

Cellnex UK Accreditation induction  
presentation for companies and  
individuals.

July 2021

# 1 Welcome to Cellnex UK

Cellnex is a UK National Infrastructure Provider and the country's largest independent telecoms infrastructure partner.

We own or control c.9000 active sites, and have access to hundreds of thousands of street level assets essential to outdoor Small Cells and 5G deployments in dense urban areas, from high masts in remote areas, a nationwide network of towers and pylons, to rooftops and lamp posts in the busiest cities, our telecoms sites and services deliver coverage and capacity exactly where it's needed.

With demand for ultra-fast connectivity growing, we are the partner of choice for emergency services organisations, hundreds of private businesses and all four UK Mobile Network Operators (MNOs).

## Enabling a pan-European telecom infrastructure platform



# Cellnex Telecom

## European Scale and Growth

“

Cellnex UK is part of  
Cellnex Telecom,  
Europe's largest,  
fastest-growing  
independent network  
infrastructure  
provider

”



Cellnex Telecom supports  
over **420 million mobile connections**  
across Europe



Europe's industry leader, covering 12  
countries: **Austria, Denmark, France,  
Ireland, Italy, Netherlands, Poland,  
Portugal, Spain, Sweden,  
Switzerland and the UK**



**7,000**  
sites in 2014



**131,000**  
sites in 2021

# Cellnex UK: Our values



cellnex



• **Commitment:** We take charge of the proactive consolidation of our projects.



• **Customer focus:** We uncover, understand and consolidate the needs of our customers.



• **Innovation:** We bring value to new ideas, approaching them with a creative, professional and critical attitude in order to put them into practice.



• **Flexibility:** We adapt to our field, which is in constant evolution.



• **Resolution:** We reach our objectives through a combination of enthusiasm, logic and pragmatism.



• **Honesty:** We demonstrate integrity in our actions.



• **Development:** We encourage the continued development of individuals through cohesion, collaboration and teamwork.



• **Credibility:** We do what we say.



**take  
care**  
ONE TEAM. ONE CELLNEX



## Cellnex UK Induction objectives



Explain the important of having a 'Valid' Site Access Request (SAR).



Recognise the value of utilising the 'Issue and Incidents' reporting into the Site Access Team



Explain the process of reporting Accidents, Incidents and Near Misses.



Outline the key behaviours Cellnex UK expect of an accredited company and its individuals.

# 2 Managing Access

# Cellnex UK - Why?

cellnex<sup>®</sup>



Cellnex UK has a legal duty under the Health and Safety at Work Act 1974 to manage the safety of all visitors to its sites, the ensure the safety of all visitors. But all visitors are also responsible for their own health, safety and welfare.



Our site access standards help explain the process and requirements for accessing a Cellnex UK sites.



All access is managed via AGORA which is an online site access management system that Cellnex UK uses across the globe.



Only accredited companies and individuals are permitted to hold a valid site access.





## Our access levels

- **Structure work**  
Any activity which involves the climbing of a mast, tower, stub tower or climbable pole on a roof, a pylon or any similar structure.



- **Rooftop**  
Any activity which involves work on a roof but not climbing a structure or pole on a rooftop.



- **Rooftop Cabin**  
Any activity which involves working within a sharer's cabin on a rooftop.



- **Ground Cabin**  
An activity which involves working on building exteriors or inside an Cellnex UK building/Site Sharer's equipment building/cabin. Where the cabin is on a rooftop this will be deemed rooftop work.



- **Ground Other**  
Any activity which involves working outside of a building e.g. grass cutting, trenching, fence repairs, Use of Specialist Equipment, etc.





- All visitors must have a 'Valid' permit available on site on the day, this will include information about site specific hazards.
- There is an ability for non-accredited companies/individuals to be permitted limited access, these One-off permits are limited and must be approved by the Accreditation and EHS Team at Cellnex UK.
  - These are limited use
  - The requestor/Sponsor is responsible for the non-accredited companies/individuals at all times.
- Those requiring access to Rooftops, Structures, using specialist equipment (Cranes/MEWPs) or wishing to conduct electrical works must have demonstrated competency in advance before a permit will be issued.
- A site specific method statement and risk assessment (RAMS) must be available, 'Generic' RAMS are not acceptable and if submitted can cause a delay in a permit request process.

