

Site Access Request (SAR) Workflow

User guide

Index

Section	Topic	Page
1	Access to Agora	3
2	Access Tool Overview	5
2.1	Home page overview	6
2.2	Access Tool overview	7
2.3	SAR queue search and filter	8
2.4	Site Occupation and Site Access Form (SAF)	10
3	Site Occupation Calendar	11
4	Site Access Form (SAF) Information	14
4.1	Site Access Form (SAF) Information	15
4.2	Access restriction	17
4.3	Security, Country Fields	18
5	Create a Site Access Request (SAR)	19
5.1	Open the Access Tool	20
5.2	Create a Site Access Request (SAR)	21

Section	Topic	Page
5.3	Request Characterisation	22
5.4	Request Characterisation Intervention	26
5.5	Request characterization special equipment (including outage)	32
5.6	Request characterization Info Creation	33
6	Create a Site Access Request (SAR) for a PMA (Arqiva broadcast) site	34
6.1	Open the Access Tool	35
6.2	Create a Site Access Request (SAR)	36
6.3	Request Characterisation	37
6.4	Request Characterisation Intervention	41
6.5	Request characterization special equipment (including outage)	47
6.6	Request characterization Info Creation	50
7	Technicians	52

Section	Topic	Page
8	Manage a Site Access Request (SAR)	54
8.1	SAR queue search and filter	55
8.2	Manage request	56
8.3	Notifications	57
8.4	Edit technicians, add a PO	58
9	Cancel a Site Access Request (SAR) including pylons	62
9.1	SAR queue search and filter	63
9.2	Cancel a Site Access Request (SAR)	64
9.3	Cancel a Site Access Request (SAR) for pylons	65
10	Post Work Reports	66
10.1	Post Work reports	67
10.2	Site Access	69
10.3	SHE – Safety Health and Environment	70
10.4	FR Safety	71
11	FAQs	72

1 Access to Agora

1.1 Sign into AGORA

1

Open the URL:
<https://agora.cellnextelecom.com/>

QAS - TIS - Cellnex Telecom
S.A.

Log On

E-Mail or User Name

wftest02



[Change](#)

Password

.....

2

Fill in the username
and password.

☐ Remember me

3

Log On

Click 'Log on'.

[Forgot password?](#)

2 Access Tool overview

2.1 Home page overview

The screenshot shows the Cellnex Home page. At the top, there is a dark blue navigation bar with the Cellnex logo on the left and two links: 'Home' (underlined) and 'Access' (highlighted with a red box and a green circle with the number 2). A blue callout box with a red arrow points to the 'Access' link, stating: 'Clicking 'Access' will take you to the Access tool.'

Below the navigation bar is the 'Global Overview' section. It contains a white card with a green triangle icon and the text 'In progress Access'. Below this, the number '1018' is displayed. At the bottom of the card is a link that says 'Press for more info'. A red box highlights the entire card, and a green circle with the number 1 points to it. A blue callout box with a red arrow points to the 'Press for more info' link, stating: 'This summary shows the number of your in progress access requests. Clicking 'Press for more info' will take you into the Access tool.'

2.2 Access Tool overview

The screenshot shows the Cellnex Access Tool interface. At the top, there's a navigation bar with 'Home' and 'Access' tabs. Below this, there are three tabs: 'Request', 'Presences', and 'SAF Info'. Callout 1 points to the 'Request' tab, stating it shows a list of all Site Access Requests (SARs). Callout 2 points to the 'New SAR' button in the 'Access management request - Items (1033)' section, stating it opens the SAR creation window. Callout 3 points to the 'SAF Info' tab, stating it allows searching for site and access information. The interface also includes search criteria filters for 'Intervention Category' and 'Site Band', and a table of SARs with columns like SAR #, Status, Maintainer, etc.

1 This tab shows a list of all Site Access Requests (SARs).

2 Clicking 'New SAR' will open up the Site Access Request (SAR) creation window. See section 5 for more information.

3 Clicking 'SAF Info' allows you to search for a site and access Site Access Form information. See section 4 for more information.

Access management request - Items (1033)

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operative unit	PMA	Customer agreement
-------	--------	------------	--------------------	------------------	----------	-------------------	-----------------------	---------------	------------	---------------	--------------	--------------	---------------	-----------	------------	----------------	-----	--------------------

2.3 SAR queue search and filter

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Home Access

Request Presences SAF Info

Search Criteria

Intervention Type:

Intervention Category:

Site Band:

Attendance:

Reset

1 Items management request - Items (1033)

Status: In progress

2 Date: dd/MM/yyyy - dd/MM/yyyy

3 Search

Clear all filters

Remove all filters and press 'Search' to show all Site Access Requests (SAR).

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operational unit	PMA	Custom agreement
										29/11/2	29/11/2							

To manage requests please see section 7.

2.3 SAR queue search and filter

The screenshot shows the Cellnex SAR queue search and filter interface. The 'Search Criteria' section includes dropdowns for 'Intervention Type', 'Intervention Category', and 'Operator'. A red box highlights a pop-up menu for sorting and filtering, with a blue callout explaining its function. A blue callout explains the 'Clear all sorting' button, and another blue callout explains the 'Clear all filters' button. The table below shows SAR records with columns for SAR #, Status, Maintainer, International code, Site legacy code, Operator, Intervention type, Intervention category, External Code, Created by, Creation date, Request date, SLA End Date, Approval type, Site Band, Attendance, Operative unit, PMA, and Custom agreement.

1 Clicking on the column header will show a pop up where you can add filters and sort requests. This is available on all headers.

2 Clicking on 'Clear all sorting' will remove sorting.
Clicking 'Clear all filters' will remove filters.

Sort Ascending
Sort Descending
Filter
Clear sort

Clear all sorting Clear all filters

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operative unit	PMA	Custom agreement
ACC-0...	In ...	Mitie Techni...	UK-LA...	10302	CORN...	Maint...	Preve...	TE741...	Tina T...	29/11/2021 12:40	29/11/2021 13:00		Manual	BAND A	NO		Yes	
ACC-0...	In ...	BT British...	UK-YN...	141778	TELEF...	Maint...	Emerg...		Arma...	29/11/2021 12:36	29/11/2021 13:00		Manual	BAND A	NO		Yes	

2.4 Site occupation and Site Access Form (SAF)

The screenshot displays the 'Access' section of the Cellnex Access manager. At the top, there are tabs for 'Request', 'Presences', and 'SAF Info'. Below these, the 'Search Criteria' section includes dropdown menus for 'Intervention Type', 'Intervention Category', and 'Operator'. A blue callout box with a green circle '1' points to the 'Site Occupation' button, stating: 'Clicking 'Site Occupation' will bring up the access calendar for all sites. See section 3 for more details.' Another blue callout box with a green circle '2' points to the 'Check SAF' button, stating: 'Clicking 'Check SAF' will bring up a site search where you will be able to select a site and download the SAF document.' Below the search criteria, there is a 'New SAF' button and a table with columns for 'Site Occupation' and 'Check SAF'. The table also includes columns for 'Clear all sortings', 'Clear all filters', 'Download', and 'Search'. The bottom of the screenshot shows a table with columns: SAR #, Status, Maintainer, International code, Site legacy code, Operator, Intervention type, Intervention category, External Code, Created by, Creation date, Request date, SLA End Date, Approval type, Site Band, Attendance, Operational unit, PMA, and Customer agreement.

