MOBILE DEVICE AND SERVICE USAGE POLICY

1.0. OVERVIEW

Glad Group workplace technology vision is to empower our people with the flexibility to choose where, when and how they work. We do this by providing reliable technology to enable effectiveness, foster business innovation and enhance business agility. The mobility service is a major element in delivering this vision. Glad Group continuously strives to improve the mobility services to improve the experience for Glad Group staff and promote flexible work practices.

2.0. SCOPE

This policy applies to all Glad Group employees who are issued with a Glad Group mobile device and/or mobile voice/data network services and/or connect their personal mobile device(s) to the Glad Group network.

Glad Group, comprising of:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Glad Security Pty Ltd trading as Glad Group Services | ABN 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Glad Indigenous Pty Ltd | 13 648 519 957
- Auxus Pty Ltd | 12 655 147 292
- Stratium Global Pty Ltd trading as Unifyd Tech | 86 923 901 715
- Glad Group NZ Limited | NZBN 9429 047 106 437

3.0. PURPOSE

This policy sets out the frameworks that have been established by Glad Group to:

- Define accepted practices and responsibilities for use of mobile devices or mobility services for which authorisation is given to connect to Glad Group systems,
- Protect the security and safety of Glad Group employees, information, and equipment,
- Ensure the financial integrity of all expenses related to Glad Group managed mobile devices; and
- Maximise the value obtained from Glad Group managed mobile devices.

4.0. POLICY

4.1. Principles

Glad Group recognises that the use of mobile devices is an integral part of work-related communication and collaboration. Employees need access to easy to use and cost-effective mobile devices for access to business-critical information anytime anywhere.

Glad Group also recognises that inappropriate care and/or use of mobile devices can create additional risk of loss of either equipment or information.

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4.2. Types of Mobile Devices and Services

Glad Group may issue the following types of mobile devices to its employees, to meet business needs:

- Mobile handsets,
- Mobile tablets,
- Data SIM for use in employees' tablets, corporate laptop, and mobile hotspots

Mobile device types and accessories are selected based on a range of factors including standardisation, asset lifecycle, supportability, and cost.

The types of mobile devices may change from time to time, to meet the needs of the business and to manage costs, as determined by the General Manager, Technology and Chief Operating Officer.

4.3. Obtaining Mobile Devices

4.3.1. Eligibility

Mobile handsets with a Glad Group Corporate mobile plan will be available to all permanent Glad Group employees.

Mobile tablets may be provided to eligible Glad Group roles to enable delivery of their role responsibilities, subject to manager approval. Where approved, mobile tablet purchase costs will be borne by the employee's cost centre.

Mobile devices are not provided to fixed term employees, consultants, suppliers, or temporary employees. Fixed term employees who use a personal mobile device for company purposes may be eligible to claim a reimbursement from Glad Group up to the value of Glad Group's then current monthly corporate phone plan cost. The amount reimbursed should take into account the level of business usage the individual has been required to undertake with their mobile device in the course of performing their role. Requests for reimbursement must be made to, and approved by, the employees manager. If a reimbursement request is approved, the claim must be made via Glad Groups expense management system."

Employees may request to port their personal phone number into the Glad Group Corporate account. These requests will be subject to manager approval. Glad Group will not cover any device related costs associated with terminating an existing contract for the purpose of porting in a personal number.

4.3.2. Applying for a Mobile Device

Applications for the provision of a mobile device must be made via Elmo and will require approval of the requester's manager.

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4.4. Employee Responsibilities

Employees who are provided with a mobile device must comply with:

- All sections in this policy and agree to take shared responsibility for the security of their mobile devices and the information it contains,
- Glad Group approved standard device and operating system upgrade requirements,
- Corporate governance rules including approved security and operational protocols
- Relevant federal/state/territory regulations related to mobile device usage; and
- 3rd party copyright industry standards and regulations.

Employees who are provided with company owned and managed mobile devices must ensure that they do not engage in fraudulent or unlawful use of the device.

Employees must use their mobile device within the bounds of the contracted plan inclusions, and personal usage should be managed appropriately during business hours. Any mobile charges incurred by employees outside the plan inclusions may be subject to reimbursement at the discretion of their manager.

Employees who have been issued with mobile devices are expected to treat them with care and consideration to avoid the risk of damage, accidental loss, or theft. Mobile device repair or replacement costs will be covered by Glad Group on the first occasion only unless it is determined that the loss or damage be due to negligence. Subsequent repair and/or replacement costs will be paid for by the employee.