“

All individuals are expected to act, responsibly, politely and safely whilst on site.

”

# Certification

## Qualifications and Certificates



Engineers will be greyed out so unable to assign them to a Site Access Request if any of their certificates expiry dates conflict with the permit dates.



Engineers only with the same level of accreditation can be assigned e.g. Rooftop accredited engineer can be assigned to a Rooftop permit



Portfolio specific approved, some Cellnex UK Portfolios required specific approval, checks and certification, engineers will not be able to be assigned to a site within a portfolio unless approved.

“

Cellnex UK site access system monitors certificates, if its out of date the system will not issue a permit.

”

# 3 Site Access Request

# Cellnex UK – Site Access Requests

cellnex



It is mandatory for accessing a Cellnex UK site and part for the terms and conditions for which all companies and individuals signs up to.



It helps to deconflict works taking place on the same site on the same day.



It ensures only accredited companies and individuals who are competent are permitted on site.



Site specific hazards on site are communicated.



Everybody has access to all relevant health, safety and access information.



A clear audit trail of visits to sites is maintained.



Allows Cellnex UK to check who is on what site at any time of day in case of an emergency.



# Cellnex Telecom Sit Access Permit

## What's included



Any site specific conditions.

Access route information and vehicle types e.g. 4x4 access only



Site specific hazards and controls Inc. PPE.

Specific training requirements, National Grid Training, Gas Safety passport, Water Hygiene Passport etc.



Security requirements, Key types, padlock codes or site access cards like OBASS for BT Sites.

Site representatives contact details if applicable

“

Before requesting a permit, read the access information. It may have changed.

”

# Site Access Requests

## SARs



A 'Valid' permit is specific to a company, each company attending site must have their own permits.



You must not access a site under any circumstance without a valid permit, all site access breaches are investigate and can result in the lose of accreditation for the individual or even the company itself



Be familiar with the permit before accessing the site, and if challenged you must show you permit for verification.



If a permit end time is drawing near and you think there will be an overrun, apply for an extension before it runs out.



Before requesting a permit, read the access information. It may have changed.



### What is an SAR

A Site Access Request is a class of permit that is designed to manage access to sites and defined areas where work is carried out and what work is carried out.



# Cellnex UK today

## Whilst on site

- > A site specific method statement and risk assessment (RAMS) must be available.
- > Suitable PPE must be used of all site visits.
- > PPE must take into account of the task at hand, the individual and any site specific hazards:  
1 per person when climbing;  
1 per team for rooftop working;  
All monitors must be approved
- > Always use the correct access route and observe all access conditions.
- > Park only in designated areas.
- > Be polite.
- > Where required, post signs and barriers in line with the site specific RAMS.
- > Smoking is not permitted on Cellnex UK Sites.

## Before you leave site

- > All waste materials/rubbish has been removed.
- > All accidents, incidents, near misses have been reported.
- > Post works report details have been passed to the permit requestor.
- > Ensure you leave the site secure.

# 4 Site Access Request – Smart working

## Make it specific

While the task maybe common and repetitive, if it cant be made site specific it will be rejected.

## Check the site Risk Register

If you RAMS does not control an existing risk it will be rejected for not being site specific

## Structure access numbers

Don't ask for Structure access or Rooftop Structure access with a sole climber, it will be rejected for not being unsafe.

## Make it easy

Keep you scope obvious and encompass the work you are actually doing, make your RAMS clear and concise.

“

Cellnex UK does not recognise these are being site specific nor suitable and sufficient, this will cause a rejection

”



# Avoid rejection and delays

All works at Cellnex UK or Managed sites shall be undertaken in-line with Cellnex UK Safety rules and guidelines. For further information, refer to the Cellnex UK website under the [Code of Practice](#).