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driving telecom connectivity

Home Access

Request Presences SAF Info

Search Criteria

Intervention Type:

Intervention Category:

Operator:

1 Clicking 'Site Occupation' will bring up the access calendar for all sites. See section 3 for more details.

2 Clicking 'Check SAF' will bring up a site search where you will be able to select a site and download the SAF document.

Reset

New SAF

Site Occupation Check SAF

Clear all sortings Clear all filters Download Search

Status: In progress

Date: dd/MM/yyyy - dd/MM/yyyy

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operational unit	PMA	Customer agreement
-------	--------	------------	--------------------	------------------	----------	-------------------	-----------------------	---------------	------------	---------------	--------------	--------------	---------------	-----------	------------	------------------	-----	--------------------

3 Site Occupation Calendar

3.1 Site occupation calendar

This tool allows you to see when free and available for site access

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Home Access

Request Presences SAF Info

Search Criteria

Intervention Type:

Operator:

Site Band:

Intervention Category:

Attendance:

Reset

Access manager

Status: In progress

New SAR Site Occupation Check SAR Clear all sortings Clear all filters Download Search

Date: dd/MM/yyyy - dd/MM/yyyy

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operative unit	PMA	Customer agreement
-------	--------	------------	--------------------	------------------	----------	-------------------	-----------------------	---------------	------------	---------------	--------------	--------------	---------------	-----------	------------	----------------	-----	--------------------

3.1 Site occupation calendar

The screenshot displays the 'cellnex' Site Occupation calendar interface. The top navigation bar includes the 'cellnex' logo, a back arrow, the title 'Site Occupation', and user profile icons. Below the navigation bar, a date range selector shows '29 November 2021 - 3 December 2021' with left and right arrows. To the right of the date selector are buttons for 'Work week', 'Day', 'Month', and 'Full Day'. Further right is an 'International Code' search field with a magnifying glass icon. The main calendar grid shows days of the week (Mon 2, Tue 30, Wed 1, Thu 2, Fri 3) and time slots (8, 11, 12, 13, 14, 15, 15:23). Four numbered callouts provide instructions: 1. Date navigation using arrows or date selection. 2. Period toggling using the 'Day', 'Month', and 'Full Day' buttons. 3. Default time range (8 AM to 7 PM) and the 'Full Day' option for all hours. 4. Site search functionality using the magnifying glass icon.

1 You can move between dates by clicking the arrows or selecting a date.

2 You can change the period shown by toggling these buttons.

3 By default, the tool shows from 8 AM to 7 PM. Clicking 'Full Day' will allow you to see all hours.

4 Clicking on the magnifying glass will bring up the site search.

4 Site Access Form (SAF) Information

4.1 Site Access Form (SAF) information

1

Clicking 'SAF Info' allows you to search for a site and access Site Access Form (SAF) information.

The screenshot shows the Cellnex 'SAF Info' search interface. At the top, the 'Access' tab is selected, and 'SAF Info' is highlighted in the sub-menu. Below this, the 'Search Criteria' section contains four input fields: 'International Code' (with a placeholder 'Enter at least 5 characters'), 'Legacy Code', 'Site Name' (with a placeholder 'Road'), and 'Site alias'. A 'Reset' button and a 'Search' button (highlighted with a red box) are located to the right of the search criteria. Below the search criteria, the results are displayed in a table. The first row of the table has the 'International code' 'UK-LO-037916' highlighted with a red box. The table has columns for 'International code', 'Legacy Code', 'Status', and 'Site Name'. The status for all rows is 'CREADO'. The site names are 'NORTHCOTE ROAD 201064', 'NORTHCOTE ROAD 201064', '(SHELGATE ROAD) NORTHCOTE ROAD 129656', '(SHELGATE ROAD) NORTHCOTE ROAD 129658', '(SHIPKROAD) BEDFORD HILL 186331', and '(BARCLAYS BANK) HIGH ROAD 110685'.

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Home Access

Request Presences **SAF Info**

Search Criteria

International Code: For example: UK-NH-001096

Legacy Code: For example: 166480

Site Name: For example: ROAD

Site alias:

Reset Search

Total Results (3015/1)

Clear all sortings Clear all filters Massive Modification Download Massive Modification

International code	Legacy Code	Status	Site Name
UK-LO-037916		CREADO	NORTHCOTE ROAD 201064
UK-LO-037623		CREADO	NORTHCOTE ROAD 201064
UK-LO-037721		CREADO	(SHELGATE ROAD) NORTHCOTE ROAD 129656
UK-LO-037921	EE_AC0047A	CREADO	(SHELGATE ROAD) NORTHCOTE ROAD 129658
UK-LO-037922	EE_AC0048A	CREADO	(SHIPKROAD) BEDFORD HILL 186331
UK-LO-037732	EE_PC0121	CREADO	(BARCLAYS BANK) HIGH ROAD 110685

2

Various fields can be used to search. Ensure only 1 is used at a time.

3

Clicking 'Search' will bring up relevant sites.

4

Clicking the 'International code' will open the site SAF info.

4.1 Site Access Form (SAF) Information

The screenshot shows the 'SAF Information' form in the Cellnex system. The form is divided into several sections, with specific fields highlighted by red boxes and numbered callouts:

- Callout 5:** Points to the top section of the form, which includes fields for International Code, Region, Site address, X Coordinate, Operators Presents, Building Type, Y Coordinate, City, Site type, and Email address.
- Callout 6:** Points to the 'Road route' field, which contains detailed directions to the site.
- Callout 7:** Points to the 'Lock type' field, which currently shows 'SIN INFORMACIÓN'.
- Callout 8:** Points to the 'Digital and Padlock Code' field, which contains instructions for access and the specific code for the site.

The form fields are as follows:

Field	Value
International Code:	UK-MY-001770
Region:	Merseyside
Site address:	Wavertree Gas holder site, Spofforth -
X Coordinate:	0000503985
Operators Presents (Code and Name):	
Building Type:	Unknown
Y Coordinate:	0005916931
City (Postal Code):	Liverpool (L7 6JS)
Site type:	Tower (greenfield)
Email address for accessing purposes:	
Road route:	At M6 Exit 21A, bear LEFT (West) onto Ramp, Bear LEFT (West) onto M62, Bear RIGHT (West) onto A5080 [Bowring Park Road], Continue (West) on A5047 [Edge Lane], Turn LEFT (South) onto Botanic Road, Bear LEFT (East) onto B5178 [Maunder Road], Turn RIGHT (South) onto Spofforth Road, ...
Sensitive Site:	
Risk of Agresion:	
Digital and Padlock Code:	***On arrival and departure please contact 0333 370 4888 to advise the CCTV Operators of your access. Quote Arqiva site no.*** Flame retardant overalls must be worn. Key/Combinations: Combinations locks are normally set to the last 4 digits of ARQ site ID. Combi: 6572 - Generic
Lock type:	SIN INFORMACIÓN

5
'SAF Information'
This shows information about type and location of the site.

6
'Road Route' Details of how to get to the site will be in here

7
'Lock type' will show the type of lock used on site.

8
'Digital and Padlock Code' is to detail lock codes on site.

4.2 Access restriction (1)

9

'Access Restriction'
This shows information about any notice periods to access the site.

