Bidvest Protea Coin (BPC). As such, BPC maintains and enforces this policy to help maximize security while also managing costs.

### 1.2 Introduction

BPC's Mobile Phone Policy exists to control costs, secure BPC data and protect mobile devices from theft.

### 1.3 Scope

Every officer, manager, employee, contractor, temporary worker, authorised agent and volunteer is subject to the terms of this policy.

### 1.4 Amendment History

This document is amended by the distribution of new revisions of all or part of the document to the named holders. The history of amendments is recorded below.

Date	Sections Revised	Status	Reason for Change	Authorised
2020/07/07	All	Released	First Issue	Costa Diavastos

Copies of this document other than those listed above will not be revised; such copies are marked as UNCONTROLLED.

### 1.5 Contracts

BPC will provide cellular contracts (complete with features and monthly voice and data service) for employees at the discretion of management.

When required by clients, managers may request cellular contracts with features and monthly voice and data service for employees. In such cases the manager must identify the business justification for the purchase and service requirements in a written request to IT. If the contract is associated to a site and not a specific employee (shift workers) the manager (or his appointed delegate) is ultimately responsible for the contract and the device.

The correct contract (voice, data or SMS) must be discussed and understood and the budget and cost code completed on the application form. It is important to understand that contracts are fixed term for 24 months. The same period applies when contracts are renewed.

IT is only responsible for identifying compatible platforms, purchasing equipment and supporting provided devices. IT is not responsible for determining employee eligibility or allocating funds to pay for cellular contracts, accessories and/or service fees; the requesting manager must allocate funds from his/her department's operating budget to cover costs arising from the cellular telephone/request.

BPC provided devices are only to be used for fulfilling business responsibilities. No provided device is to be used for personal reasons; employees are prohibited from incurring any fees or charges as a result of personal or unauthorised use of provided device and subsequently billing those fees and charges to BPC. If a device, accessory and/or service fee or charges result from personal or unauthorised use of provided equipment, the employee is responsible for making payment for those fees and charges and any related billing costs.

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## 1.6 Hardware Devices

BPC has standardised on specific devices which is updated from time to time as new devices become available. An initial device is issued at the start of the contract. If a device is lost or stolen a replacement device will be issued and the cost will be recovered from the user. If a device is broken a replacement device will be issued at the cost of the user if the broken device is not serviceable else the repair cost will be recovered from the user.

No replacement device will be provided after a contract renewal.

Employees are prohibited from installing unapproved and unauthorised software on provided devices. Employees shall refrain from downloading additional software and services, including distinctive ring tones, games, content services, Video Play and other messaging services, to provided devices.

No employee may connect, dock or otherwise synchronize to any unapproved device, whether owned personally by the employee or provided by BPC, with any computer, laptop, server, system or network, without the prior written consent of IT. Modified devices may be wiped and set to the default configuration at the discretion of IT.

Employees awarded cellular devices are responsible for the security of those devices. Employees are required to lock their cellular devices and to have automatic locking enabled. Employees are always to keep the device on their person when traveling. Employees are responsible for replacing lost or stolen devices. All provided devices and accessories remain the property of BPC.

## 1.7 POPI

Employees understand that no picture of clients should be taken unless a signed release is completed and in his or her file and your supervisor has given you permission. Employees agree to comply with all industry regulations regarding Protection of Personal Information Act 4 of 2013 and will not transmit anything that would violate POPI regulations. All pictures must be deleted from the device as soon as the picture is no longer needed.

No sensitive, proprietary or confidential information is to be stored on devices at any time. In the event a provided device is lost, stolen or misplaced, IT should be notified immediately so that appropriate steps can be taken to remotely trigger the deletion of all data contained on the device.

Users will adhere to the following when using an BPC-provided cellular phone:

- Abide by all laws for using cell phones while driving
- Answering the phone in a professional manner
- Understand the package allocated to me.
- Keep the phone in the protective case that is supplied
- Not alter the phone settings or SIM card.
- Not swap cell phones with other staff members or personal handsets.
- Return the assigned device and all accessories that accompany the phone when leaving position or leaving employment of BPC. Failing to do so the company might withhold payment of any benefits in the final payroll check until the phone is returned.

Any violation of the Mobile Phone Policy must immediately be reported to IT. Violating the Mobile Phone Policy, or any of its tenets, could result in disciplinary action.

Please refer to the privacy policy for more detail.

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### **1.8 Renewal of Contracts**

When a contract is due for upgrade the original requesting manager (or his delegate) will receive a notice. If the mobile phone contract is backed by a customer contract, proof of the renewal of the customer contract is to be provided. If no response is received within 30 days a cancellation request will be sent to the provider. A new device will not be issued on renewal of a contract.

### **1.9 Out of contract usage**

BPC has a monitoring platform in place that will automatically suspend services once out of contract costs are picked up. Employees are not allowed to purchase additional data/airtime for any open contract themselves. You are however allowed to do so for top-up contracts, if it's done from personal funds.

Should additional data/airtime be required for business use this can be arranged upon approval of the cost centre manager via the IT department.

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## 2 Governance

### 2.1 Ownership of this policy

Ownership of this policy is vested with the **Chief Executive Officer**.

### 2.2 APPROVAL

This policy must be approved by the **Chief Executive Officer**.

### 2.3 NON-COMPLIANCE

Non-compliance with this policy, standards, procedures, or the like, is a disciplinary offense and may result in disciplinary action and possible dismissal.

### 2.4 IMPLEMENTATION

The executive of each business area is accountable for the implementation and adherence to this policy in his/her respective business areas.

### 2.5 DISCIPLINARY ACTION

Where a complaint or infringement investigation has been finalised, BPC may recommend any appropriate administrative, legal and/or disciplinary action to be taken against any employee reasonably suspected of being implicated in any non-compliant activity outlined within this policy.

In the case of ignorance or minor negligence, BPC will undertake to provide further awareness training to the employee.

Any gross negligent or the wilful mismanagement of personal information will be considered a serious form of misconduct for which BPC may summarily dismiss the employee. Disciplinary procedures will commence where there is sufficient evidence to support an employee's gross negligence. Examples of immediate actions that may be taken subsequent to an investigation include:

- A recommendation to commence with disciplinary action.
- A referral to appropriate law enforcement agencies for criminal investigation.
- Recovery of funds and assets in order to limit any prejudice or damages caused.

### 2.6 REVIEW

This policy must be reviewed on an annual basis or more frequently if deemed necessary.