Employees are responsible for managing the storage on their issued device(s) which may require a self-funded cloud-based storage subscription if at risk of exceeding the devices storage capacity. Employees must not back up their personal data such as photos, music or movies on Glad Group equipment and should use their subscription for storage of personal data. The Technology Team can provide assistance on the backup process, however, is not responsible for any loss of data due to employee's failure to back up their devices.

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4.5. Maintaining a Mobile Device

The Technology Team will support Glad Group managed mobile devices, Glad Group owned mobile devices, Glad Group corporate mobile plans and connectivity to the Glad Group network and approved business applications.

All requests for maintenance and support of a mobile device must be placed through support@gladgroup.com.au;

Employees must allow Glad Group to access, monitor, and manage any corporate issued device or personal device requiring connection to the Glad Group network and approved business applications. Glad Group retains the right to remotely wipe all Glad Group contents from an issued device that has been lost or stolen, or after termination of employment. Glad Group is not responsible for any loss of personal data in the event a remote wipe is executed to protect corporate data.

In the event of a lost or stolen device, employees must notify the Technology Team immediately. If determined that the device is not recoverable, an enterprise remote wipe of the device will be executed. Glad Group issues protective cases along with all mobile and tablet devices, to protect the device from accidental breakage and prolong the life of the device. Employees must ensure the company issued case or an alternative case with similar protection features is always fitted to the device.

Employees must allow Glad Group to manage personal devices if they require access to Glad Group applications and services via that device. To facilitate this, employees must ensure the Glad Group mobile device management application is always installed and enabled on their personal device.

Glad Group may refresh mobile devices on occasion, and timing of such refreshes will be at the discretion of Glad Group Management.

4.6. International Roaming

Mobile phone and data plans have international roaming disabled by default. International roaming is available for Glad Group employees on request and requires manager approval. International roaming requests must be submitted via support@gladgroup.com.au; International roaming charges incurred by employees may be subject to reimbursement at the discretion of their manager.

4.7. Monitoring and Reporting on Mobile Device Usage

Glad Group reserves the right to track company issued devices at all times.

Glad Group receives detailed usage information on a regular basis and this information is shared with individual users as well as cost centre managers. All employees with Glad Group issued mobile services are accountable for monitoring their use of the service and managing with usage within the set voice and data limits. Employees will be liable for reimbursing any unreasonable excess usage charges. Employee's manager will determine where such reimbursement is required.

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4.8. Return of Mobile Device

4.8.1. Leaving Glad Group

If an employee who has been issued with a corporate device leaves Glad Group within the first 12 months of receiving the device, they can decide to return the device to Glad Group on their last working day or can choose to purchase the device for an amount determined by the Technology Team based on the resale value at that point in time.

If an employee's employment at Glad Group ends, devices owned by the employee and under Glad Group management will be wiped clean of all company data, including but not limited to corporate directory, email, calendar, corporate applications, and stored data. Employees are not permitted to copy or backup any corporate information from their device for use post ceasing employment with Glad Group.

Employees may request to port out their mobile phone number upon end of employment with Glad Group with Glad Group Management Approval.

4.9. Non-Compliance

Failure to comply with this policy or the related policies listed below may result in disabling the account associated with the Glad Group device, confiscation of the Glad Group device and/or loss of the privilege to use the device. Liability for costs incurred in the use of issued device(s) or wireless services may be passed on to employees and disciplinary action may be taken

5.0. GLAD GROUP RESPONSIBILITIES

The General Manager, Technology is responsible for establishing a framework to support regular review, compliance monitoring, communication, and reinforcement of this policy.

Managers are responsible for:

- Ensuring that employees in their team are aware of and comply with this policy,
- Ongoing monitoring and review of the use of mobile devices by their employees; and
- Notifying the General Manager, Technology if there is an emerging concern about compliance with this policy.

6.0. FURTHER INFORMATION

If you require additional information about this policy and/or have any questions, issues, concerns or suggestions for improvement to this policy please contact the Technology Team.

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7.0. RELATED POLICIES, PROCEDURES AND GUIDELINES

- IT Acceptable Use Policy
- Code of Conduct
- Procurement and Expenses Policy
- Travel, Entertainment and Corporate Card Policy
- Social Media Policy

8.0. LOG OF CHANGE

DATE	DESCRIPTION	AUTHOR	AUTHORISED BY	REVISION
20.05.2022	Original Version	Chris Errington	Chris Errington	1.0
27.05.2022	Review and update	Byron Lizano	Chris Errington	1.1

Authorised by:



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