11

All access conditions for the site will be within these fields

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Energy Services

< SAF Information

Access restriction

Advance notice period (Visit/Maintenance without special equipment):
000

Intervention schedule (Visit/Maintenance without special equipment):

Access Conditions (Visit/Maintenance without special equipment):

Advance notice period (Work without special equipment):
000

Intervention schedule (Work without special equipment):

Access Conditions (Work without special equipment):

Access Conditions (Work with special equipment):

Access Conditions:
On arrival and departure please contact 0333 370 4888 to advise the CCTV Operators of your access. Quote Arqiva site no. Flame retardant overalls must be worn.
Key/Combinations: Combinations locks are normally set to the last 4 digits of ARQ site ID. Combi 6572 Generic

Contact description:

Other type of Access:
-

Contact person for access :

10

If **Special Equipment** is on site, these fields will show any additional conditions of access.

4.3 Security, Country Fields

cellnex

SAF Information

12

Security

Restriction Type :

Partial

Restriction Info:

TAR - EHS Team / Structures (Unsafe ladder, no access until

Restriction Type Description :

Unsafe ladder, no access until structures have inspected an

Access Comments:

Country Fields

Site availability:

24/7

Warwickshire Police Site:

Whole Site Outage:

Structure Notice Period:

000

EDF Site:

No

Rooftop Outage:

Communication required:

None Required

EUSR Number:

Structure Outage:

RAMS Needed:

No

High Wind Sites:

No

Outage Cell ID:

BT Site:

Climbing status:

Green

Band - SAF:

BAND A

MOD Site:

No

Require OBASS Cards:

No

13

'Access Restriction'

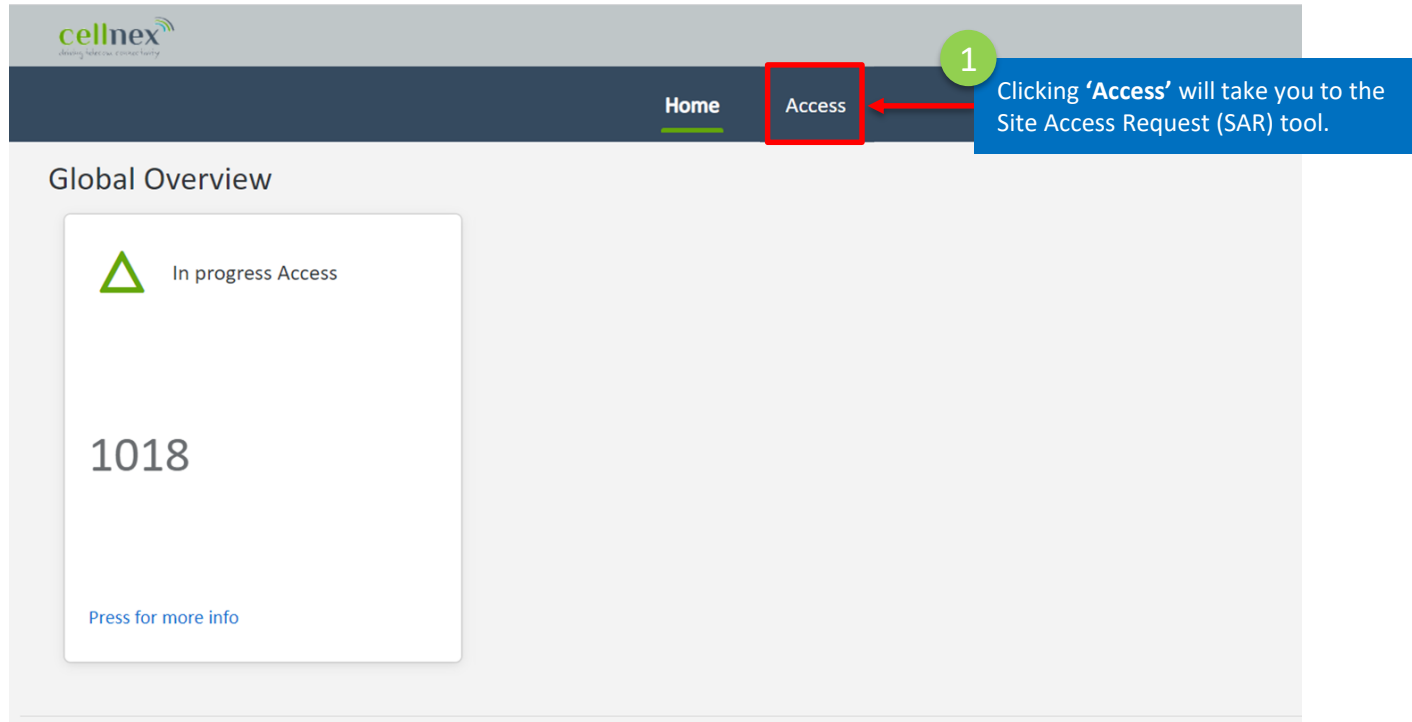
This shows information about any restrictions that maybe on the site.

'Country Fields'

The fields in this section show the specific information about the site.

5 Create a Site Access Request (SAR)

5.1 Open the Access Tool



The screenshot shows the cellnex website interface. The top navigation bar is dark blue with the cellnex logo on the left. The 'Home' link is underlined, and the 'Access' link is highlighted with a red rectangular box. A green circle with the number '1' is positioned above the 'Access' link. A blue callout box with a red arrow pointing to the 'Access' link contains the text: 'Clicking 'Access' will take you to the Site Access Request (SAR) tool.' Below the navigation bar, the 'Global Overview' section is visible, featuring a white card with a green triangle icon, the text 'In progress Access', the number '1018', and a link 'Press for more info'.

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Home Access

1

Clicking 'Access' will take you to the Site Access Request (SAR) tool.

Global Overview

In progress Access

1018

Press for more info

5.2 Create a Site Access Request (SAR)

The screenshot displays the Cellnex Access management interface. At the top, the 'cellnex' logo is on the left, and user profile icons are on the right. Below the header, a dark blue navigation bar contains 'Home' and 'Access' tabs, with 'Access' being the active tab. Under the 'Access' tab, there are three sub-tabs: 'Request', 'Presences', and 'SAF Info'. The 'Request' tab is highlighted with a red box and a red arrow pointing to it from a blue callout box. This callout box, labeled with a green circle '2', contains the text 'Ensure you are on the 'Request' tab.' Below the tabs, there are several input fields: 'In' (with a red box and a red arrow pointing to it from a blue callout box labeled with a green circle '3'), 'Operator:', 'Site Band:', 'Intervention Category:', and 'Attendance:'. A blue callout box labeled with a green circle '3' points to the 'New SAR' button in the table header, containing the text 'Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.' Below these fields is a 'Reset' button. At the bottom, there is a table titled 'Access management request - Items (1033)'. The table has a header row with columns: SAR #, Status, Maintainer, International code, Site legacy code, Operator, Intervention type, Intervention category, External Code, Created by, Creation date, Request date, SLA End Date, Approval type, Site Band, Attendance, Operational unit, PMA, and Customer agreement. The table body shows some data rows, with the first row having values for SAR #, Status, and Creation date.

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Home Access

Request Presences SAF Info

2 Ensure you are on the 'Request' tab.

3 Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.

