

BYOD

Managers' Comms Pack



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Talking points for managers - Receiving an allowance

- We are implementing a new Bring Your Own Device (BYOD) policy for all employees
- Part of our strategic plan reaffirms our commitment to make the best use of taxpayer funding. Our new BYOD policy is an initiative that will help us achieve this
- Keeping up with technology trends, employees can choose which mobile they'd like to buy and organise their own mobile usage plan that suits them
- You won't need to carry around two mobiles anymore
- Blood Service will no longer be providing mobile phones to anyone in the organisation.
- To support you in transitioning to BYOD
 - We will give you the Blood Service mobile (at no cost)
 - You can keep the mobile number if you wish
 - You can access the employee discount on Telstra's mobile usage plans
- You can access free Wi-Fi at all sites (except Armidale, Tamworth, Launceston, Stepney and DonateLife), which will limit the impact of data usage on personal mobile plans.
- Some roles have been identified as needing a mobile phone. Employees in these roles will be eligible for an allowance based on the expected mobile usage – high, medium and low usage.
- Based on the eligibility criteria, your role requires you to use a mobile.
- As you are eligible to receive an allowance, you can salary package the cost of your new mobile (device only).
- You can choose to continue using the gifted Blood Service mobile and number, or you can use your personal mobile and number.
- Whichever number you choose to use, it must be displayed on your email signature and on Connect.
- You have four weeks to transition to your own mobile usage plan

Expected Behaviours

- Act as a sponsor of the change, encourage questions and open discussions. Maintain key messages and respond to employee concerns.
- Listen to your people. Hear their concerns. Answer what you can.
- Do not speculate. If you do not know the answer, and one has not been provided, take note of the question and feed it through to **XXXXXXXXXX**. A response will be provided.
- People will need time to adapt to the change, check in regularly with your team. Ask them how they are finding the process... can you assist them in any way?
- Employees will look to you and determine how they will behave. Please model the right behaviours.
- Ensure your people are working off the facts / debunk rumours.

Talking points for managers - NOT Receiving an allowance

- We are implementing a new Bring Your Own Device (BYOD) policy for all employees
- Part of our strategic plan reaffirms our commitment to make the best use of taxpayer funding. Our new BYOD policy is an initiative that will help us achieve this
- Keeping up with technology trends, employees can choose which mobile they'd like to buy and organise their own mobile usage plan that suits them
- You won't need to carry around two mobiles anymore
- Blood Service will no longer be providing mobile phones to anyone in the organisation.
- To support you in transitioning to BYOD
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 - You can keep the mobile number if you wish
 - You can access the employee discount on Telstra's mobile usage plans
- You can access free Wi-Fi at all sites (except Armidale, Tamworth, Launceston, Stepney and DonateLife), which will limit the impact of data usage on personal mobile plans
- Some roles have been identified as needing a mobile phone. Employees in these roles will be eligible for an allowance based on the expected mobile usage – high, medium or low
- Based on the eligibility criteria, your role does not require you to use a mobile.
- So the blood Service will no longer cover the cost of running a mobile for your role.
- If you decide to keep the mobile number, visit BYOD on Connect and go through the 'choosing BYOD' process.
- If you do not wish to keep the mobile number, you do not need to take further action.
- Here is a letter for you confirming our conversation
- If asked: no allowance will be paid as your role does not require you to use a mobile for work purposes

Expected Behaviours

- Act as a sponsor of the change, encourage questions and open discussions. Maintain key messages and respond to employee concerns.
- Listen to your people. Hear their concerns. Answer what you can.
- Do not speculate. If you do not know the answer, and one has not been provided, take note of the question and feed it through to **XXXXXXXXXX**. A response will be provided.
- People will need time to adapt to the change, check in regularly with your team. Ask them how they are finding the process... can you assist them in any way?
- Employees will look to you and determine how they will behave. Please model the right behaviours.
- Ensure your people are working off the facts / debunk rumours.