## Cellnex UK Code of Practice

- OT EI SD 002 Site Access Standard
- OT EI PR 004 Key Loan Process
- OT SHE 001 Site SHE Standards
- OT SHE 002 Risk Assessment And Method Statements
- OT SHE 003 MEWPS Cranes and Lorry Mounted Cranes (HIAB)
- OT SHE 004 RF Safety
- OT SHE 005 Reporting and investigation of unexpected RF Alarms
- OT SHE 006 Climbing & Working At Height On Masts Towers

## Cellnex UK Communications Register

Ser	Type	Message	Distribution	Issue Date	Validity	Expiry Date	Final Action	Reference
2021/006	Advice Notice	G78 Earthing issues on PG Sites	External			00/01/1900		
2021/008	Advice Notice	Safe to Climb Certificates	External			00/01/1900		
2021/009	Safety Bulletin	Requirements for Managing Multiple Contractors on National Grid Structures	External	05/05/2021	12	05/05/2022		
2021/010	Safety Alert	Lightning Precaution Prior to Climbing National Grid Structures	External	05/05/2021	12	05/05/2022		
2021/013	Advice Notice	Safe to Climb Certificates National Grid Sites	External	08/05/2021	12	08/05/2022		

# 5 Consider the Landlord/Site Provider and others

# Working with each other

Cellnex UK is fully committed to maintaining good relations with its site portfolio owners, site owners, landlords and neighbours. In order to ensure continued good relations, all visitors are required to plan their visit, ensuring that it can be undertaken without causing unreasonable disturbance, damage or nuisance caused, including but not limited to:

- Straying from prescribed access routes, blocking access, speeding or driving discourteously.
- Physical damage or defecation to land either on the permitted access route or not.
- Littering, failing to remove materials, cable drums and packaging.
- Shouting and the use of offensive language.

All persons accessing a site must be sensitive at all times to local circumstances and the local environment and community. If visitors to a site are approached by neighbouring residents with complaints, then dependent on the circumstances, they are to invoke the escalation process as detailed in OT-EI-SD-002 Site Access Standards Appendix B or if non-urgent, inform Site Access (See Sect 6.)

If your are attacked report it to the police and then let Cellnex UK now the ref number in your follow up report.

# 6 Cellnex UK Smart Access

## Smart Access – iLOQ Programme

iLOQ provides self-powered digital locking and mobile access management solutions that have revolutionized the locking industry. Using innovative technology and software that is developed by iLOQ, this enables electronic locking without batteries. The smart access solution will remove the requirement to request and carry multiple keys when accessing a site with iLOQ installed.

The roll out will initially be focussed on 50 pilot sites, the deployment of which will be complete by the end of June. The program will run for 3 years installing the smart access solution to c.5000 sites across the Cellnex estate. We will be installing the iLOQ locks at access entry points that fall under Cellnex's responsibility i.e. Site compound gates and anti-climb systems. The Smart Access Solution program is rolling out across all Cellnex countries in Europe, to provide a more efficient and modern means of access to our estate.

Access will be provided to the relevant site in accordance with the approval of the usual access permit you submit to Cellnex. Once onsite the process to open the lock is simple.



iLOQ Comms  
250521



# 7 Site Management

# Person In Charge of Works

## PIC(W)

> They should be Assertive when required to deal with situations that may arise during operations, and demonstrate Leadership when dealing with emergencies or site personnel.

> A sound level of relevant, suitable and sufficient OHS knowledge and experience, including the local Ericsson OHS requirements for specific risk control e.g. working at height, electricity and lifting operations etc.

> A full level of understanding of ALL specific works being completed and the associated hazards, risks and adopted control measures to prevent harm.

> The authority to fulfill the Supervisory role for the specific works being completed.



The purpose of a PICW is to ensure that the site is safely setup, and kept tidy, that Safe Systems of Work are in place and that activities are co-ordinated and monitored.

Intervening wherever necessary, from arrival of the workforce, through set-up of the site boundary, performance and completion of all works activities.





## PIC(W) Responsibilities (General)

- Ensure safety signs, barriers and Medium/High risk protection zones are set out before works starts.
- Manage safety for the specific works being undertaken to prevent unsafe acts occurring.
- Conduct a tool box talk / induction with all on-site, ensuring all are aware of the hazards, risks and adopted control measures for the planned activities.

Where multiple parties are on site at the same time, tasks must be coordinated in priority order by the PIC(W), With amicable liaison between all. The PIC(W) will remain in overall charge of the site, however during certain activities (MEWP/Crane) the PIC(W) will allow the appropriately qualified person for the equipment to give instruction on safe behaviour during its use.

- Ensure all on site under their control are competent to complete the planned activities.

- Ensure all relevant Personal Protective Equipment is suitable, sufficient, regularly inspected and deployed at all times.
- To monitor the adopted risk control measures for the planned tasks to ensure compliance at all times, whilst the work is undertaken.
- With the authority to stop or prevent works being undertaken where there is a significant risk present
- Be last to leave site, ensuring that the site is left in a safe condition.