Operator: Site Band: Attendance: Reset

Access management request - Items (1033)

Status In progress X Users New SAR Site Occupation Check SAF X Clear all sortings Clear all filters Download Search

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operational unit	PMA	Customer agreement
										29/11/2	29/11/2							

5.3 Request Characterization

< Request Creation

Role: Access Requester Owner: Kate Staniford

1 Request Creation

2 Manage request

1. Request Creation

Request Characterization

Legacy Code:

International Code: *

Site Search

External Code:

Begin Date: *

dd/MM/yyyy HH:mm

End Date: *

dd/MM/yyyy HH:mm

Associated k

Search

Access restriction:

Operative unit:

PMA:

Customer agreement:

Site Occupation

4

Click on the magnifying glass to search for a site.

5.3 Request Characterization: Site Search

5

Various fields can be used to search.
Ensure only 1 is used at a time.

Site Search

✓ Search Criteria

International Code:

Legacy Code: Site alias:

Total Results (19)

International code	Legacy Code	Status	Site Name	Select
UK-YS-004010	140165	CREADO	BLACKBURN IN ROTHERHAM	<input type="button" value=">"/>
UK-YS-008914	50921	CREADO	ROTHERHAM	<input type="button" value=">"/>
GB-4A-000523	RA/00574	CREADO	ROTHERHAM - MUSTANG JOINERY	<input type="button" value=">"/>
UK-YS-003182	96559	CREADO	ROTHERHAM ALBION DRIVE	<input type="button" value=">"/>
UK-YS-013419	88191	CREADO	ROTHERHAM BADSLEY MOOR LANE	<input type="button" value=">"/>
UK-YS-003181	96556	CREADO	ROTHERHAM BAWTRY ROAD	<input type="button" value=">"/>
UK-YS-007991	303782	CREADO	ROTHERHAM BAWTRY ROAD B	<input type="button" value=">"/>
UK-YS-014029	97032	CREADO	ROTHERHAM BRAMPTON ROAD	<input type="button" value=">"/>
UK-YS-007992	303783	CREADO	ROTHERHAM ERSKINE ROAD B	<input type="button" value=">"/>
UK-YS-011595	249426	CREADO	ROTHERHAM GREASBROUGH ROAD TOWER	<input type="button" value=">"/>

6

Clicking 'Search' will
bring up relevant sites.

7

Select site using arrow.

5.3 Request Characterization

Follow these steps to raise a Site Access Request (SAR)

<

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1

Request Creation

2

Manage request

1. Request Creation

8

Once a site is selected these fields will be automatically populated.

Request Characterization

Legacy Code:

166480

End Date: *

dd/MM/yyyy HH:mm

PMA:

No

International Code: *

UK-NH-001096

Associated Request:

Search

Customer agreement:

External Code:

Access restriction:

Site Occupation

Begin Date: *

dd/MM/yyyy HH:mm

Operative unit:

5.3 Request Characterization

< Request Creation

Role: Access Requester Owner: Kate Staniford

Air Report

Check SAF

X

1 Request Creation

2 Manage request

1. Request Creation

Request Characterization

Legacy Code:
166480

International Code: *
UK-NH-001096

External Code:

Begin Date: *
dd/MM/yyyy HH:mm

End Date: *
dd/MM/yyyy HH:mm

Associated Request:
Search

Access restriction:

Operative unit:

PMA:
No

Customer agreement:

Site Occupation

9

The next step is to select the start and end date. Clicking 'Site Occupation' will bring up the access calendar for this site.
See section 3 for more information.

5.4 Request Characterization Intervention

< Request Creation

Role: Access Requester Owner: Kate Staniford

10 **Intervention Type and Intervention Category**
These 2 fields are linked. See the table below for which options to select for both.

Air Report **Check SAF** **X**

1 **Request Creation**

Request Characterization Intervention

Intervention Type: *
Survey

Operator: *
AIREDALE INTERNATIONAL AIR

Sensitive Site:
NO

Intervention Category: *
Multi-Year Plan - Batch 1

Intervention type		Intervention Category
Options to select	Reasons to select	Option to select
Survey	Carry out a survey	Audit
Maintenance	Pre planned maintenance	Preventative
	Reactive/fault work	Corrective/fault
	Installation	Deployment Equipment relocation Generator
	Decommission	Equipment removal Generator removal
Upgrade	Like for Like	Swaps

Air Report

If you are installing, decommissioning or swapping a dish, please check the Air report to make sure you provide details for the correct dish.

11 **Operator**
This is the company that the work is being carried out on behalf of.
If there is more than one option select the one with (A) on the end.

14 **Technician(s)**

Here you must select the technicians that will be attending site. Note, only those with valid accreditations will show here (including site induction).

See next slide for MOD supervision.*

Please see section 6 for more details.

13 **Intervention place**

- Heights: Select if working at height including rooftop:
 - If rooftop level: complete 0 in 'Maximum Climb Height' (see next slide).
 - If climbing rooftop structure: add correct climb height in 'Maximum Climb Height' (see next slide).
- Compound: Select if working on the ground
- Whole site: do not use
- Shelter: do not use

If you need to access heights and compound, please raise a height SAR only.

5.4 Request Characterization Intervention

<

Request Creation

:

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1

Request Creation

2

Manage request

Request Characterization Intervention

Intervention Type: *

Survey

Operator: *

AIREDALE INTERNATIONAL AIR

Sensitive Site:

NO

Intervention Category: *

Multi-Year Plan - Batch 1

Technician(s): *

Maintainer: *

Intervention place: *

PoID Cost:

Maximum Climb Height:

Site Supervision SAR:

NO

Supervision SAR:

NO

15

Site Supervision SAF

Site supervision requirements will be automatically populated

16

and:

Site Supervision SAR

If site supervision is not required, there will be an option here for you to select it if needed

*For an MOD site you must select yes here for your non accredited technicians to appear

5.4 Request Characterization Intervention

Note: If a PO is required a copy of the PO document will be required to submit the request. The process of how to add a copy of the PO is on slide 33

< Request Creation

Role: Access Requester Owner: Kate Staniford Air Report

1 Request Creation 2 Manage request

Request Characterization Intervention

Intervention Type: *

Operator: *

Sensitive Site:

17 Structure Name
If climbing, select the structure (including rooftop).

18 PO ID
If supervision is required, please enter the purchase order here. Or alternately if this is Cellnex project related works please add the "COM-XXX" Project number.

19 PoID Cost
This will automatically populate if required.

20 Maximum Climb Height
Enter the height at which works are taking place. (If rooftop, enter 0)

Access restriction:

Structure Name:

PO ID:

PoID Cost:

Maximum Climb Height:

Restrictions:

Restriction Type	Rooms	Start date	End date

Note: If you have selected height at 'Intervention place' you must add these 2 otherwise your request will be cancelled.

5.4 Request Characterization Intervention

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

1 Request Creation

23 Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Intervention place: *

Notice period:

Access restriction:

Band:

BAND C

PolD Cost:

Maximum Climb Height:

1 **Notice period**
This will automatically populate if required, please adhere to notice periods.

2 **Access restriction**
This will automatically populate if applicable.

Band
This will automatically populate.
Band A: No notification required to Site Provider (auto approve)
Band B: Notification required to Site Provider
Band C: Approval required from Site Provider
Band D: Further approvals required

Restrictions:

Restriction Type	Rooms	Restriction Type Description	Start date	End date
No data				

5.4 Request Characterization Intervention

<

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1

Request Creation

2

Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Structure Name:

Operator: *

Intervention place: *

PO ID:

Sensitive Site:

NO

Notice period:

PolD Cost:

Intervention Category: *

Technician(s): *

Band:

BAND C

24

Restriction Type Description


This will automatically populate if applicable.

