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| <b>Relevant Legislation</b> | Section 152(7) of the Constitution   |
| <b>Commencement Date</b>    | 24 January 2019  |
| <b>Review Date</b>          | The review date is 12 months after the commencement date and every three years after that.<br>Next Review January 2022 |

## POLICY STATEMENT

### 1 Intent

The purpose is to outline that authorized users of mobile phones to be contactable at all times.

Authorized users comply with the terms and conditions set forth in this policy.

### 2 Scope

As effective 1 August 2018, this benefit forms part of the total remuneration package for staff with mobile benefits under the Job Evaluation Exercise as approved by OAG Executive Management.

The policy outlines what the Office considers to be acceptable and unacceptable use of mobile phones.

### 3 Objective(s)

To be contactable at all times as when needed;

Providing a mobile gives reassurance that users can be contactable at all times.

Globally, electronic devices are tools to enhance or supplement you to research information using approved apps or contactable whenever required.

### 4 Definitions and Acronyms

**Policy Maker**

Auditor General

**Management**

Approval of Executive Management Committee

## 5 Policy Maker

Auditor-General

## 6 Supporting Documents/References

Constitution of the Republic of Fiji - 2013

General Order 2011

Public Service Code of Conduct 1999

## 7 Key Words

Contactable

Compliance

## 8 Supporting Procedures/Guidelines

| RESPONSIBILITIES                 |   |
|----------------------------------|---|
| <b>Implementation</b>            | The Supervisors and Directors are responsible for implementing the policy.                      |
| <b>Compliance</b>                | The applicant is responsible for complying with the policy.                                     |
| <b>Monitoring and Evaluation</b> | The Supervisors and Directors are responsible for monitoring and evaluating the policy.         |
| <b>Development and/or Review</b> | The Corporate Services division will be responsible for developing and/or reviewing the policy. |
| <b>Interpretation and Advice</b> | The Deputy Auditor-General is responsible for interpreting and advice on the policy.            |

## Annexure 1

### Definitions

#### 1.0 Authorized Users

The users include all Director of Audit and Deputy Auditor-General and those Officers who provide support role to Executive Management as approved by Auditor-General.

Upon approval, a mobile phone will be provided as a facility attached to the designated position and not to the incumbent employee. As such, should the employee subsequently change positions within OAG, the phone shall remain with the designated position and be issued to next appointee.

The Accounts Department will be responsible for all mobile phone purchases, and shall maintain a register of all authorized positions and mobile phone holders for the office

#### 2.0 Device and Support

The warranty period is 12 months from the date of delivery and definition of warranty case are detailed as failure of malfunctioning of hardware or its parts excluding the following conditions:

- a. Mechanical damage (including unintentional damage, caused by misuse, liquid ingress, impact use of unoriginal parts or servicing or modification of hardware performed by people other than the manufacturer's authorized service center.
- b. Defects caused by violation of operating instructions provided in the handset's documentation
- c. Defects caused by normal wear of handsets or aging of its parts
- d. Defects caused by computer viruses, use of third party software, accessories or other parts that are not approved by the manufacturer.

By entering into agreement with Vodafone Fiji, OAG agrees to pay standard cost to the plan over the term as in agreement by both parties.

The upgrade of handsets would have to be evaluated considering the agreement term and conditions pertaining to the contract, the current plan & handset combo and the financial implication of the upgrade.

#### 3.0 Monitoring

Users should be within the approved mobile phone plan. Any amount above the plan should be recovered from the user.

Given that mobile phones are provided for business purposes, personal calls are to be kept to a minimum. Should the accounts department consider an employee to be making excessive personal calls, they may compile a reconciliation and any excess usage will be recovered through salary deduction on a quarterly basis.

By accepting the phone the user agrees that he/she will respond to all official correspondence including after working hours as soon as practical.

Failure to do so will impact on the commitment of the employee on the vision and mission of OAG and government generally.

Any abuse will result in disciplinary action or could include withdrawal of issuance of mobile phone.

#### 4.0 Mobile Plan

Approved Post Pay Mobile Plan for users includes

| Position Holders                | Plan    | Data | On- Net/ Off – Net Minutes | SMS     |
|---------------------------------|---------|------|----------------------------|---------|
| Auditor General (1)             | RED 800 | 10GB | 800 & 800 mins             | 400 SMS |
| Deputy Auditor General (1)      | RED 500 | 6GB  | 500 & 500 mins             | 300 SMS |
| Management (5)                  | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Manager Corporate Services(1)   | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Manager IT (1)                  | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Senior Secretary (1)            | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Senior Accounts Officer(1)      | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Senior Admin HR Officer(1)      | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |
| Administration Support Staff(2) | RED 400 | 3GB  | 400 & 400 mins             | 200 SMS |

Mobile plan would be reviewed during agreement period and will be evaluated on need basis & in future more staff may be given mobile phones considering the business need basis.

