

TEG ACCEPTABLE USAGE OF CORPORATE MOBILE PHONE POLICY



Current as of February 2024

Purpose

- TEG may provide a mobile handset to staff members and business functions where there is a demonstrated business need.
- If a handset or plan is not provided to you, please refer to the “Policy - Acceptable Use of Private Mobile Phone for Work Related Business”.
- The purpose of the Acceptable Use of Company Mobile Phone and Telephony Resources Policy is to protect the Company without inhibiting the use of the telephony and mobile resources, which is intended for the greater benefit of staff and the Company.

Scope

- This policy applies to the use of TEG owned mobiles / phone plans used by staff of all TEG owned companies and businesses

Policy Statement

Company Mobile Phone & Telephony Resources

The telephone and mobile phone resources of TEG are provided to employees for legitimate business purposes.

The Procedures under this Policy set rules for and explain:

- Introduction
- Mobile Phone Usage
- Responsibility of Users
- What if I lose/break my company issued phone?
- International Roaming and Restricted Usage Issuing Mobile Phones
- Issuing TEG owned Mobile Phones
- Replacement of TEG issued Mobile Phones
- Conclusion of Employment
- Office Telephone
- Privacy and Surveillance

Policy Owner and Effective Date

Chief Financial Officer

Effective Date: 1 February 2017

Review Date: 1 February 2025

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Current as of February 2024

TEG Acceptable Usage of Corporate & Private Mobile Phone Policy

1. Procedure - Acceptable Use of Company Mobile Phone and Telephony Resources

The Company provides mobile phones and converged devices to nominated staff to facilitate business communications. The Company accepts that a very small proportion of calls may be for reasonable private use (for example contacting family members) and reserves the right to recover the costs that are deemed to be excessive. This includes costs associated with data transmission and internet usage.

This procedure provides the terms and conditions governing the appropriate use of Company mobile phones and telephones. It applies to all Company staff.

a) Mobile Phone Usage

The authorised SLT member or the appropriate financial delegate allocates corporate mobile phones to nominated staff for business purposes.

The following must ensure that:

- there is a genuine business need or other benefit to the Company prior to allocating or purchasing a corporate mobile phone.
- staff who are allocated with mobile phones are aware of this procedure and other policy and procedures such as the Acceptable Use of TEG Information Technology Resources and Facilities Policy – relating to the use of Company equipment.
- a mobile phone is one approved by the Company and sourced from the Company's endorsed supplier.
- the staff member provides a written authorisation for deduction if the equipment is not returned in good order upon termination of employment.

b) Responsibility of Users

The nominated staff member is responsible for the proper use, care and maintenance of corporate mobile phones and must:

- not use the mobile phone for any unlawful activity, personal financial gain, or for commercial purposes not authorised by or under the auspices of the Company.
- keep private use to a minimum and restrict it to local and mobile-to-mobile calls only.
- fully reimburse the Company for the cost of any private International Direct Dial (IDD) calls made within Australia or made to Australia when travelling overseas.
- report any faults or damage to mobile phones and any theft or loss immediately to the responsible officer for a replacement to be ordered and the service provider notified.
- not use mobile phones whilst driving unless secured in a commercially designed holder fixed to the vehicle OR not touch any part of the phone whilst driving. Refer to VicRoads safety rules and Monash Company mobile phone procurement requirements for further information.
- pay any fine incurred when using a mobile phone whilst driving; and
- return the mobile phone in good working order on the cessation of their employment with the Company or when transferring to a different budgetary unit within the Company.

If the equipment is not returned in good order, the cost of necessary repair or replacement may be deducted from outstanding benefits or entitlements that the staff member has under their contract of employment.

c) What if I lose/break my company issued phone?

TEG expects that if you have been allocated a mobile phone, you will take the utmost care and responsibility for it. If your phone is lost, it should be reported to your manager or the ICT Solutions team ictsolutions@teg.com.au as soon as you notice it missing.

Depending on the circumstances in which the phone was lost, TEG will be responsible for replacing the phone unless carelessness on your part is shown as the cause of the loss. In circumstances where it has been shown that your carelessness contributed to the loss of the phone then you may be required to contribute to the replacement cost.

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d) International Roaming and Restricted Usage

• International Roaming

International roaming is automatically disabled on all TEG mobile phones/devices unless approved in writing by the CFO.

For those staff members who have international roaming enabled, personal phone international expenses are prohibited unless approved by the CFO.

• Restricted Usage

Employees are not to subscribe to any premium mobile services. Any incurred charges for such services will be charged to the employee who incurred the cost.

e) Issuing Company Owned Mobile Phones

The relevant member of the SLT is responsible for confirming that a staff member or business function requires a mobile phone to complete their normal duties. The new service will be charged against the employee's cost centre.

To take advantage of volume pricing discounts, TEG has standardised mobile phone equipment, mobile service packages, and mobile phone accessories.

Application for accessories (such as a hands-free kit) should normally be included as part of the initial request for a phone and requires approval by the relevant member of the SLT.

Eligible employees may transfer their existing mobile number to a TEG plan on request. Payment of any costs associated with the transfer, such as a cancellation of contract fee, is the responsibility of the staff member. Employees who transfer their existing mobile number to a TEG plan may take their number with them when they leave the business.

f) Replacement of Company Issued Mobile Phones

TEG will replace mobile phones where there is a justifiable reason that is approved by the ICT Manager.

In circumstances where it has been shown that the employee's carelessness contributed to the loss of or damage to the phone then the employee may be required to contribute to the replacement cost.

TEG may choose to replace handsets as required by business or technological changes.

g) Conclusion of Employment

After employment, all TEG-owned SIM cards, mobile phones and accessories must be returned to ICT Solutions (L2/175 Liverpool Street Sydney NSW 2000).

If requested, TEG will agree to transfer mobile phone numbers registered in its name to departing staff members where the staff member has had exclusive use of the number, providing the transfer takes effect prior to the termination date.

Payment of any costs associated with the transfer is the responsibility of the staff member.

This does not apply where the mobile phone number was allocated to a business function or published in a corporate publication (excluding personal business cards).

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h) Office Telephone

Staff must keep private use to a minimum and restrict private usage to local calls only when using a Company office telephone.

International access for office telephones need to be approved by the ICT Manager.

i) Privacy and Surveillance

There are situations in which duly authorized ICT Solutions staff may be required to intervene in user accounts, suspend user access or disconnect computers from the network during maintaining the Company's IT Resources such as repairing, upgrading, or restoring file servers or personal computer systems.

Users should be aware that ICT Solutions staff may from time to time become aware of the contents of user's phones in the normal course of their work, and they are bound to keep this information confidential.

The Company does not generally monitor email, personal web sites, files and data stored on Company computers or traversing the Company network. However, the Company reserves the right to access and monitor all activity on the Company provided ICT network including email, websites, server logs and electronic files and any computer or electronic device connected to the TEG Company network including personally owned equipment, should it determine that there is reason to do so. Such reason would include, but not be limited to, suspected, or reported breaches of this Acceptable Use policy, or breach of any Statutes, Regulations or policies of the Company, or suspected breaches of the law.

The Company also reserves the right to access and monitor the activity of employees using third party services that have been engaged by the Company. The use of third party products and services engaged by the Company is also subject to the privacy and other terms and conditions of that service.

The Company may keep a record of any monitoring or investigations.