

NTINGA O.R. TAMBO DEVELOPMENT AGENCY



INTEGRATED TELEPHONE AND TELE/CELL APPLICATION USAGE POLICY

POLICY NUMBER	3/P
POLICY TYPE & CATEGORY	Human Resources Policy
LAST APPROVAL DATE	14 November 2018
COMMENCEMENT DATE	01 May 2021
INITIAL APPROVAL DATE	14 November 2018
PREVIOUS REVIEWS	None
NEXT REVIEW DUE	30 June 2022
RESPONSIBLE MANAGER	Head: Corporate Services

DISCLAIMER

This Integrated Telephone & Tele/Cell Application Usage Policy has been prepared by the Ntinga O.R. Tambo Development Agency SOC Ltd (Ntinga) for its purpose as an information resource only and should not be treated as an exhaustive statement on the subject. While Ntinga believes that this information will be of assistance to you, it is provided on the basis that you will not rely on this information without first making your own enquiries and obtaining your own professional advice specific to your particular circumstances.

Published by:

Corporate Services Department
Ntinga O.R. Tambo Development Agency SOC Ltd
Private Bag X1134
MTHATHA
5099
Telephone: 047 531 0346

TABLE OF CONTENTS

SECTION	Subject	PAGE
1	PREAMBLE AND PURPOSE OF POLICY	3
2	APPLICATION OF POLICY	3
3	LAND LINE TELEPHONE PROVISION AND USAGE	3
3.1	DEFINITIONS	3
3.2	PROVISION OF TELEPHONE SERVICE	4
3.3	TELEPHONE USAGE CONTROL MEASURES	4
3.4	BARRING OF TELEPHONES	6
3.5	AVAIBILITY OF THIS POLICY	6
3.6	CONSEQUENCE FOR NON-COMPLIANCE	6
ANNEXURE A : EXAMPLE OF TELEPHONE LOG BOOK		
4	CELLULAR PHONE	8
4.1	PURPOSE	8
4.2	ACQUISITION AND DISTRIBUTION	8
4.3	UTILISATION AND ADMINISTRATION	8
4.4	TERMINATION OF EMPLOYMENT, WITHDRAWAL AND EXPIRY	9
4.5	FINANCIAL CONSIDERATIONS	9
4.6	DAMAGES, NEGLECT AND REPAIRS	10
4.7	GENERAL CONDITIONS	10

1. PREAMBLE

Ntinga O.R. Tambo Development Agency SOC Ltd is committed to facilitate the achievement of its objectives by enabling communication amongst its, Stakeholders,. The Agency therefore, commits itself to providing its Staff Members with the necessary communication tools of trade to enable them to deliver on their Key Performance Areas as contracted.

2. PURPOSE OF POLICY

The purpose of this integrated telephone and App usage policy shall therefore be to:

- 2.1 Facilitate communication among Staff and all affected Stakeholders;
- 2.2 Ensure effective and efficient execution of duties by staff members;
- 2.3 Curb the abuse of Agency's telephones;
- 2.4 Reduce telephone costs; and
- 2.5 Prevent the use of Agency's telephones and App usage by unauthorized persons.

Additional to the landlines provided for each designated office, Ntinga may also establish and administer the App usage available to the Agency's qualifying staff.

3. APPLICATION OF THE POLICY

While the landline part of this policy shall apply to all employees of the Agency regardless of their designation, it is the prerogative of the Management to designate certain levels and positions which may benefit from the App usage. Amongst the criteria used as a basis for the aforementioned designations, it shall be the level of seniority within the Agency's hierarchy due to the concomitant level of responsibility. Some positions may also be identified due to the nature of the work entailed in their positions. The App usage may also be contracted and administered by departments for employees on standby. The App usage shall resort under the direct monitoring of the relevant Senior Manager.

