



**Policy Title: Device Policy**

Policy Number: CS-002-2024

Category: Corporate

Department: Corporate Services

Related Policies: Acceptable Internet and E-mail Use Policy, Electronic  
Monitoring Policy

Approved By: Council

Effective Date: September 11, 2024

Revision Date:

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**Policy Statement:**

At its discretion and under the terms and conditions set out in this policy, the Municipality of North Grenville (the “Municipality”) may provide employees with devices as a business tool.

**Purpose:**

The purpose of this policy is to govern the acquisition, usage, and management of Municipal devices intended for Municipal business use by employees. It is also to protect Municipal resources, protect employee safety, manage communications costs, and help minimize Municipal liability.

This policy outlines what the Municipality considers acceptable use for all Municipality-related communications resulting from the use of a telecommunications device.

Municipal email accounts, calendars, and contacts lists are property of the Municipality. As such, the Municipality retains the right to remotely access and install management software to these platforms and control them in the event of lost or stolen device or a suspected contravention of the Acceptable Internet and Electronic E-mail Use Policy.

## **Application:**

This policy applies to all Municipal employees who are required and authorized by the Municipality to use a device issued to them by the Municipality as a business tool while performing their job duties.

## **Definitions:**

1. **Device:** any devices used to perform one's work duties including, but not limited to, mobile phones, laptops, tablets and all accessories including, but not limited to, monitors, fobs, keyboard, headphones, etc.
2. **Employees:** anyone employed by the Municipality, including both employees (whether permanent or temporary) and elected officials.

## **Policy:**

### **1. Authorization**

- 1.1. The issuance of a device shall be in conjunction with an approved job description.

### **2. Provider and Plan**

- 2.1. The Municipality's service provider agreement provides discounted pricing and a wide range of service plans to meet the Municipality's needs. The service provider agreement is reviewed on a regular basis. If the need arises to procure a new service provider, the process shall be completed in accordance with the Municipality's Procurement Policy.

### **3. Equipment and Purchases**

- 3.1. New purchases for positions identified as requiring a device must be approved by the Department Director and a written request using the Device Assignment Form (Appendix A) must be provided to the IT Coordinator, who will coordinate the request.
- 3.2. Equipment upgrades may occur provided there is no additional cost to the Municipality and if the device no longer functions so as to allow the Employee to conduct their job duties. If a device is required to be replaced before the term of the contract with the service provider, written approval is required by the Department Director.
- 3.3. All costs for new mobile phones and tablets will be paid for by the requesting department.
- 3.4. In order to ensure consistency across the organization and to minimize IT and associated costs, only the following brands shall be acquired for telecommunications devices unless written approval is obtained from the Department Director. Specific models will also be specified by the IT Coordinator at the time of acquisition or otherwise stipulated by the Department Director:
  - Smartphone – iPhone
  - Tablet – iPad or Microsoft
- 3.5. All devices will include a cover/case suitable to the business functions as assigned by the IT Coordinator.
- 3.6. The employee is responsible to maintain all packaging and accessories for each item for return to the IT Coordinator once the device is no longer required or upon the frustration or termination of the employee's employment for any reason.

### **4. Use**

- 4.1. Any device owned and issued by the Municipality shall have municipally-related business as its primary function.
- 4.2. Any device owned and issued by the Municipality is subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). This means that the device may be reviewed and/or seized by the Municipality at any time. It is the responsibility of the employee to ensure that they utilize the devices issued to them in accordance with all Municipal policies, as well as applicable provincial and federal legislation.
- 4.3. Information will be provided by the IT Coordinator about the device settings regarding roaming, Wi-Fi, long distance, etc., when the device is provided to the employee.
- 4.4. The credentials (ids, passwords and passcode,) will be provided by the IT Coordinator. Employees cannot log-in with different credentials; however, the password and passcode should be changed regularly per this policy. Passwords and passcodes should be kept confidential and secure.
- 4.5. Employees shall not use their Municipal credentials for non-municipal devices.

- 4.6. Employees accept financial responsibility for any personal use and overage charges above and beyond those covered by the service provider agreement.
- 4.7. Employees who do not follow Municipal policies or applicable provincial or federal legislation may be subject to disciplinary action, up to and including immediate termination of employment.