If there is a total restriction, the Site Access Request will be automatically refused.

Restrictions:

Restriction Type	Rooms	Restriction Type Description	Start date	End date
No data				

5.5 Request characterization special equipment (including outage)

KS

< Request Creation

Role: Access Requester Owner: Kate Staniford

Air Report Check SAF X

1 Request Creation

2 Manage request

Request characterization special equipment

Need for special equipment:

Special Equipment:

Outages:

25

Need for special equipment
If special equipment is required (i.e. cranes, cherry pickers etc) please select yes.

26

Special Equipment
Select the special equipment required. If not listed, please select 'other' and detail in the 'Request Characterization Info Creation' section.

27

Outages
This will automatically populate. If yes, the Site Access Team will arrange.

If you require outages that aren't detailed below. Select:

- 'Need for special equipment': Yes
- 'Special equipment': other
- 'SAR description': detail outages required

Document Name	Document Subtype
KETTERING ATE - RR.pdf	Risk Register & RF Safety Notice Board

5.6 Request characterization Info Creation

cellnex
Building tomorrow's infrastructure

Request Creation

28 SAR Description

- Detail the works that are going ahead
- Supervision, an outage or special equipment that hasn't already been listed
- If Cellnex Project works please add the details of the work and the name of the PM

29 RAMS
Clicking this green document will allow you to add RAMS and additional documents.

Under RAMS add your RAMS, certs and any mechanical lifting documents.

PO
If a PO is required add in a copy of the PO document into the additional documents along with other supporting documentation.

30 Documents
Any documents required for the site will be listed here. Note that if you upload RAMS they won't appear here.

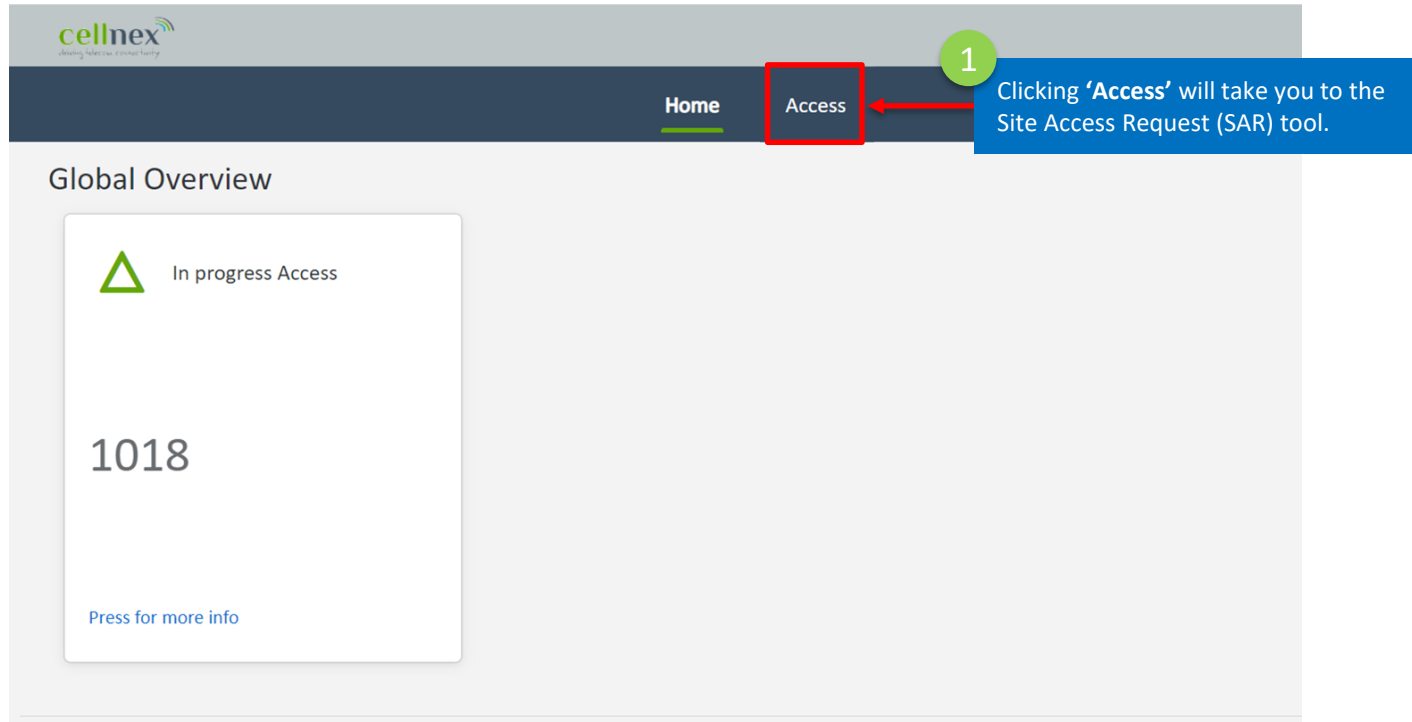
31 Scroll down. Clicking 'Submit' will submit the request.

Document Table:

Document Name	Document Subtype	Created by	Creation Date
KETTERING ATE - RR.pdf	Risk Register & RF Safety Notice Board		2021-09-16T12:48:16.000+0200

6 Create a Site Access Request (SAR) for a PMA (Arqiva broadcast) site

6.1 Open the Access Tool



The screenshot shows the cellnex website interface. The top navigation bar is dark blue with the cellnex logo on the left. The 'Home' link is underlined, and the 'Access' link is highlighted with a red rectangular box. A green circle with the number '1' is positioned above the 'Access' link. A blue callout box with a red arrow points to the 'Access' link, containing the text: 'Clicking 'Access' will take you to the Site Access Request (SAR) tool.' Below the navigation bar, the 'Global Overview' section is visible, featuring a white card with a green triangle icon, the text 'In progress Access', the number '1018', and a link 'Press for more info'.

cellnex
creating intelligent connectivity

Home Access

1

Clicking 'Access' will take you to the Site Access Request (SAR) tool.

Global Overview

In progress Access

1018

Press for more info

6.2 Create a Site Access Request (SAR)

The screenshot displays the Cellnex Access management interface. At the top, the 'cellnex' logo is on the left, and user profile, globe, and 'KS' indicators are on the right. Below the header, a dark blue navigation bar contains 'Home' and 'Access' tabs, with 'Access' being the active tab. Under the 'Access' tab, there are three sub-tabs: 'Request' (highlighted with a red box and a red arrow pointing to it), 'Presences', and 'SAF Info'. A green circle with the number '2' is next to the 'Request' tab, with a blue callout box stating: 'Ensure you are on the 'Request' tab.' Below the tabs, there are several input fields: 'In' (with a red circle '3' and a blue callout box stating: 'Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.'), 'Operator:', 'Site Band:', 'Intervention Category:', and 'Attendance:'. A 'Reset' button is located to the right of these fields. Below the input fields, there is a section titled 'Access management request - Items (1033)'. This section contains a table with columns: SAR #, Status, Maintainer, International code, Site legacy code, Operator, Intervention type, Intervention category, External Code, Created by, Creation date, Request date, SLA End Date, Approval type, Site Band, Attendance, Operational unit, PMA, and Customer agreement. The 'New SAR' button is highlighted with a red box and a red arrow pointing to it. The table shows a single row with the date '29/11/2'.

cellnex
Building Networks. Enriching Territory.