BYOD on Connect

	Data Usage MB	Number of Voice Calls	Total Voice Minutes of Used	Number of SMS sent
June	42	33	44	22
July	12.50	22	56.33	34
August	66.39	160	334.09	47
July	12.50	22	56.33	34
September	68.42	165	373.15	41
October	38.62	22	38.41	21
November	77.63	246	506.77	88
December	78.39	237	374.88	103
January	89.66	166	307.18	58

Quick Links

- 1. Indicate your preference
- 2. Check out my mobile usage
- 3. Visit Telstra Portal
- How To guide for android
- How To guide for iPhone
- Security, Rules, etc.
- BYOD Policy

What happens now?



Meet with your manager

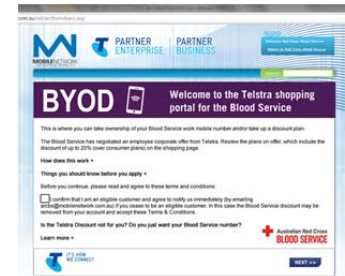


Review your BYOD letter



Visit BYOD on Connect

1. Indicate your preference
2. View your historical usage



Visit the Telstra portal

1. Take ownership of your number and move to a casual plan with Telstra
2. Either continue 'shopping' and select a plan with Telstra, or set up a plan with another provider. (If you choose another provider, you will incur a \$9.00 transition fee as well as any costs associated with mobile use while on the casual plan)
3. If you buy a new phone, it will arrive within three business days

If you already have a mobile, you can download the App, then access Wi-Fi whenever you like. You don't need to wait before you set up a plan.



Access our free Wi-Fi 'RCB-BYOD' network. Use your Blood Service login details



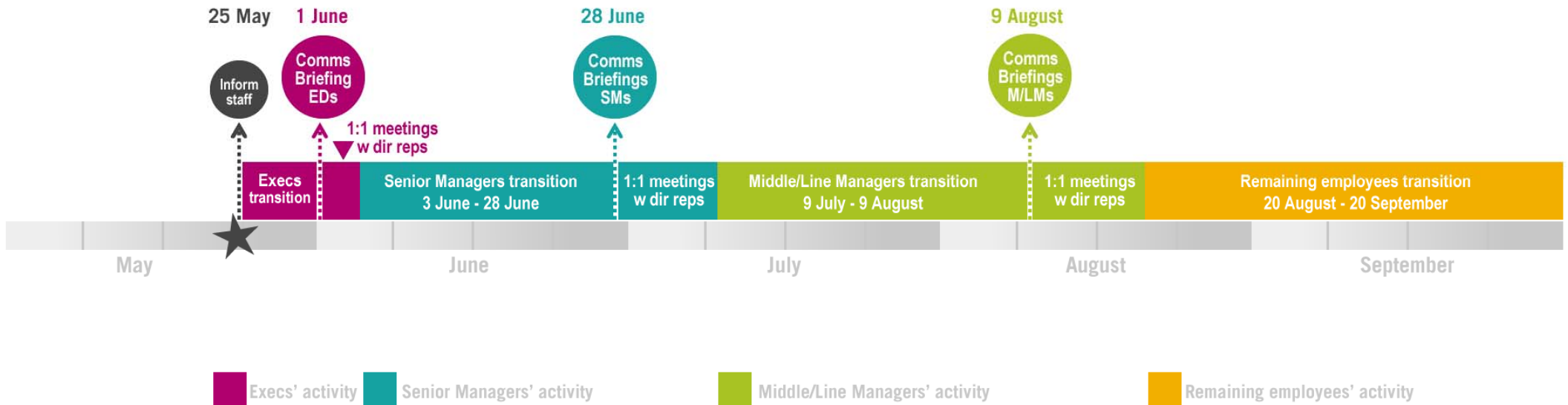
Download the BYOD App Then you can access Blood Service emails, calendar and contacts



Go back to Connect

Download a How To guide to suit your mobile (iPhone or android)

BYOD Timeline



Allowance eligibility criteria

Criteria	Monthly Allowance
<p>Formally rostered on-call for more than 20 per cent of the time, or</p> <p>Routinely working out of the office without access to a landline or Wi-Fi, for a significant portion of work hours, and is required to be contactable</p>	<p>\$55.00</p>
<p>Formally rostered on-call for more than 10 per cent of the time, or</p> <p>Frequently travelling (more than 10 trips per year) with significant need to make work related calls or be contactable while travelling, as well as spending a lot of work time out of the office, and required to be contactable</p>	<p>\$35.00</p>
<p>Working out of the office without access to a landline or PC, for a significant period of time (not just for convenience), and is required to be contactable, or</p> <p>Required to be contactable in emergencies to perform a related activity (not just for notification), or</p> <p>Casually or informally on-call and is required to be contactable</p>	<p>\$15.00</p>

If your team member wants to dispute the allowance

Here are the key steps that will be followed by managers and who request a review of their team member's BYOD allowance level.