## **5. Devices Issued by the Municipality**

- 5.1. Upon receipt of a device, employees will be required to sign a Terms of Use Agreement (Appendix B).
- 5.2. The Municipality will cover the purchase cost and monthly fees of mobile phones according to the Municipality's negotiated plans.
- 5.3. Changes or modifications to the mobile phone monthly plans will be made only by the Director of Corporate Services.
- 5.4. The use of a Municipality-issued mobile phone for personal use is permitted provided it does not result in unreasonable additional charges to the monthly fees incurred under the Municipality's negotiated plan. Any additional charges will be invoiced back to the employee.
- 5.5. Subscribing to additional features or applications that increase the monthly cost of the negotiated mobile phone plan is not permitted. Any additional charges will be invoiced back to the employee.
- 5.6. Lost, damaged, or stolen devices must be immediately reported to the Municipality for deletion of Municipal information from the device and/or cancellation of service, as may be required. Should the Municipality determine that the device was lost, stolen, or damaged due to the employee's negligence, the employee may be responsible to reimburse the Municipality for the full cost of the device.
- 5.7. Upon frustration or termination of employment for any reason, employees must immediately return to the Municipality any municipally-issued device unless otherwise authorized by the Chief Administrative Officer.

## **6. Travel**

- 6.1. Advanced notification to the IT Coordinator is required for mobile phone use while travelling outside of Canada.
- 6.2. Employees are responsible for any additional cellular costs due to roaming charges.
- 6.3. If an Employee is travelling outside of Canada and needs to be available for business purposes, a request for a plan to cover the specific dates and locations of travel can be made in writing to their supervisor who will coordinate the purchase of the international coverage with the IT Coordinator.
- 6.4. Employees should be aware that roaming charges may be incurred when near the US border.

## **7. Responsibility of User**

- 7.1. If a device is lost, damaged, or stolen, the IT Coordinator is to be notified as soon as possible.
- 7.2. A password or device lockout must be used on all devices to protect any Municipal data that may be present on the device.
- 7.3. It is the responsibility of the user to make themselves aware of the usage plan for the device issued to them and to exercise diligence to ensure usage stays within the parameters of the plan. Users shall be required to reimburse the Municipality for any personal usage including text messaging, downloading, long distance charges, roaming charges etc., which exceed the limits of the monthly plan, as per Section 5.
- 7.4. Misuse of municipally-owned assets is subject to disciplinary actions up to and including termination.

## **8. Device Requirements**

- 10.1. For security, devices must have, at all times, the latest updates for the operating system.

## **9. Mobile Phone Payment and Billing**

- 9.1. Individual departments are responsible for all costs associated with devices issued to department employees, including hardware, accessories, service plans and overages.
- 9.2. Monthly billing statements shall be reviewed by the Director of Corporate Services and sent to the Department Directors to ensure service plans are appropriate and to highlight any overages as needed. Non-business use resulting in plan overages will be fully reimbursed by the individual employee.

## **10. Security and Confidential Information**

- 10.1. Municipal employees are responsible for the backup of their own personal data and the Municipality will accept no responsibility for the loss of files due to noncompliance.

- 10.2. Any suspicion of unauthorized access to Municipal information through the employee's device should be reported immediately to their manager.

## **11. Leave of Absence**

- 11.1. While an employee is on a leave of absence (not including vacation or compensatory leave), the Employee's direct manager will decide whether a device is a continued necessity. If not required, the device is to be returned to the Municipality promptly. Service will be reinstated once the Employee returns from leave.

## **12. Safety**

- 12.1. Employees must not use devices while operating a motor vehicle without appropriate hands-free technology.
- 12.2. Employees must use devices in strict compliance with all applicable Municipal policies, including workplace harassment policies.
- 12.3. The Municipality requires that all employees comply with all Municipal policies and provincial and federal legislation regarding mobile telecommunication devices. Where operational needs require employees to be responsive to calls while in transit, employees shall pull over and stop the vehicle safely before placing, returning, or answering calls or messages. No attempt at talking, writing, texting, or other activities shall be undertaken while in transit (either in personal or Municipally-owned vehicles and equipment) that would distract the driver without appropriate hands-free technology.
- 12.4. Any violation of this policy that results in fines are the sole responsibility of the Employee.

