



Exhibition Place

Item No. 13

February 17, 2011

To: The Board of Governors of Exhibition Place

ACTION REQUIRED

From: Dianne Young, Chief Executive Officer

Subject: **Cellular Phone Policy – Board Employees**

Summary:

This report recommends that a Cellular Phone Policy for employees of the Board be implemented and be separate from the current policy entitled “Computer/Telephone Usage”. The specific language is in substance identical to the policy adopted by City Council in January 2009, but modified to address the particular nature of Exhibition Place.

Recommendations:

It is recommended that the Board:

- (1) approve a Cellular Phone Policy for Board Employees, as outlined in Appendix “A”; and**
- (2) remove any reference to Cellular Phones within the current Computer/Telephone Usage Policy.**

Financial Implications and Impact Statement:

There are no financial implications arising from the recommendations in this report.

Decision History:

At its meeting of November 3, 2006, the Board approved the Computer / Telephone Usage Policy, which was one of the policies included within the revised Human Resources Policy and Procedure Manual

Issue Background:

In November 2006, a “Computer/Telephone Usage” Policy was approved by the Board, wherein it superseded a Cellular Phone Policy adopted by the Board in November of 2001. Given the growth in Cellular usage required to ensure proper customer service provided by employees to internal and external clients, a separate detailed policy is necessary.

Comments:

The new Cellular Policy attached replicates most of the directions found within the City of Toronto "Wireless Communication Devices Policy" and is much more detailed with respect to the responsibilities of the Board employees in relation to use of the cellular phones provided by the Board. Because of the nature of the Exhibition Place business (shows and event business) cellular phones are essential to provide customer service as our standard is to reply to all customers within a 48-hour window.

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Dianne Young
Chief Executive Officer



FORMERLY CALLED:	Cellular Phone Policy – Appendix “A”
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DATE OF ISSUANCE		
March	4	2011

SUPERCEDES POLICY DATED		

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The Board of Governors of Exhibition Place (“Exhibition Place”) recognizes the need for cellular phone usage. All cellular phones are assigned for business purpose only. The purpose of this policy is to regulate the issuance of cellular phones, responsibilities of the cellular users, approval of billings for accuracy, recovery of personal use costs and to ensure that cellular phones are properly accounted for when no longer required.

Policy Application

This policy applies to all Employees of the Board of Governors of Exhibition Place including the CNEA Program but only if the CNEA’s use is supported by hardware and cellular plans provided by Exhibition Place. If the cellular phone users within the CNEA Program are part of a sponsorship agreement, these users will be managed by the CNEA General Manager, or his/her designate, in keeping with any parts of this Policy applicable to the sponsorship agreement and with expenses being allocated to the CNEA Operating Budget

1. Acceptable Use of Cellular Phones

- Cellular phones are to be used to support the business of Exhibition Place.
- Any data stored, managed, or transmitted related to the usage of a cellular phone is the property of Exhibition Place.
- Users of cellular phones must not perform unethical or unlawful activities through said phones and must adhere to this policy and any other related policy of the Board.
- Users should not rely on cellular phones for in-building usage as a primary means of contact.
- Users must not use cellular phones while operating a vehicle, because such use may impair the safe operation of the vehicle and is in contravention of the Highway Traffic Act.
- Users are responsible for following any operational directives concerning long distance and directory assistance when using a cellular phone.
- Wherever possible, to minimize airtime costs, users should use a land line.
- Installation of any unauthorized and/or unlicensed software is prohibited.
- Users should seek the assistance of the Corporate Secretary for cellular hardware issues, and seek the assistance of Telecom for any Exhibition Place supported hardware related to Data (Blackberry, iPhone) phones.

2. Long Distance

- Long Distance calls should be made from Exhibition Place land lines, when possible, for business purposes rather than cellular phones.
- Every effort should be made to minimize the cost of business long distance charges through the use of supplier/client toll free 1-8xx numbers and other means.
 - Authorized users must reimburse Exhibition Place for personal use of special calls and services.

3. Information Management Requirement

All information stored or recorded on a cellular phone is the property of Exhibition Place and should be managed in accordance with, and comply with, the Exhibition Place Records Retention Bylaw. The Manager of Records & Archives can assist users in meeting their compliance requirements.

4. Personal Use of Cellular Phones

Cellular phones are provided by Exhibition Place for business purposes and authorized users must be aware of the limits of their cellular plan and not exceed them in order to control costs. Users must reimburse Exhibition Place for personal usage.

5. **Needs Assessment**

The respective Executive Manager, in consultation with the Corporate Secretary, is responsible for recommending the issuance of a cellular phone and services, (including airtime or special features), as well as the type and model of the phone based on the usage, environment, cost, budget and job function.