Home Access

Request Presences SAF Info

2 Search Criteria
Ensure you are on the 'Request' tab.

3 Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.

Operator: Site Band: Attendance: Reset

Access management request - Items (1033)

Status In progress X Users New SAR Site Occupation Check SAF X Clear all sortings X Clear all filters Download Search

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operational unit	PMA	Customer agreement
										29/11/2	29/11/2							

6.3 Request Characterization

< Request Creation

Role: Access Requester Owner: Kate Staniford

X

1 Request Creation

2 Manage request

1. Request Creation

Request Characterization

Legacy Code:

International Code: *

Site Search

External Code:

Begin Date: *

dd/MM/yyyy HH:mm

End Date: *

dd/MM/yyyy HH:mm

Associated R

Search

Access restriction:

Operative unit:

PMA:

Customer agreement:

Site Occupation

4

Click on the magnifying glass to search for a site.

6.3 Request Characterization: Site Search

5

Various fields can be used to search.
Ensure only 1 is used at a time.

Site Search

✓ Search Criteria

International Code: For example: UK-BT-005975

Legacy Code: For example: 15211

Site Name: For example: ROSNEATH

Site alias:

Total Results (19)

International code	Legacy Code	Status	Site Name	Select
UK-YS-004010	140165	CREADO	BLACKBURN IN ROTHERHAM	<input type="button" value=">"/>
UK-YS-008914	50921	CREADO	ROTHERHAM	<input type="button" value=">"/>
GB-4A-000523	RA/00574	CREADO	ROTHERHAM - MUSTANG JOINERY	<input type="button" value=">"/>
UK-YS-003182	96559	CREADO	ROTHERHAM ALBION DRIVE	<input type="button" value=">"/>
UK-YS-013419	88191	CREADO	ROTHERHAM BADSLEY MOOR LANE	<input type="button" value=">"/>
UK-YS-003181	96556	CREADO	ROTHERHAM BAWTRY ROAD	<input type="button" value=">"/>
UK-YS-007991	303782	CREADO	ROTHERHAM BAWTRY ROAD B	<input type="button" value=">"/>
UK-YS-014029	97032	CREADO	ROTHERHAM BRAMPTON ROAD	<input type="button" value=">"/>
UK-YS-007992	303783	CREADO	ROTHERHAM ERSKINE ROAD B	<input type="button" value=">"/>
UK-YS-011595	249426	CREADO	ROTHERHAM GREASBROUGH ROAD TOWER	<input type="button" value=">"/>

6

Clicking 'Search' will
bring up relevant sites.

7

Select site using arrow.

6.3 Request Characterization

Follow these steps to raise a Site Access Request (SAR)

<

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1 Request Creation

8

Once a site is selected these fields will be automatically populated.
PMA: will be 'Yes'

Request Characterization

Legacy Code:

15211

End Date: *

14/02/2022 13:04

PMA:

Yes

International Code: *

UK-BT-005975

Associated Request:

Search

Customer agreement:

External Code:

Access restriction:

Site Occupation

Begin Date: *

14/02/2022 12:04

Operative unit:

6.3 Request Characterization

9

The next step is to select the start and end date. Clicking 'Site Occupation' will bring up the access calendar for this site.

See section 3 for more information.

< Request Creation

Role: Access Requester Owner: Kate Stan

1 Request Creation ————— **2 Manage request**

Request Characterization

Legacy Code: <input type="text" value="15211"/>	End Date: * <input type="text" value="14/02/2022 13:04"/>	PMA: <input type="text" value="Yes"/>
International Code: * <input type="text" value="UK-BT-005975"/>	Associated Request: <input type="text" value="Search"/>	Customer agreement: <input type="text"/>
External Code: <input type="text"/>	Access restriction: <input type="text"/>	Site Occupation
Begin Date: * <input type="text" value="14/02/2022 12:04"/>	Operative unit: <input type="text"/>	

11

Technician(s): *

Structure

Operator

This is the company that the work is being carried out on behalf of.

If there is more than one option select the one with (A) on the end.

Air Report
If you require the AIR report, please request this from the Access Team.

Air Report
If you require the AIR report, please request this from the Access Team.

6.4 Request Characterization Intervention

< Request Creation

Role: Access Requester Owner: Kate Staniford

Air Report Check SAF X

1 Request Creation

2 Manage request

14

Technician(s)
Here you must select the technicians that will be attending site. Note, only those with valid accreditations will show here (including site induction).

See next slide for MOD supervision.*

Please see section 6 for more details.

13

Intervention place

- Heights: Select if working at height including rooftop:
 - If rooftop level: complete 0 in 'Maximum Climb Height' (see next slide).
 - If climbing rooftop structure: add correct climb height in 'Maximum Climb Height' (see next slide).
- Compound: Select if working on the ground
- Whole site: do not use
- Shelter: do not use

If you need to access heights and compound, please raise a height SAR only.

12

Maintainer
This is the company carrying out the work.

Intervention place: *

Notice period: 000

Access restriction:

Band: BAND A

Structure Name:

Intervention Category: * Multi-Year Plan - Batch 1

Technician(s): *

Maintainer: *

6.4 Request Characterization Intervention

< Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1 Request Creation

2 Manage request

Request Characterization Intervention

Intervention Type: *

Survey

Operator: *

AIREDALE INTERNATIONAL AIR

Sensitive Site:

NO

Intervention Category: *

Multi-Year Plan - Batch 1

Technician(s): *

Maintainer: *

Intervention place: *

PoID Cost:

Maximum Climb Height:

Site Supervision SAR:

NO

Supervision SAR:

NO

15

Site Supervision SAF

Site supervision requirements will be automatically populated

16

Site Supervision SAR

If site supervision is not required, there will be an option here for you to select it if needed

*For an MOD site you must select yes here for your non accredited technicians to appear

6.4 Request Characterization Intervention

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

1 Request Creation

23 Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Intervention place: *

Notice period:

Access restriction:

Band:

BAND C

PolD Cost:

Maximum Climb Height:

1 **Notice period**
This will automatically populate if required, please adhere to notice periods.

2 **Access restriction**
This will automatically populate if applicable.

Band
This will automatically populate.
Band A: No notification required to Site Provider (auto approve)
Band B: Notification required to Site Provider
Band C: Approval required from Site Provider
Band D: Further approvals required

Restrictions:

Restriction Type	Rooms	Restriction Type Description	Start date	End date
No data				

6.4 Request Characterization Intervention

Request Creation

Role: Access Requester

Owner: Kate Staniford

Air Report

Check SAF

X

1 Request Creation

2 Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Structure Name:

Operator: *

Intervention place: *

PO ID:

Sensitive Site:

NO

Notice period:

PolD Cost:

Intervention Category: *

Technician(s): *

Band:

BAND C

Restrictions:

Restriction Type	Rooms	Restriction Type Description	Start date	End date
No data				

24

Restriction Type Description

This will automatically populate if applicable.

If there is a total restriction, the Site Access Request will be automatically refused.

6.5 Request characterization special equipment (including outage)

25

Need for special equipment
If special equipment is required (i.e. cranes, cherry pickers etc) please select yes.