# 8 Incident Management



# Incident Reporting

➤ All Health, Safety, Environmental and Security events are reported digitally to the Jira Customer Service Portal, you can also scan the QR code below or follow this link to access our online portal, users will only need to register upon accessing the system the first time.

➤ Do not report Accidents, Incidents, Near Misses including Unsafe Acts and Conditions via the phone system unless it is an emergency (See In case of Emergency).

➤ Non urgent issues and incidents are explained in Sect 5 and are reported in AGORA from Sept 2021.

➤ **In case of an Emergency**  
In cases of emergency, you should contact the Cellnex Site Access Team:  
020 4526 8561 (in hours)  
020 4526 8563 (out of hours)

➤ You should still complete the Electronic Event Reporting form on JIRA within 24hrs to follow up on your emergency call.

cellnex



## Take Care

*Incident Reporting  
QR Code.*



# Unauthorised Person: Visitors, contractors and others



Any that comes on to your site must have a 'Valid' Permit, always check:

- The names on the permit matches those on site
- Its for the right site
- The right day
- For the right area (Structure/Rooftop/Ground)
- The description of works matches what they are doing.



Any unauthorised visits are to be reported as 'Unsafe Acts' with as much information as possible:

**Names**  
**Company**  
**Vehicle**  
**details**  
**Photographs**



Any evidence of unexplained damage, unauthorised works, materials or waste left behind should be reported. You can upload load film clips and photos and documents even from a smart device in the field.

# 9 Temporary Access Restrictions

# Temporary Access Restrictions

## TARs



### TAR Site or OOB

This is a full site restriction usually due to a major issue.



### TAR access specific

This is where there is an issue affecting a specific areas and the restrictions are permit related:

- Structure, Rooftop, Ground Cabin or Ground

Access to the site is still available but only to the none affected area.

### Can a site be accessed with a TAR in place?

Can a site be accessed with a TAR

Yes if for the purposes of:

- Rectify the TAR to enable its removal.
- If a P1 fault/Fault on Emergency Services Network or potential a 'Dead Cell'.

TAR Reason	Example	Cellnex UK TAR Owner
Environmental	Nesting Birds	EHS Team
RF	RF Issue	E&I: RF Engineering Team
Safety	Risk to health/Life	EHS Team
Security	Physical risk i.e. 2 Person Site or Engineer Escort required	EHS Team
Structural	Unsafe structure/Awaiting urgent maintenance/repairs	E&I: Structures
SP Access Issue	Combination/Locks/Access route/Door codes/Damage fence or gate	E&I: Site Access Team
SP LL Issue	Contractor behaviours/Code Issue	E&I: Landlord Care Team

# 10

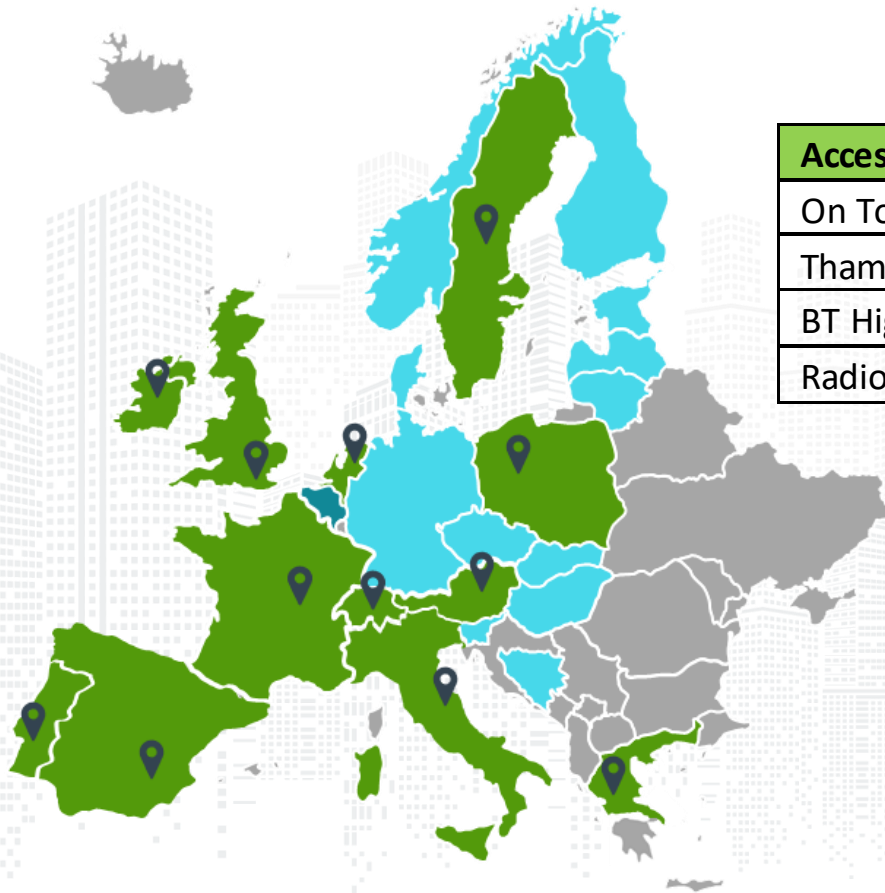
## Reporting on non urgent issues and incidents