1. The employee provides their manager with a description of the issue, their preferred outcome and information to substantiate the request
2. The line manager tries to address any issue or concern raised, referring to the eligibility criteria and BYOD policy
3. If the issue is unresolved, the Line Manager completes the Allowance Review Form and forwards to their exec director for approval
4. The exec director reviews the Allowance Review Form (and evidence) and either approves or declines the request
5. If approval is granted, they will advise the Line Manager. **And if it's rejected...?**
6. The line manager forwards the approved Allowance Review Form (and evidence) to the Secretary of BYOD Review Committee
7. BYOD Review Committee reviews the Allowance Review Form (and evidence) and identifies any new information that would influence the original decision
8. The BYOD Review Committee approves or rejects the request
9. The line manager **and/or** executive director are advised of the decision
10. The line manager then advises the employee of the outcome (and written confirmation).

- Requests for Review are to be resolved as soon as practicable and escalated to the BYOD Review Committee if the line manager is unable to resolve the issue in the first instance.
- Request for Reviews must be submitted within two weeks of receiving their allowance letter
- Requests must be made using the form provided on Connect
- The decision of the BYOD Review Committee is final

BYOD

Managers' FAQs



Questions managers may ask:

Q. If BYOD is about saving money, why don't we just review mobile allocations as a whole, set limits on calls/data where overspend must be paid by staff etc.?

A. The decision to adopt a BYOD policy was made for a few reasons. The cost savings relate to:

- The Blood Service (and therefore taxpayers) has been paying for people's personal use of their mobiles.
- We were paying to replace damaged, lost or old mobiles.
- The review has found that we were paying for some mobiles that weren't needed.
- The logistical costs associated with managing the fleet of mobiles.

We are also following the technology lead of many businesses to have a more contemporary business model for mobiles, which allows employees to choose/use their preferred mobile, and no longer needing to carry two devices.

Q. This policy will make it very hard to attract the right calibre of person to management roles – a mobile would be considered standard issue from over 90 per cent of companies.

A. We do not expect that BYOD will inhibit us from securing the best candidates, particularly as BYOD is a model that many other industry leaders have adopted (or are in adopting). Prospective employees will be advised of our BYOD policy prior to their acceptance of the role, so they can make an informed choice. BYOD will be referenced under the contractual special conditions, highlighting free Wi-Fi, using the mobile of their choice, and being given an allowance (if eligible).

Q. How are communications going to be managed? What communications will be sent out?

A. The implementation of BYOD will be staggered – cascaded down through management levels.

1. Managers will transition to BYOD, then
2. Managers will receive a communications briefing, then
3. Managers will conduct 1:1 conversations with impacted team members.

Q. What role do I need to play?

A. If you are a manager with direct reports who have a Blood Service mobile then you will have a responsibility to discuss the change to BYOD with your staff.

Executives and managers are responsible for the 'change' memories in the minds of

employees regarding, and those memories can have a critical impact on the resistance/advocacy of future change. Our Managers need to lead by example, model the right behaviours (irrespective of your personal feelings about the change) and support your teams through changes.

Answer what questions you can. It's critical that Managers do not speculate or guess answers. Pass on all questions you can't answer to **xxxxxxxxxxxxxxxxxx**.

Dispel rumours by providing the facts. If you don't know the facts, seek them out and go back to the person discussing the rumour – address inconsistencies.

Reduce reliance on the rumour-mill by engaging in regular and meaningful communication.

Q. Do I have to hold the conversation with my employees?

- A. Yes. As a manager it is your responsibility to advise your team members of the change in Organisation Policy and to help ensure the smoothest transition to this new model.

