1. **Scope**

All on-site telecommunications services are subject to this procedure.

1. **Responsibilities**

The Communications Manager is responsible for telecommunications security across the entire Retirement Capital’s sites.

All employees/staff, sub-contractors or temporary [employees/staff] who use the telecommunications facilities are subject to this procedure.

1. **Procedure** [ISO27002 Clause 13.2.1]
   1. Discussions concerning or involving confidential information may only take place in telecoms secure areas such as a company office or private room. Calls made in public places or where members of staff who have lower classifications can overhear.
   2. The requirements for the conduct of online teleconferences that might involve confidential or restricted information must occur in conference rooms with the door closed and restricted to those who have the required security classification.
   3. Retirement Capital protects its telecommunications systems from failure, disruption or non-availability as set out in [ISMS-C DOC 11.2.1](../Control%20A11%20-%20physical%20and%20environmental%20security/ISMS-C_DOC_11.2.1.docx).
   4. Instructions for the use of voicemail are contained in [ISMS-C DOC 8.1.3d](../Control%20A8%20-%20asset%20management/ISMS-C_DOC_8.1.3d.docx)

***Document Owner and Approval***

The Director (CISO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This work instruction was approved by the Director (CISO) on 214th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature:

Date: 14/11/2020

**Change History Record**

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| --- | --- | --- | --- |
| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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