# Site Access Feedback (Minor Issues and Incidents)

- Used to report non urgent issues and incidents and provide an opportunity for feedback.
- Examples
  - Wrong directions
  - Site Access conditions not correct
  - Overgrown access
  - Signs missing or unclear
  - Rubbish/waste left on site
- On site non urgent issues and incidents need to be reported via email to the Site Access Team, later this year this function will be handled by the National Operations Centre (NOC), but we will make this change known.
- Major issues and incidents (Accidents, Incidents, Near Misses and unsafe acts are still reported via Jira, see Sect 7)



# Cellnex UK – Site Access numbers



Access Team	In hours	Out of hours
On Tower	020 4526 8561	020 4526 8563
Thames Water	020 4526 8573	020 4526 8578
BT High Tower	020 4526 8574	
Radiosites	020 4526 8575	

# Nesting Birds



**We need you help in reporting and managing nesting birds.**

## Effective reporting enables us:

- Provide detailed reporting of these events
- Allows us to help identify the species
- We can collection data on 'Nesting Bird' TARs

## Using Jira

You can attach video or pictures

- Report from the field in real time
- You can attach video and picture



Jira Portal QR Code



# 11 Measures



# Management of non compliance



The effectiveness of and compliance with the Site Access Standard will be continuously assured and measured through the following activities:

- Access Breach Management
- Incorrect permits details
  - The day, time, engineers name, equipment, scope of works
- Fraudulent entries / Deliberate violation
- Inappropriate behaviour
- Investigation of near misses
- Trend analysis of site access data

-----



Breaches can result from written warning to temporary or full suspension of an individual or a company and mandatory supervision can be imposed for breaches, when this happens all costs are met by the company/principal contractor involved.



# 12 Take Care; One Team. One Cellnex



## Take Care

- > **'Take care'** is a reflection of our commitment to caring for the physical and emotional wellbeing of our people.

-----

- > It's an illustration of how we approach our work every day, and describes how we **engage with our communities and minimise our impact on the environment.**

-----

- > Crucially, **it's a call to action** – a reminder that we're **all responsible for our own, and our colleagues, safety and wellbeing.**

-----

- > **So take care. Put your wellbeing first and always work safely.**

cellnex<sup>®</sup>



### Take Care

*Care [noun] the process of protecting someone or something and providing what that person needs.*



# Cellnex UK: Take Care



cellnex



## Purpose

By **taking care** we will deliver programmes and projects that are safe, respectful of the environment, on time and to a high quality.



## Approach and culture

Here at Cellnex everyone's involved. We **take care** to provide all our colleagues with all the training, tools and support they need so everyone goes home safely at the end of each day.



Our **people** are the beating heart of Cellnex. Across the business we feel a deep sense of **shared responsibility** for ensuring the wellbeing of our people, our communities and the environment. We don't it because we have to. **We do it because we care.**



**take  
care**  
ONE TEAM. ONE CELLNEX



## Keeping you **connected**

Thank you for reading about our company; what we do and taking part in this accreditation induction training.

If you'd like to find out more **about how we operate** or how we can help, we'd **love to hear from you.**

Visit [cellnextelecom.co.uk](https://cellnextelecom.co.uk) for more information