#### 5.0 Acceptable Use

- a) The Office defines acceptable business use as activities that directly or indirectly support the business of OAG;
- b) The office defines acceptable personal use on office time as reasonable and limited personal communication or recreational use such as reading or game playing;
- c) Employees are expected to use the internet responsibly and productively. Excessive personal internet browsing, including social media use, is not permitted;
- d) Employees are blocked from accessing certain websites while connected to the corporate network at the discretion of the Office;
- e) Device camera and/or video capabilities are/are not disabled while on-site;
- f) Devices may not be used at any time to:
  - a. Store or transmit illicit materials;
  - b. Store or transmit proprietary information belonging to another company;
  - c. Harass others; and
  - d. Other behavior and apps which may bring disrepute to the Office and using those apps not allowed by ITC policy guideline.
- g) OAG has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.
- h) If the office thinks your personal use is unreasonable we may ask you to reduce your non business use of your mobile or ask you to contribute to the cost of your monthly bill.
- i) If the office believes your device use is unacceptable we may cancel your plan and ask for the return of the device.
- j) Mobile phones purchased for official use will generally be handheld and will include an earpiece extension. For specific employee's position necessitates them spending frequent period of time in their vehicle, it is reasonable to use hands-free talking while driving as is only permitted.

- k) Where provided, mobile phones are to remain with the designated employee at all times and are not to be used by other members of the employee's household or by personal friends
- l) Mobile phones are to be stored in a secure location, maintained in good working order, and should not be left unattended
- m) When an employee requires the use of a mobile phone on a short term rather than a permanent basis, they should request usage of a pool phone available within their Department

#### **6.0 International Calls and Roaming**

- a) International calls and text should be strictly for official purpose.
- b) International roaming can be expensive and you will require AG's permission to use your office mobile outside Fiji during your period of travel only.

#### **7.0 Security**

- a) In order to prevent unauthorized access, devices must be password protected using the features of the device and a strong password is required to access the office network.
- b) The device must lock itself with a password or PIN if it is idle for five minutes.
- c) Employees are automatically prevented from downloading, installing and using any app which are not approved apps and contravene government policies on use of web applications.
- d) Employee access to office data is limited based on user profiles defined by IT and these are automatically enforced.
- e) OAG has the authority to manage all devices and can request usage information without employee approval.

#### **8.0 Return of Mobile Phones**

- a) If you are leaving the service, users will be required to return the mobile and other accessories; and
- b) You will not be allowed to transfer your office mobile number to another plan.
- c) Employees are not permitted to purchase their mobile phone or sim card upon terminating their employment from OAG, or upon moving to a position where a mobile phone is no longer required
- d) On the employee's last day of work, arrangements are to be made for the return of all outstanding equipment's including mobile phone, notebooks etc. This must be returned prior to the employee receiving their final payment.

#### **9.0 Risks, Liabilities and Disclaimers**

- a) Lost or stolen devices must be reported to the Police within 24 hours;
- b) Employees are responsible for notifying their mobile carrier immediately upon loss of a device.
- c) The employee is expected to use his or her devices in an ethical manner at all times and adhere to the office acceptable use policy as outlined above.
- d) OAG reserves the right to take appropriate disciplinary action up to and including termination for non-compliance with this policy.
- e) OAG reserves the right to change or replace the number of users as in agreement with the service provider, and this will be communicated through normal communication channels.
- f) If there is any debate on what this policy means, we reserve the right to determine the interpretation of the policy and any decision is final.

## **10.0 Staff Away from Office**

In the event, staff with office phones are away on official trip, they shall be entitled to retain and utilise their mobile phone for the duration of their absence. Should another officer be appointed as acting on the post and does not have office mobile, he/she shall be provided with recharge card of his/her existing mobile network. This is to allow for smooth running of the operations



## 9 Review

This policy will be reviewed 12 months after implementation and every 3 years after that. The next review will be on/before 24 January 2021.

## 10 Who to Contact About this Policy

Any queries is directed to the Deputy Auditor-General.

## 11 Revision/Change Log

| Version 1.0                            |                                |
|--|--------------------------------|
| <b>Policy endorsed by:</b>             | Executive Management Committee |
| <b>Policy approved by:</b>             | Auditor-General                |
| <b>Policy effective from:</b>          | 27 April 2017                  |
| <b>Policy to be reviewed by:</b>       | 1 April 2018                   |
| <b>Manager responsible for policy:</b> | Manager Corporate Services     |

| Version 2.0                            |                                |
|--|--------------------------------|
| <b>Policy endorsed by:</b>             | Executive Management Committee |
| <b>Policy approved by:</b>             | Auditor-General                |
| <b>Policy effective from:</b>          | 24 January 2019                |
| <b>Policy to be reviewed by:</b>       | 24 January 2022                |
| <b>Manager responsible for policy:</b> | Manager Corporate Services     |