

Brief	This document shall serve as a guide in using, assigning, & returning of SIM Card, device and its accessories provided by SMSA. It includes assigning of responsibility and liability in the event that the SIM card, device and its accessories are damaged due to misuse or negligence and lost or missing.
Purpose	To define standard guideline and policy for the use, assigning, return, misuse, lost or missing SIM Card, device and its accessories provide by SMSA.
Scope	Applies to all SMSA Employee and Service provider issued with SMSA SIM with devices only.
Responsibilities	<ol style="list-style-type: none"> 1. SMSA Employee or Service Provider assigned with a SIM card, device and its accessories shall be responsible and liable for it. 2. Station Agent shall be responsible <ol style="list-style-type: none"> 2.1 To monitor and update the use and assignment of SIM card, device and its accessories. 2.2 To report any issue found on the SIM card, device and its accessories. 2.3 To check from time to time the conditions of SIM card, device and its accessories. 3. Manager shall be responsible <ol style="list-style-type: none"> 3.2 To fill up, sign and conform the agreement form before giving the SIM card, device and its accessories to his staff (Refer to form section of this policy for the SIM and Device Agreement form). 3.1 In the event that the staff did not surrender the SIM card, device and its accessories during resignation, termination or vacation the manager shall be liable to pay or replace them.
Guide	<p>4. Assigning of SIM Card, Device and its Accessories</p> <p>4.1 SMSA Employee or Service provider should attend, and must pass the exam(if applicable) and understand the training on how to take care and properly use (such as do's and the don'ts) the SIM card, device and its accessories prior to assigning and use.</p> <p>4.2 SMSA Employee or Service provider assigned with a SIM card, device and its accessories shall fill up and sign the SIM and Device Agreement form (refer to the SIM and Device Agreement form in the form section of this guide under item #6 for details), the form shall be conformed and signed by the Manager prior to handover to the employee.</p> <p>4.3 Manager of the Employee or Service Provider who signed the SIM and Device Agreement form shall be held liable in case where the tracker was not surrendered by the Employee or Service Provider during termination, vacation, or resignation.</p>

4.4 Filled up SIM and Device Agreement form shall be properly filed by the manager for future reference. A hard copy to be sent to OPS Regional Coordinators for filing and future reference.

4.5 List of SIM card, device and its accessories and assignments shall be sent by station agents every time there is an update on the assignment to OPS IT Support, Regional Coordinators, National Coordinator and Managers for monitoring purposes.

4.6 All SIM and Device Agreement form must be updated in case the manager resigned, terminated, or transferred to another assignment.

5. Use and Return of SIM Card, Device and accessories

5.1 SMSA Employee or Service Provider shall be liable in case of damage and loss occurred on the SIM Card, device and accessories or any of its parts due to negligence or misuse.


5.2 SMSA Employee or Service Provider shall surrender the SIM Card, device and accessories 100% complete and in good working condition to his Manager upon termination, vacation or resignation.

5.3 SMSA Employee or Service Provider shall be dealt with corresponding disciplinary action as per company policy, upon knowing and confirmed thru investigation if the SIM card, and device or any of its functions, parts or accessories were use for personal or purposes not related to the SMSA.

5.4 Tampering, Swapping or replacing of parts and its accessories without the written consent or instruction of the Manager or CORE Team shall be dealt with corresponding disciplinary action as per company policy.

5.5 SMSA Employee or Service Provider shall immediately report to Station Agent or Manager any malfunction or defects found during use for proper investigation and disposition.

5.6 Station Agent shall be responsible for the accounting and monitoring of all SIM card, device and its accessories assign to a specific location including those which were sent back for repair, upgrade or replacement. A corresponding monitoring report must be made available and updated regarding the whereabouts, purpose and status of the SIM card, device and its accessories on its assigned location.

	<p>5.7 Placing any foreign material on to the SIM card, device and its accessories such as but not limited to stickers, casing, plastic cover, and clips without approval or written consent or instruction from the Manager or CORE Team shall be dealt with corresponding disciplinary action as per company policy.</p> <p>5.8 SMSA Employee or Service Provider shall immediately report lost due to theft as well as shall produce a police report of the incident to ensure data on device are properly secured by CORE Team as well as updating of the status.</p> <p>5.9 In cases where the SIM card, device and its accessories were not surrendered by the SMSA Employee or its Service Provider who is not reporting for work anymore, or brought to their country during leave the manager shall be liable to replace or pay.</p> <p>5.10 Non Compliance on any of the stated policy shall subject the employee to disciplinary action as per company policy.</p>
Form	<p>6. SIM and Device Agreement form:</p> <div data-bbox="506 1066 574 1136" data-label="Image">  </div> <p>SIM Card Device Agreement.pdf</p>