If you will be on leave you will need to prepare your next ion charge to conduct the conversations. Please contact Carolyn Rogers if this is the case.

Q. What support will I receive to help with managing the conversations?

- A. You will have participated in a 1:1 meeting with your manager who would have taken you through the BYOD process and requirements.

Following your own transition, you will receive a communications briefing on how to manage the conversation with your team members, which includes a managers' communications pack. The pack comprises talking points, these FAQs, a process flow and timeline diagram, a personalised letter and directions for accessing BYOD information on Connect.

Q. How can I be positive about this change when I'm unhappy about it?

- A. If you are having trouble putting aside your personal feelings about a change in organisational policy, please meet with your manager to discuss your options.

Q. What do I do if I have an angry employee who won't listen to me?

- A. **HR TO ADVISE**

Q. What do I do if I have an employee who refuses to cooperate?

- A. If you have an employee who is unhappy with the level of allowance allocated to their role, and you believe has grounds for this concern, then you may lodge an appeal application with the BYOD Review Committee.

If you have an employee who is opposed to our BYOD policy, their option is to return their current mobile, and instead be allocated a 'voice only' mobile. This mobile will not have data capability (no emails and no internet access) and no personal use will be allowed.

Q. What advice can I give an employee who wishes to escalate the issue?

- A. First, review your talking points and ensure you have delivered the appropriate messages. Make sure your team member understands both the new policy fully and accurately understands the effect on them.

It will not be the employees' responsibility to escalate this issue. As the line manager you will be charged with managing an appeal that you support, which will also require approval by your Executive Director.

Q. How do I lodge an appeal on behalf of my employee?

A. For details on how to lodge a formal application with the BYOD Review Committee to appeal the decision made regarding a role's allowance, please contact Roger Short.

Questions employees may ask:

About the mobile

Q. Why is the Blood Service taking away a tool of trade?

A. We are changing the way we use mobiles at the Blood Service, by transitioning to the BYOD policy and employees will be provided a monthly taxable allowance to cover the business component of their personal mobile costs.

Mobiles will remain an important part of the way we conduct our business.

Q. Why is the Blood Service taking away an agreed/ contracted benefit?

A. If your mobile is listed in your contract of employment as a benefit, please advise your manager.

Q. Blood Service is just transferring the cost of mobile mobiles to staff.

A. It is true, that the Blood Service will save money by reducing the cost of funding new mobiles as well as personal use.

However, we believe we have allocated the appropriate allowance to each role. This monthly payment will cover the business component of your mobile plan.

If you are opposed to our BYOD policy you may instead elect to return you currently allocated mobile and instead receive a 'voice only' mobile. This mobile will not have data capability (no emails and no internet access) and no personal use will be allowed.

Q. What if I don't want to make my personal mobile number available to work colleagues?

A. If you do not wish to make your personal number available to colleagues, then you may prefer to receive a voice only mobile, without a data plan. This way you will be able to keep your personal number private.

Q. Does my personal mobile need to have 4G so that I can access data when not in the office?

A. You should establish a personal plan with a mobile provider that meets your private and work needs. If your role requires you to have remote or mobile access to your email, contacts, calendars or other IT systems while away from the office, yes you should consider 3G or 4G.

Q. Can I salary package the cost of my mobile?

A. Yes but only if you are eligible for a BYOD Allowance. You can only salary package the cost of the mobile (through Maxxia), not the cost of the plan.

Q. Can I keep my work mobile or do I have to buy my own?

A. You can keep your work mobile. When you confirm your acceptance of adopting our BYOD policy, we will give you your current mobile (at no charge).

Q. Do I have to pay anything if I keep my business mobile?

A. Not for the mobile, it's a gift. You will need to organise and pay for your own mobile plan.

Q. If I buy a new mobile, will the company pay for or subsidise the cost?

A. No. The acquisition, ownership and associated costs of a new mobile will be your responsibility. However, you may salary package the cost of a new mobile if you are eligible to receive a BYOD allowance.

Why? By being eligible for the allowance, the Tax Office will see that the Blood Service acknowledges you will use your mobile for work purposes. Without the allowance, it would be very hard to demonstrate that you would use the mobile for work purposes.