4. LANDLINE TELEPHONE PROVISION AND USAGE

4.1 DEFINITIONS OF TERMS AND CONCEPTS

For the purpose of this policy:

"Agency" shall mean Ntinga O.R. Tambo Development Agency SOC Ltd

"CEO" means the Accounting Officer of the Agency and includes any person acting in such position; and

App Usage– A management approved Application installed in employee's smart cell phones to make calls using the office land lines

5. PROVISION OF TELEPHONE SERVICE

5.1 It shall be the responsibility of the Agency to provide all offices with a satisfactory and reliable telephone service;

5.2 The Agency may centralize its telephone operating system and install one or more switchboards through which all outgoing and incoming calls shall be routed and monitored;

5.3 The switchboard shall be housed in a safe and secure environment and the switchboard instrument as well as the office in which the switchboard is housed shall be provided with a lockable device or devices, the keys of which shall be in the possession of the Switchboard Operator/Receptionist appointed by the Agency;

5.4 It shall be the responsibility of the Switchboard Operator/Receptionist to ensure that no unauthorized persons gain access to the switchboard operating room.

6. TELEPHONE USAGE CONTROL MEASURES

6.1 All employees shall have direct lines which are connected to the switchboard

6.2 incoming and outgoing telephone calls may be directed and monitored through the switchboard;

6.3 Where staff are provided with direct lines, pin codes shall be used to ensure that only those members of staff that are authorized to use the specific direct lines have access to their telephones;

6.4 It shall be at the discretion of the Agency to provide an electronic device for the monitoring of all outgoing telephone calls;

6.5 The Management shall determine the monthly allocation of funds on telephone which will be soft locked once the limit is reached. The monthly limits will be allocated based on the demand of telephone usage for that particular position

6.6 Calls which have exceeded the amount approved by the Agency per staff member shall be recovered from the employee.

6.7 In a case where the employee exceeds the approved amount due to operational reasons, an approval by Head of Department shall be sought by the relevant user for temporary increase upon provisioning of the reasons for exceeding the approved limit.

6.8 Staff members shall only be entitled to make international calls with the specific approval of the CEO; and

6.9 No staff member shall make a call on behalf of or allow any unauthorized person to make a private telephone call from the landline.

7. BARRING OF TELEPHONES

The Agency shall at its discretion, determine which staff members with shall be allowed to make international, national, provincial, local and cellular calls only. Telephone lines shall be suitably barred on the basis of this classification.

8. CONSEQUENCE FOR NON-COMPLIANCE

Any failure to comply with the policy will be viewed as a serious transgression and may lead to disciplinary action against the responsible employee.

B. THE TELE/CELL APPLICATION USAGE

9. PURPOSE

The purpose of this part of the Policy is:

- i. to regulate the App usage and administration of the Agency's contractual agreement;
- ii. to facilitate the effective management and control of the App usage;
- iii. to promote consistency in the provision of the App usage for the qualifying staff
- iv. to provide a communication tool of trade.

10. ACQUISITION AND DISTRIBUTION OF THE APP CREDENTIALS

10.1 APP USAGE SERVICE PROVISION

Official App usage service shall be provided through a provider approved by the Agency. For ease of administration and to enjoy full benefits associated with the service, only one service provider shall be used in this regard.

10.2 ALLOCATION

The management shall determine the positions which by their nature necessitate the use of the App. Employees whose positions are not on the list of the posts identified as needing the App but due to change in function, and it has been determined that they are eligible to participate in the scheme may submit applications to their Managers for approval by the CEO through the Head of Corporate Services.

10.3 CRITERIA FOR ALLOCATION OF THE APP USAGE

The following criteria shall be observed when deciding which personnel may be provided with the official App usage.

- i. The need to contact an employee for strategic reasons;
- ii. Nature of employee's duties e.g. regularly spending prolonged periods away from office or on standby duties;
- iii. The extent to which the employee is in contact with a wide range of stakeholders.