26

Lift Type
You will then be asked to select a lift type.
If you are using a NEWP then select it here rather than in 'Access Type Equipment'

Request Creation **2** Manage request

Role: Access Request

Request characterization special equipment

Need for special equipment:

Access Type Equipment: *

Outages end date:

Are you using height access equipment?:

Outages:

Outage Fields:

- Whole Site Outage : NO
- Rooftop Outage : NO
- Structure Outage : YES

Lift Type: *

Outages start date:

Owner Equipment:

Company	Condition Added
Cadent Gas	
Maritime and Coastguard	
Pageone	
Airwave	

ACCESS WITHOUT SUPERVISING RIGGER OBTAINING CONFIRMATION THAT THE PAGEONE OUTAGE IS IN PLACE ON 0208 5183. RF SSO TO FOLLOW MUST BE COMPLETED ON SITE.

0800 085 1532 option 1 and option 1

6.5 Request characterization special equipment (including outage)

Request Creation

Role: Access Request Owner: Kate Staniford

1 Request Creation **2 Manage request**

Request characterization

27 **Are you using height access equipment?**
If height access equipment is required (i.e. scaffolding) please select yes.

Need for special equipment:
Yes

Are you using height access equipment?:
YES

Lift Type: *

Access Type Equipment: *

Outages:
Yes

Outages start date:
dd/MM/yyyy HH:mm

Outages end date:
dd/MM/yyyy HH:mm

Outage Fields:

- Whole Site Outage : NO
- Rooftop Outage : NO
- Structure Outage : YES

Owner Equipment:

Company	e-mail
Cadent Gas	chris.s.haistead@nationalgrid.com
Maritime and Coastguard Agency	mansel.hughes@htc.uk.com; paul.fudge@mcga.gov.uk
Pageone	networksremote@pageone.co.uk
Airwave	airwave.pew@airwavesolutions.co.uk

NO ACCESS WITHOUT SUPERVISING RIGGER OBTAINING 0914 5183. RF SSOV TO FOLLOW MUST BE COMPLETED ON 0800 085 153

28

Access Type Equipment

You will then be asked to select an access equipment type.

If you are using a NEWP then select it in 'Lift Type' rather than here

29

Outages

This will automatically populate. If yes, the Site Access Team will arrange.

If you require outages that aren't detailed below. Select:

- 'Need for special equipment': Yes
- 'Special equipment': other (will appear)
- 'SAR description': detail outages required

6.5 Request characterization special equipment (including outage)

< Request Creation

Role: Access Requester Owner: Kate Staniford

Air Report Check SAF X

1 Request Creation 2 Manage request

Request characterization special equipment

Need for special equipment:
Yes

Are you using height access equipment?:
YES

Lift Type: *

Access Type Equipment: *

Outage start date: dd/MM/yyyy HH:mm

Outage end date: dd/MM/yyyy HH:mm

Outage Fields:

- Whole Site Outage : NO
- Rooftop Outage : NO
- Structure Outage : YES

30 Owner Equipment

This will be automatically populated showing what operator outages are required.

Owner Equipment:

Company	e-mail	Condition Added
Cadent Gas	chris.s.haistead@nationalgrid.com	
Maritime and Coastguard Agency	mansel.hughes@htc.uk.com; paul.fudge@mcga.gov.uk	
Pageone	networksremote@pageone.co.uk	NO ACCESS WITHOUT SUPERVISING RIGGER OBTAINING CONFIRMATION THAT THE PAGEONE OUTAGE IS IN PLACE ON 0208 914 5183. RF SSOW TO FOLLOW MUST BE COMPLETED ON SITE.
Airwave	airwave.pew@airwavesolutions.co.uk	0800 085 1532 option 1 and option 1

6.6 Request characterization Info Creation

31 SAR Description

- Detail the works that are going ahead
- Supervision, an outage or special equipment that hasn't already been listed
- Project details if project work

32 RAMS
Clicking this green box will allow you to add RAMS.

33 Documents
Documents required for the site will not appear here, you will be sent them when your SAR is approved.

SAR Description: *

Risks of Ag

Update SAR: 2022 11:03

Document Name	Document Subtype	Created by	Creation Date
No attached documents			

The screenshot shows a web application interface for creating request characterization information. It includes a sidebar with a back arrow and a 'Role:' label. The main content area has three numbered callouts: 31 points to the 'SAR Description' section, which contains a list of requirements and a text input field; 32 points to the 'RAMS' section, which includes a green box for adding RAMS; and 33 points to the 'Documents' section, which includes a text input field and a table for attached documents. The table has columns for Document Name, Document Subtype, Created by, and Creation Date, and currently shows 'No attached documents'. A red arrow points from the 'Documents' section to the table.

6.6 Request characterization Info Creation

Request Creation

Role: Access Requester Owner: Kate Staniford

1 Request Creation **2 Manage request**

Request Characterisation

Attendance Notification:

Weight: *

Height: *

Diameter: *

What height are you climbing to? (height in meters):

What face of the structure are you working on?:

Provide AIR Report to requestor:

Are you abseiling or using rope access techniques?:

Are you working on the fabric of building or

Do you need to obtain asbestos information?:

Are you carrying out electrical work?:

Electrical Work Category:

Enter material of lifting bond: *

Are you lifting feeders?: *

How will Earth the feeders to prevent electric shock?:

Are you excavating / breaking ground?:

Detail safe digging practices you will use to prevent damage to the earth mat:

State the manufacturer and model of RF personal monitor to be used and the frequency range it covers:

Confirm the structure will be isolated:

Are you removing a structural member?:

Are you accessing the Antenna Spine?:

Are you carrying out hot works?:

34 These fields will become mandatory depending on the details you select. Please ensure that any field with a * is populated before you submit.

Note that if heights has been selected at 'Intervention Place', 'What height are you climbing to' must be completed.

35 Scroll down. Clicking 'Submit' will submit the request.

Submit

7 Technicians

7.1 Technicians

Each site is categorized in a site type. This determines the accreditation needed at heights. If you cannot see any/all of your technicians it is because they do not have the right accreditations.

Site Type	Working where	Intervention Place	Accreditation Needed	Portfolio specific
Rooftop	Working on a rooftop	Heights	Rooftop RF Awareness Site Access Induction	In addition portfolio specific accreditations also applicable (e.g National Grid, BT, MOD, EDF, etc)
Rooftop Structure	Working on a rooftop structure	Heights	Rooftop RF Awareness Site Access Induction Tower climbing Tower rescue	
Rooftop	Working on a cabinet / cabin at ground level	Compound	Site access induction	
Tower	Working on structure	Heights	RF Awareness Site Access Induction Tower climbing Tower rescue	
Tower	Working on cabinet / cabins	Compound	Site access induction	

To query accreditations please contact the accreditation team:

<https://towerco.atlassian.net/servicedesk/customer/portals> and choose - UK Service Desk – Accreditation

8 Manage a Site Access Request (SAR)

8.1 SAR queue search and filter

The screenshot shows the Cellnex SAR queue search and filter interface. The interface includes a search criteria section, a table of SAR items, and various filtering and sorting options.

1 Clicking on the column header will show pop up where you can add filters and sort requests. This is available on all headers.

