

FIELD SALES SOLUTIONS MOBILE DEVICES POLICY

The Company recognises that in the majority of cases the role of its employees involves the use of Mobile Devices for work. Therefore, you have been provided with a Company Mobile Devices. First and foremost, the purpose of this policy is to ensure that Company employees are sufficiently equipped with the necessary information to ensure their safety as far as practicable, during the course of their working day. Secondly, this policy outlines our expectations on how you should use your Mobile Devices.

This policy should be read in conjunction with the Field Sales Solutions Vehicle Policy and Safe Driving Policy

The Purpose

The purpose of the Mobile Devices Policy is to ensure the continued safety of our employees whilst travelling in their vehicles and undertaking work on behalf of Field Sales Solutions as part of their day to day activities. Field Sales Solutions both supports and encourages safe working practices.

The policy also clarifies the terms of use in relation to mobile devices for data downloads and app installations.

Background

It has been established that the effect of using a mobile device whilst driving can result in the driver experiencing varying levels of physical and cognitive distraction.

Physical distraction: Removing a hand from the steering wheel to hold and operate the devices, averting eyes from the road momentarily to pick up, put down or dial a number or driving with one hand. The physical distraction is still evident when using a hands-free device.

Cognitive distraction: When tasks are performed concurrently. The effectiveness of undertaking more than one task is reduced in comparison with undertaking them separately. This results in your attention being pre-occupied with operating the devices and maintaining the telephone conversation whilst continuing to drive.

Key Principles

The use of a hand-held device whilst driving is prohibited under Regulation 110 of the Road Vehicles (Construction and Use) (Amendment) (No.4) Regulations 2003 which came into effect from 1st December 2003. Further amendments were introduced on 27th February 2007. The on-the-spot fine imposed for driving whilst using a hand-held mobile device may result in a fixed penalty fine of £60.00 or a fine of up to £1,000 if convicted in court and three penalty points on a driving licence.

You may still be prosecuted for using a hands-free mobile device if you fail to have proper control of the vehicle. It is far safer to find somewhere to stop and make the call than to risk the distraction of talking on the devices whilst driving. Driving carelessly or dangerously when using any device could result in you being disqualified, fined, or receiving up to two years in prison. If you are a new driver, you will lose your license if you get 6 or more penalty points within 2 years of passing your test.

Whilst mobile devices are accepted as an essential tool for any employee working away from the office, the Company's policy is clear – **you must not use a hand-held mobile device whilst driving**. In addition, text messages must not be read, sent or replied to whilst the vehicle is moving. No notes of referring to documents is allowed unless the vehicle is safely parked with the engine switched off.

The only exception to this is if there is the need to call the emergency services on 999 or 112 in response to a genuine emergency when it is unsafe or impractical to stop driving to make the call.

Procedure

Field Sales Solutions are legally required to comply with the Corporate Manslaughter Legislation to meet their Duty of Care for both employees and the public. Therefore, you are required to ensure that your mobile device is blue-toothed to your

vehicle. Headsets are not permitted to be used with a mobile device whilst driving. If you are unable to connect your device to your vehicle, please contact the Leasing Team for support. Alternatively, if you need to take a call then you should ensure that you are stationary when doing so. Hand-held mobile devices should be switched off whilst driving, or at the very least, restricted to the receipt of voice messages. Any telephone conversation must only take place when you are stationary and in a safe place.

Should you receive a call and your device is not blue-toothed to your vehicle, it should either be ignored or terminated and should be taken by the voicemail facility and replied to on reaching your destination or when you are safely parked. This applies equally to both hand-held and hands-free devices.

What Constitutes Driving

Driving includes being stopped at traffic lights, stationary in a traffic jam that can be expected to move after a short period of time, or in a queue of traffic.

Monitoring

The Company will be making periodic checks to ensure there is no breach of this policy. Any breach may result in the Company instigating the disciplinary procedure.

Other Distractions

It is also worth noting that the following distractions may also affect your concentration when driving and therefore avoid the following:

- Loud music that may mask other sounds
- Adjusting / setting Satellite Navigation Systems
- Trying to read a map
- Adjusting radio / music
- Eating and drinking

Mobile Device Data

Overall Data Usage Policy

Unless otherwise or explicitly stated by the IT Department, mobile devices are restricted to 1 Gigabyte of data download usage. Therefore, the following usage is not permitted.

- Company mobile devices are not permitted to be used for Satellite Navigation. Effective September 2018, all new company owned vehicles will come with Satellite Navigation as standard.
- Accessing personal emails or online data storage.

Access to online data business portals are permitted for work purposes.

Installation of Apps

Installation of unauthorised or unsecure applications onto company mobile devices are strictly prohibited and deemed as misuse of company property and may lead to disciplinary procedures.

Please contact the IT department or your line manager if there are specific applications that you wish to install. Unauthorised applications are not limited and include, WhatsApp, Facebook, Instagram, Twitter, Snapchat, Showbox etc.

Access to illegal imagery or use in relation to criminal activity will result in immediate Gross Misconduct Disciplinary and you will be reported to the police. Unethical use of your mobile device for example sharing illegal images, criminal activity or inappropriate use is strictly prohibited and may lead to disciplinary proceedings. In addition, your actions may be reported to the police and any other relevant authority.

Geo-Location and Updates

In line with GDPR rules we confirm that Geo-Location software is installed on all company mobile devices. This enables the Company to have complete asset management with devices in the field and enable tracking of stolen or lost property.

The IT Department also requires remote access to all company mobile devices to ensure that updates are completed. Please ensure that you notify the IT Department and your line manager if your phone is lost or stolen as soon as possible.

Employee Responsibilities for Company Mobile Devices

Employees are responsible to ensure that their phones are kept in good condition. In the event that a mobile device is not working, damaged or broken, please report it to your line manager and the IT Department.

Employees must ensure that their mobile devices are:

- Charged when required.
- Covers for phones and tablets are not changed and remain on the item until returned
- Settings are not modified
- Reverse charge phone calls are not permitted
- The Sim is not removed
- Business Cards are not inside the phone case with the phone.

Leaving the Business

Company mobile devices are on loan to you and not yours to keep. All devices must be returned when you leave the business. Any damage that is found on your phone will be repaired and the cost of the damage will be deducted from your final salary.

Expectations

We expect your company devices to be charged at all times and switched on between the hours of 8.30am to 5.30pm on each working day.

Your voice message should be recorded as:

“You have reached [your name] from Field Sales Solutions. I am unable to take your call right now, however please leave your name, number and a brief message and I will return your call as soon as I can.”

As your device is company property, it is your responsibility to look after your devices, to keep safe and in good working order.

From time to time, we carry out audit checks on all company property and your devices will be included in any audits conducted. This also includes monthly audits on calls made from your mobile telephone.

Please do not download any apps of any sort as the devices are strictly for business use only. No premium numbers should be called from your company mobile telephone.

We will no longer use your provided personal mobile number for business use, therefore it is imperative that the above is adhered to at all times.

In the event that you leave Field Sales Solutions we will revert to contacting you on your personal contact details.