10.4 UTILISATION AND ADMINISTRATION

- 10.4.1 The App usage management and control shall be administered and controlled by the Corporate Services Department who shall be its custodian;
- 10.4.2 Applications shall be processed through the Head: Corporate Services for recording and control purposes;
- 10.4.3 Users may be allocated data in their cellphones on a monthly basis for App usage
- 10.4.4 The monthly limit set shall include VAT, and rental costs;
- 10.4.5 Any amount in excess of this limit shall be for the account of the respective employee and will be recovered from the employee; In the event this limit is exceeded significantly due to operational requirements, an approval by Head of Department & Corporate Services shall be sought by the relevant user for temporary increase upon provisioning of valid reasons for exceeding the approved limit.
- 10.4.6 Calls made while on international trips must bear special motivation by Head of Department as well as recommendation of the Chief Financial Officer and approval of the CEO for the "roaming facility" as official, otherwise will be treated as private;
- 10.4.7 Employees should use App allocated for them to perform their duties, to use such App judiciously and limit expenditure in this regard to the absolute minimum; and
- 10.4.8 Fixed line telephones should at all times be the preferred method for calls and cellular phones used only where fixed line facilities are not available.

10.5 TERMINATION OF EMPLOYMENT, WITHDRAWAL OF APP CREDENTIALS, AND EXPIRY OF CONTRACT

If an employee who has been allocated the App credentials leaves the employment of the Agency due to resignation, retirement or if his/her duties and responsibilities have changed such that his/her continued use of the App facility is no longer justified, the Employer must terminate the App credentials

10.6 FINANCIAL CONSIDERATIONS

- a. Budgeting for the App usage will be the responsibility of Corporate Services Department;
- b. A list of maximum limits for each qualifying employee shall be developed, reviewed and submitted to the CEO or his delegate for approval from time to time;
- c. In the event that the monthly bills exceed the stated limits, indicated above, the Agency, on a monthly basis, will deduct the amount by which the limit is exceeded from the user's salary after submission of the itemised bill to the user;
- d. All accounts of telephone usage shall be managed by the Corporate Services Department for control purposes.
- e. Budget for data usage must be set aside

11. MONITORING AND EVALUATION

The ICT section is responsible to monitor closely the compliance with the laid out on Telephone and App procedure and the application of Telephone and App usage interventions, disciplinary sanctions/ penalties as stipulated in this policy.

12. COMMUNICATION

This Policy will be communicated to all employees using the full range of communication methods available to the Entity and posted on the entity's website. It is however the responsibility of each Department/ Section Head to monitor adherence to the Telephone and App usage Policy.

13. BUDGET AND RESOURCES

Corporate Services department shall be responsible for budgeting for the implementation, monitoring and evaluation of the policy. Senior Managers must take note of cost implications of the approved policy that should be borne by the respective department.

14. POLICY REVIEW

This policy shall be assessed annually from its effective date to determine its effectiveness and appropriateness. This policy may be assessed before that time as necessary to reflect substantial organisational changes at the Entity or any change required by law.

15. PENALTIES


Non-compliance to any of the stipulations contained in this policy will be regarded as misconduct, which will be dealt with in terms of Disciplinary Code and Procedure.

16. DISPUTE RESOLUTION

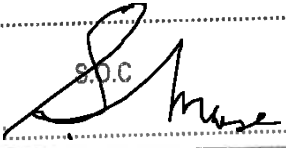
Internal dispute resolution processes shall be followed in the event of any grievances and dispute arising out of the implementation of this policy.

17. APPROVAL AND SIGNATURES

FORMULATED BY:  DATE 01/05/2024

CEO RECOMMENDATION:  DATE 01/05/2024

BOARD APPROVAL: NTINGA O.R. TAMBO DEV. AGENCY DATE 01/05/2024

BOARD APPROVED COPY
NTINGA O.R. TAMBO DEV. AGENCY
Date:
Signature:  S.O.C