6. **Responsibilities – Authorized Users**

Before using a cellular phone, users should request a clarification from their supervisor if they have any concerns with respect to complying with the conditions of this policy. Failure to comply with the Cellular Phone Policy may result in discipline up to and including dismissal. Responsibilities of the Authorized Users are as follows:

- Reading and complying with the Cellular Phone Policy.
- Using the cellular phone responsibly as per this policy.
- Reporting personal use if the plan overage indicates an expense on the monthly invoice.
- Promptly reporting loss or theft of property or service to the respective Executive Manager who will then communicate with the Corporate Secretary.
- Complying with the requirements of the Exhibition Place Records Retention Bylaw, which includes the collection, use, disclosure and retention of personal information in using the cellular phone (noted in item #3 “Information Management Requirement”).
- **Conditions**
Confirmation Form - The employee will acknowledge that the cellular phone and case/pouch are property of Exhibition Place, and that while in their possession, the employee shall be responsible for the safe keeping of the equipment. Aside from extenuating circumstances, which must be provided in written form (electronically) from the respective Executive Manager, the user is responsible for damages to or loss of the equipment, save and except normal wear and tear of the equipment. The costs related to a replacement phone will be communicated to the respective Executive Manager by the Corporate Secretary.

The employee will acknowledge, by signing the confirmation form, that the cellular phone is provided for business use only and that if at any time the airtime usage exceeds the airtime package plan assigned to the user, the user may be required to reimburse Exhibition Place for the excess time if personal calls can be substantiated and are noted on the monthly billings.

7. **Responsibilities – Corporate Secretary**

- Managing cellular contracts and services (local and long distance) and ensuring contracted service rates, discounts and service levels are maintained.
- Managing the ordering and purchasing process for cellular equipment on behalf of Exhibition Place.
- Ensuring that all new cellular purchases will integrate in the existing infrastructure.
- Assigning new cellular telephone numbers, moves, changes or deletions of phone numbers.
- Maintaining a master inventory of cellular equipment and associated lines which is then used for the payment of cellular bills.
- Maintaining a data base for all cellular users which includes individual usage information (name, costs, long distance, number of calls, number of minutes, number of text messages, plan overage and personal payments).
- Distributing monthly detail usage of cellular phones for users to the Executive Managers.
- Ensuring that monthly billing information is accurate and complete.
- Reconciling payments made to cellular vendors by users on a monthly basis.
- Validating that any vendor credits are applied to the telecommunications cost centre within the Corporate Secretariat budget.

8. **Issuance of Cellular Phones**

The request for a cellular phone (device and plan) must be authorized by the respective Executive Manager and submitted in writing (electronically) to the Corporate Secretary and with final sign off from the CEO.

Once the phone is received, it will be assigned to the employee who will be using the phone and who will be responsible for the phone. In the case where a phone is required to be assigned to a division (i.e. emergency purposes and/or spares), the phone is still to be assigned to a designated employee who will be responsible for that phone.

Only a case/pouch will be supplied with the cellular phone. All other accessories (belt clips, in-car kits, additional chargers, Blue Tooth, or any hands free phones) may be personally purchased by the user.

9. **Electronic Messaging – Data Phones**

The distribution of personal, political, religious, or commercial e-mail will NOT be considered to be an appropriate use of an e-mail account. Other inappropriate usage is the forwarding of chain letters, material deemed “offensive”, or the sending of unsolicited commercial information (e-mail SPAM).

Examples of unethical and/or unlawful use of Cellular applications include but are not limited to the following:

- initiating or forwarding chain e-mail;
- writing and/or sending harassing communications of any kind;
- writing and/or sending any communications whose contents are obscene or defamatory;
- using e-mail for commercial purposes; and
- misrepresentation of oneself or Exhibition.

10. **Approval of Billings/Recovery of Personal Use Costs**

Cellular phone billings will be paid by the Corporate Secretary. If applicable, a copy of the invoice will be scanned and electronically forwarded to the user requesting they identify plan overage and personal usage costs. The original e-mail attaching the scanned invoice and details related to any plan overages, must be returned to the Corporate Secretary, as well as any payment by internal mail or personally delivered, within 10 business days.

11. **Reassignment and Recovery of Cellular Phones**

The request (electronically) for the reassignment of a cellular phone must be authorized by the respective Executive Manager. Once request is received, the previous cellular user will be deactivated and the new user activated.

Cellular phones no longer required for operations purposes must be returned to the Corporate Secretary who will ensure that the phone is deactivated and will retained in inventory