Q. What if I prefer to have two mobiles, keeping work separate?

A. Then you may elect to receive a 'voice only' Blood Service mobile. This mobile will be without data, and personal use will not be permitted. In this way you will be able to keep your work and personal life separated.

About the allowance

Q. If I currently have a work mobile, will I automatically be entitled to an allowance?

A. No, not automatically. There are new eligibility criteria for mobiles; as a result some staff may not be eligible for a BYOD allowance. Your manager will advise you.

Q. How much are the allowances being offered?

A. The allowances offered are based on the requirement of each role. There are three increments of allowances depending on the volume of calls people are expected to make.

The allowance allocated to your role will be included in a letter which will be given to you during a conversation with your manager.

Q. How were the allowances calculated?

A. The allowances were calculated based on the cost(s) of upgrading a Telstra consumer plan to a level that would provide sufficient credits (voice and data) to perform a given role.

Q. How much will my allowance be? How do I know if it will be enough to cover work related use?

A. The allowance allocated to your role will be included in a letter which will be given to you during a conversation with your manager. You will be able to review your mobile usage history on our BYOD Connect Portal, which will help you decide upon your required voice and data credits.

Q. Are the allowances pre or post tax? Taxation will reduce this allowance too much.

A. The allowances are taxable income. The taxable nature may allow you to claim additional use of this plan above the allowance level.

Q. Can I negotiate a different allowance with my manager?

A. The value of the allowance levels are not for individual negotiation. However, if you believe an error has been made in determining the allowance level for your specific role, please discuss this with your manager.

Q. If the Blood Service won't pay me a higher allowance, then I will minimise the amount of time spent using my mobile for work purposes. What are the ramifications for me if I choose to do this?

A. Using technology efficiently is encouraged, and an important part of this initiative. Usage of cost effective alternatives such as landlines is also encouraged. However, if you are receiving an allowance payment it is expected that you will be appropriately contactable and responsive, as per the requirements of your role.

About my mobile plan/bills

Q. Will Blood Service help pay for any large bills, due to lots of work use?

A. No. It is important that you manage your usage of voice/data credits appropriately. There is no provision for additional reimbursements over and above the monthly allowance. However, if your large bill was generated from unavoidable overseas expenses, in certain circumstances you may be reimbursed.

Q. Will the Blood Service reimburse me my monthly plan fee if I have had to use up all/the majority of my monthly call allowance on a work emergency?

A. You are responsible for your mobile usage. It is important that you manage your usage of voice/data credits allowance. There is no provision for additional reimbursements over and above the monthly allowance for personal use.

Q. Will Blood Service pay for my contract if I lose my mobile?

A. No. The management and security of your personal mobile is your responsibility as will be the ongoing cost of the plan payments if you lose this device.

In addition, you will need to arrange a replacement in a timely manner to ensure you remain contactable, as required for your role.

Q. How do I organise a mobile plan? Will Blood Service help?

A. To help with your decision about which mobile provider to use, we have negotiated an employee discount with Telstra. See the BYOD portal on Connect.

We partnered with Telstra for the employee discount as they are our current provider and they provide the best mobile coverage around the nation. However, you are more than welcome to establish a plan with any other provider.

Also, you can access your historical mobile usage on Connect, which you can use to guide your decision about sizing your plan appropriately.

Q. Has Blood Service organised a company discount? Who with?

A. We partnered with Telstra for the employee discount as they are our current provider and they provide the best mobile coverage around the nation. Depending on the plan you chose, we have negotiated a discount of up to 20% on selected plans. However, you are more than welcome to establish a plan with any other provider.

Q. Can I get a company discount if I choose a different provider?

A. No. There is no Blood Service employee discount in place with other providers.

Q. Can I still get the company discount if I want to bundle my mobile with my home mobile and internet plan?

A. The Telstra discount is standalone and is unable to be added to existing discounts/bundles.

Q. If I spend more than my allowance on work calls and data downloads, will Blood Service reimburse me?

A. You are responsible for your mobile usage. There will be no addition reimbursements for overspending your personal plan. It is therefore important that you select a plan where your allowance payment purchases enough credits/data to cover your work and personal needs.

Specifically, please review your plan options carefully to ensure your BYOD allowance is purchasing you sufficient credits (voice and data) for the entire billing period. Most mobile providers supply an App to help you review your ongoing usage.

Q. What happens if I refuse to organise a mobile plan?

A. Then you may elect to receive a Voice Only Mobile, without a data plan. Personal use will not be permitted on these mobiles.

Privacy

Q. Will my personal information be secure?

A. Yes. The Blood Service takes personal privacy seriously and only uses the BYOD App features to provide the BYOD service to you.

If you elect to take up the employee offer with Telstra, they keep your information completely private and do not share it with us.

Q. Will the Blood Service be able to see what I photograph/view/send/receive on my personal mobile?

A. No. The BYOD App does not provide the Blood Service with any capability to see or interact with personal photos, **emails or messages**. The BYOD App does record specific information (that is not Privacy related) to provide the BYOD service. These details are outlined in the BYOD Policy, which we recommend all interested employees read.

Q. I noticed that I have to give the Blood Service admin access to my mobile so you can “selectively wipe” Blood Service data. Is there a situation where Blood Service would do a “full wipe” of my mobile, without my consent?

- A. No. The Blood Service will not purposefully perform a full wipe to your mobile without your permission. Please refer to the BYOD Policy for further detail.

Other

Q. Does Blood Service have Wi-Fi available in all our offices?

- A. We have dedicated BYOD Wi-Fi in our processing centres, Pirie Street, national contact centre and national office. Donor Wi-Fi at our Collection Centres is also available for BYOD purposes.

Q. How do I make sure I am using Blood Service' Wi-Fi?

- A. You will need to check the wireless settings for your mobile to see whether you are connected. The network you will see is **RCB-BYOD** or **Donateblood** depending on your location.

Q. What can I do if I'm not happy with what I've been told?

- A. If you are unhappy with the level of allowance allocated to your role, please discuss this with your manager. They will be able to discuss the details of your role's allowance.

Q. What if I work extensively after hours or interstate and use a HOTSPOT to access work related emails?

- A. Blood Service allocated hotspots are out of scope for this initiative. If you use your mobile as a Personal Hotspot, please ensure that you carefully review your historical usage on Connect to ensure you size your new plan to account for this data usage.

Q. Will the policy be extended further to include other devices such as lap top computers and tablets/iPads and if so, what are the timelines for this?

- A. Only mobiles are in scope at this stage. If the scope is broadened to cover other work devices we will contact you with further information.

Q. What do I do now? What re the next steps?

- A. Visit the BYOD Portal on Connect

Click on the Quick Link **1. Indicate your preference** and indicate that you are taking up the BYOD allowance – this will trigger the sending of an email to payroll to notify them to start paying your allowance (if eligible).

Then click on the Quick Link **1. Check out my mobile usage** to review your historical use reports to help you size a new mobile plan.

You then need to visit the Telstra portal, to take ownership of your Blood Service number (if you choose to). You can then choose a plan and take up the Telstra discount. Alternatively, once you have transferred ownership from the Blood Service to yourself, you may wish to contact an alternative provider, to establish your monthly plan.

If you are opposed to our BYOD policy and choose to opt-out, you will need to return your current mobile. You will then be allocated a 'voice only' mobile. This mobile will not have data capability (no emails and no internet access) and no personal use will be allowed. To opt-out, make the selection on the *1. Indicate your preference* page on Connect.

Q. Can I keep my work mobile number?

A. Yes. Visit the BYOD Portal on Connect.

Click on the Quick Link **1. Indicate your preference** and indicate that you are taking up the BYOD allowance – this will trigger the sending of an email to payroll to notify them to start paying your allowance (if eligible).

Then click on the Quick Link **1. Check out my mobile usage** to review your historical use reports to help you size a new mobile plan.

You then need to visit the Telstra portal, to take ownership of your Blood Service number by filling out the form.

Once completed the Blood Service number will 'ported-out' and the mobile number will be yours to use when establishing a mobile usage plan.

Q. What if I want a new mobile number?

A. That's fine. You are welcome to bring any mobile number, pre-existing or new.

Q. Why aren't I entitled to an allowance?

A. We have reviewed and updated our mobile eligibility criteria. When assessed against the new criteria it was found that some roles did not need a mobile to fulfil the required duties.

You will be given your current mobile (at no cost), and you are eligible to take up the Telstra employee discount if you wish.

Q. Can I negotiate with my manager?

A. If you believe your role does require a mobile and a mistake has been made, you may discuss with this with your manager. If your manager agrees that a mistake has been made then they can lodge a formal appeal (which requires a written statement and evidence) to request a review of the decision.

Q. If the Blood Service won't pay me an allowance, then I will stop using my mobile for work purposes. What are the ramifications for me if I choose to do this?

A. That is exactly what should happen. If the Blood Service is not paying you an allowance to use your personal mobile for work purposes, it means the organisation believes you have no need to use your mobile for work purposes.

However, if you believe that your role has been incorrectly categorised and your role does require a mobile, then please advise your manager. If your manager agrees that a mistake has been made then they can lodge a formal appeal (which requires a written statement and evidence) to request that your role's categorisation be reviewed.

Q. If I use my mobile for work calls/data downloads, what is the process for reimbursing me? What happens if my ex-work mobile stops working? Will Blood Service replace it?

A. If your role has not been allocated an allowance, it is assumed that you do not need a mobile to complete your required duties.

The gift of your Blood Service mobile is being offered as a good will gesture. Any future costs coming from the replacement or repair of this device is your responsibility.

- Q. If I do not receive an allowance and I use my mobile for work calls/data downloads, what is the process for reimbursing me?**
- A. As you are not eligible for a mobile as part of your role. There is no option for other reimbursement from the Blood Service.
- Q. How do I organise a mobile plan? Will Blood Service help?**
- A. There are many vendors and plans to consider. To help you make an informed choice, we will have uploaded a report of the historical usage of your Blood Service mobile. We hope that you will consider your historical mobile usage when sizing your call and data requirements. We have also negotiated an employee discount of up to 20% with Telstra, which may suit your requirements. You can access the Telstra BYOD portal via Connect
- Q. What type of mobile plan should I select?**
- A. The ultimate selection of a plan to suit your personal requirements is your responsibility and while we cannot directly advise you which will work best for you, you can access your historical mobile usage on the BYOD Connect page.
- Q. Has Blood Service organised a company discount? Who with?**
- A. Yes. We have negotiated an employee discount with Telstra. Telstra is our current provider. They provide the best mobile coverage across the country, which would be beneficial to our regional employees.
- You may wish to establish a mobile plan with another provider. To help you make an informed choice, we will have uploaded the historical usage of your Blood Service mobile on Connect.
- Q. Can I still get the company discount if I want to bundle my mobile with my home mobile and internet plan?**
- A. Unfortunately, the Telstra discount offer is not compatible with any other Telstra offer, so cannot be bundled.
- Q. I'm not eligible for an allowance. Can I still access work emails, contacts and calendar from my personal mobile if I choose to? How?**
- A. Sure can. Just visit the BYOD page on Connect, click on the 'How To' guides link and chose the instructions that suit your personal mobile (iPhone, Android or Windows Mobile). You will need to follow these instructions – they'll guide you on how to download and install the App.
- Q. What sort of mobile should I buy? Do I have to buy an iPhone?**
- A. You are free to choose whichever mobile you wish! When you opt-in to BYOD check our BYOD Policy to ensure your mobile is compatible with our BYOD App. iPhone, Android and Windows mobiles are compatible.
- Q. I have moved to a new role where I had a work mobile. Will I (still) be eligible for an allowance?**
- A. It depends entirely on your new role. Your new role may or may not need a mobile. You may need to use the mobile more or less than you did in your previous role. Please discuss with your manager.

Q. When I'm away on maternity leave, what do I do with my mobile to avoid receiving work related queries?

A. Please organise to have your mobile number removed from the Global Address List (contact IS) and remove the number from Connect. Notify the relevant owners of work related contact lists and ask them to remove you temporarily.

Q. I'm leaving the Blood Service. What do I do with my mobile to avoid receiving Blood Service related queries?

A. Your manager will complete a form requesting that your contact details are removed from our Global Address List and Connect. **IS will be asked to wipe the Blood Service information you're your mobile.** You won't need to do anything.