## **13. Mobile Device Management ("MDM")**

- 13.1. The Municipality uses MDM to ensure the security of municipally-issued cellphone devices.
- 13.2. The following policies are applied to iOS devices:
  - 13.2.1. Jailbroken devices will be blocked.
  - 13.2.2. Users will not be able to use their device if it is jailbroken or modified.
  - 13.2.3. The current minimum iOS version is 14 and will change over time.
  - 13.2.4. A passcode at least four (4) digits in length is required to unlock mobile devices.
  - 13.2.5. A passcode will be required after the screen has been locked for fifteen (15) minutes.
  - 13.2.6. The screen will lock after fifteen (15) minutes of inactivity.
  - 13.2.7. The passcode expiration is three hundred and sixty-five (365) days.
  - 13.2.8. Users cannot set a new passcode identical to their current passcode or any of their previous nine (9) passcodes.
- 13.3. The following policies are applied to Android devices:
  - 13.3.1. A password is required.

- 13.3.2. Passcode will be required after the screen has been locked for fifteen (15) minutes.
- 13.4. The following apps are prohibited: TikTok.
- 13.5. Actions in response to non-compliance:
  - 13.5.1. Immediately mark device noncompliant.
  - 13.5.2. The user and IT Coordinator will receive an email notification immediately notifying them about the compliance issues.
  - 13.5.3. The device will be locked after fourteen (14) days of noncompliance.
- 13.6. Devices will be deleted from the system if they have not checked in for sixty (60) days.

#### **14. Other**

- 14.1. The nature of the technology to support services is rapidly evolving. Devices may have additional features such as cameras, text messaging, Internet access, etc. that are also to be used primarily for business purposes and at no additional cost. The intent of this policy is to apply the principles outlined to any such add-ons or accessory features.

### **Responsibilities:**

#### **Employer:**

- The Municipality will comply with all safety, security and privacy policies and protocols as they relate to the use of the Municipality's property, including electronic devices.

#### **Employee:**

- Employees of the Municipality will comply with all safety, security, and privacy policies and protocols as they relate to the use of the Municipality's property, including electronic devices. Employees will refer to and comply with the Municipality's IT policies.

### **Compliance:**

Employees must comply with the guidelines contained in this Device Policy and acknowledge receipt and understanding of said policy. Employees who violate this policy may be subject to disciplinary action, up to and including immediate termination of employment.

### **Policy Communication:**

This policy will be circulated to all employees upon hiring and annually thereafter.

**Related Documents/Legislation:**

None.

**Authorization:**

This policy was authorized by Council by resolution C-2024-267 at the meeting held September 11, 2024.

**Revision History**

Document Owner	Revised Date	Reason for Changes

**Contact:**

Any questions or concerns regarding this policy shall be directed to the Director of Corporate Services.



**Appendix A: Device Assignment Form**

Position: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

<b>Business Conditions to Consider</b>	<b>Department Issued Cell</b>	<b>Individual Issued Cell</b>
Position that regularly works in isolation from other employees and where personal safety may be threatened	X	
Position required to be on-call	X	
Position that responds to emergency situations or business where immediate access at all times is imperative to the proper discharge of duties		X
Position where immediate access to e-mail or cell phone at all times is imperative to the proper discharge of duties		X
Position required to monitor the Municipality's Social Media sites		X

<b>Device/Accessory</b>	<b>Device Information</b>	<b>Date Assigned</b>	<b>Date Returned</b>
Laptop			
Tablet			
Cell Phone			
Duo Fob			
Google Titan			
Keyboard			
Mouse			

Headphones			
Dock			
Printer			
RocketStick			
At home monitor			
At home keyboard			
At home mouse			
At home dock			
At home printer			
Other			

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Corporate Services

\_\_\_\_\_  
Date

## Appendix B: Terms of Use Agreement

I acknowledge that I have received a copy of and read the Device Policy and agree to the following:

1. I have received information about the parameters of the service provider agreement and understand that any charges outside of the agreement as a result of personal use will be reimbursed to the Municipality.
2. A passcode/password has been set up on all devices limiting access to the device and its contents.
3. I acknowledge that the device and my use thereof is subject to Municipal policies, provincial and federal legislation, and that the device may be reviewed and/or seized at any time to ensure compliance.

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Name:

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Date

Title: