



Damaged Device Policy 2021

In the event of a member of staff finding their Laptop / Netbook / Tablet / Mobile Phone is not working properly they are to submit their device to the IT Team and provide details of the problem using the IT portal.

In the event of negligence CPCA will not cover the full cost of repairs/replacement and will follow the below:

1st Incident of neglect: 50% of the repair/replacement cost will be charged to the person responsible for the device.

2nd Incident of neglect: 100% of the repair/replacement cost will be charged to the person responsible for the device.

3rd Incident of neglect: will be reviewed by a line manager. A maximum of 150% of the cost can be charged to the persons responsible.

Socitm Advisory Digital Services endeavour's to provide all staff with the relevant protection for the devices this includes cases rucksacks and sleeves. But the responsibility falls with the persons the device has been loaned to ensure adequate protection is always upheld.

Definition of Negligence:

Below are some examples of what Socitm Advisory Digital Services deem as negligence.

- Liquid damage.
- Broken devices due to poor location. **Example:** balanced in a precarious manor.
- Heat damage due to poor ventilation. **Example:** Put in a bag while powered on.
- Theft due to leaving the device in a vulnerable location. **Example:** left in an unattended car / public place.
- Damage deemed excessive of regular use. **Example:** deep scratches to lid or major dents to underside.
- Cigarette smoke damage. **Example:** Yellowing of device or excessive odour.

Device Acknowledgement



It has been agreed that a laptop computer be loaned to you while you remain employed at CPCA. While the laptop is in your care the following items should be noted:

- 1 This remains the property of CPCA and is **only** for the use of the member of staff it is issued to.
- 2 Only software licensed by CPCA, authorized by Head of Digital Service, and installed by digital support may be used.
- 3 Should any faults occur Digital Services staff must be advised as soon as possible so that they may undertake any necessary repairs. Under no circumstances should staff attempt to fix suspected hardware faults.
- 4 Training in the use of the laptop and how to access the CPCA network, Intranet, Internet, and email will be provided by Digital Services staff.
- 5 CPCA policies regarding appropriate use, data protection, computer misuse and health and safety must be adhered to by all users of the laptop.
- 6 All devices should not be left unattended in a public space, and must be locked when moving away from the laptop/device

Device Make: _____ Model: _____

Serial Number: _____ Asset Number: _____

Authorized by Manager: *(signature)* _____ Date _____

Member of Staff: _____

Department: _____

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In the event of negligence CPCA may charge a percentage of the repair costs as shown below

1st Incident of neglect: Review of incident, and a discussion about prevention.

2nd Incident of neglect: 50% of the repair/replacement cost may be charged to the person responsible for the device.

3rd Incident of neglect: 100% of the repair/replacement cost may be charged to the person responsible for the device.

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- Cigarette smoke damage. Example: Yellowing of device or excessive odour.

Please sign below to accept the above policy

Staff Member: (signature)_____Date_____

Member of Staff: _____