2 Clicking on 'Clear all sorting' will remove sorting.
Clicking 'Clear all filters' will remove filters.

3 You will only see your company requests. Clicking on the row will open the Site Access Request (SAR).

Search Criteria:

- Intervention Type: [Dropdown]
- Intervention Category: [Dropdown]

Table Headers:

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operative unit	PMA	Customer agreement
-------	--------	------------	--------------------	------------------	----------	-------------------	-----------------------	---------------	------------	---------------	--------------	--------------	---------------	-----------	------------	----------------	-----	--------------------

Table Data:

ACC-0...	In ...	Mitie Techni...	UK-LA...	10302	CORN...	Maint...	Preve...	TE741...	Tina T...	29/11/2021 12:40	29/11/2021 13:00		Manual	BAND A	NO		Yes	
ACC-0...	In ...	BT British...	UK-YN...	141778	TELEF...	Maint...	Emerg...		Arma...	29/11/2021 12:36	29/11/2021 13:00		Manual	BAND A	NO		Yes	

Buttons and Controls:

- Sort Ascending
- Sort Descending
- Filter [Input]
- Clear sort
- Clear all sortings
- Clear all filters
- Download
- Search

8.2 Manage request

Note: Only a member of the Site Access Team can interact with a pending request.

< Manage Request

ACC-0144047 : UK-LO-002578 - Approved

Role: Site Manager Owner: Abi Evans LOG Air Report Check SAF Edit Field X

1 Request Creation

2 Manage request

1. Request Creation

>

2. Manage request

>

Review Request

Automatic processing result:

Created by:

Abi Evans

Document attachments:

Comments:

Comments:

User	Comment Date	Comments
Jack Hoyle	01/12/2021 09:21:11	LINKED TO ACC-0118597 – Eminencetel LTD

1

Clicking on 'Manage request' will allow you to review the status of the Site Access Request (SAR).

2

The Comments section will detail steps taken manually by a member of the Site Access Team.

8.3 Notifications

This table details who will receive notifications. Check the SAR for updates

Options to select	Email notification	Agora updated
Site Access Request (SAR) raised	Requester	✓
Approved	Requester Technicians	✓
Refused	Requester	✓
Cancelled		✓
Engineer change	New engineers	✓

8.4 Edit technicians, add a PO

It is now possible to edit the technicians on a Site Access Request (SAR)

The screenshot displays the 'Manage Request' interface for a Site Access Request (SAR). The header shows the request ID 'ACC-0071984' and 'UK-13-006272 -'. Below the header, there are buttons for 'LOG', 'Air Report', 'Check SAF', and 'Edit Field'. The 'Edit Field' button is highlighted with a red box. A blue callout box with a red arrow pointing to the 'Edit Field' button contains the text: 'Clicking on 'Edit Field' will allow you to edit the Technician and PO fields.' The interface also shows a progress bar with '1 Request Creation' and '2 Manage'. The main content area includes a 'Review Request' section with a 'Comments' field, a 'Created by' field showing 'UKACCERQ, UKACCERQ', and a 'Document attachments' field. At the bottom, there is a table with columns 'User', 'Comment Date', and 'Comments', and an 'Attachments (0)' section with an 'Upload' button. A 'Cancel request' button is located at the bottom right.

< Manage Request

ACC-0071984 UK-13-006272 -

Role: Site Manager Owner: UKACCERQ, UKACCERQ

LOG Air Report Check SAF Edit Field X

1 Request Creation 2 Manage

Clicking on 'Edit Field' will allow you to edit the Technician and PO fields.

Review Request

Comments:

Created by: UKACCERQ, UKACCERQ

Document attachments:

Comments:

User	Comment Date	Comments
------	--------------	----------

Attachments (0) Upload

Cancel request

8.4 Edit technicians, add a PO

The screenshot shows the 'Manage Request' interface for request ACC-0071984 and UK-13-006272. The interface includes a top header with the request details and a 'Save' button. Below this is a 'Request Characterization Intervention' section with various fields for intervention details. A red box highlights the 'Technician(s):' field, which currently shows '4th 1 X'. A blue callout box with the number '1' points to this field, stating: 'Add or remove technicians. This warning will pop up. RAMS are only required if you have previously attached them. Note: notifications will be sent to new engineers on requests. Deleted ones will not receive a notification.' Another red box highlights the 'PO ID:' field, with a blue callout box with the number '2' pointing to it, stating: 'Add a PO number.' A third red box highlights the 'Save' button, with a blue callout box with the number '3' pointing to it, stating: 'Clicking on 'Save' will save changes.' An error dialog box is also visible, stating: 'Error Delete the current RAMS and attach the new one' with a 'Close' button.

1 Add or remove technicians. This warning will pop up. RAMS are only required if you have previously attached them. Note: notifications will be sent to new engineers on requests. Deleted ones will not receive a notification.

2 Add a PO number.

3 Clicking on 'Save' will save changes.

Error
Delete the current RAMS and attach the new one
Close

8.4 Edit technicians, add a PO

Home Access

Request Presences SAF Info

Search Criteria

1 The Site Access Request (SAR) will be processed depending on the banding.

If not automatically approved, the status will now change to 'In progress'.

Operator:

Site Banding:

Attendance:

2 In the queue you will now see the 'Last Modification' column updated

Technicians: 'technical'
PO: 'poid'

Access management request - Items (109)

New SAR Site Occupation Check SAF X Clear all sortings Vx Clear all filters Download Configure columns visibility

Status Date dd/MM/yyyy - dd/MM/yyyy SAR Search

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	Created by	Creation date	Request date	Approval type	Last Modification
ACC-00720...	Approved	4th Generation...	UK-13-000...	150175	MOBILE BR...	Maintenance	Corrective/...	UKACCERQ...	17/12/2021 13:12	24/12/2021 13:11	Automatic	17/12/2021 13:12 - technical
ACC-00720...	Cancelled	4th Generation...	UK-13-006...	253982	4TH GENER...	Maintenance	Working in ...	Jordi Grego...	17/12/2021 13:05	17/12/2021 17:57	Manual	17/12/2021 13:05 - poid
ACC-00720...	Cancelled	4th Generation...	UK-13-006...	253982	4TH GENER...	Maintenance	Working in ...	Jordi Grego...	16/12/2021 16:54	17/12/2021 17:53	Manual	
ACC-00719...	In progress	4th Generation...	UK-13-006...	253982	EE LIMITED	Maintenance	Corrective/...	UKACCERQ...	16/12/2021 13:23	22/12/2021 11:41	Manual	16/12/2021 13:23 - technical
ACC-00718...	In progress	4th Generation...	UK-13-006...	253982	EE LIMITED	Maintenance	Corrective/...	UKACCERQ...	16/12/2021 13:23	22/12/2021 11:41	Manual	16/12/2021 13:23 - technical

8.4 Edit technicians, add a PO

< Manage Request

ACC-0071984 UK-13-006272 - In progress

Role: Site Manager Owner: UKACCERQ, UKACCERQ

LOG Air Report Check SAF **Edit Field** X

1 Request Creation 1 Manage

Clicking on 'Log' will allow you to view all changes made. It logs old and new values.

Review Request

Comments:

Created by: UKACCERQ, UKACCERQ

Document attachments:

Comments:

User	Comment Date	Comments

Attachments (0) Upload

Cancel request

9 Cancel a Site Access Request (SAR) including pylons

9.1 SAR queue search and filter

The screenshot shows the Cellnex SAR queue search and filter interface. The interface includes a search criteria section, a table of SAR items, and various control buttons.

1 Clicking on the column header will show pop up where you can add filters and sort requests. This is available on all headers.

2 Clicking on 'Clear all sortings' will remove sorting. Clicking 'Clear all filters' will remove filters.

3 You will only see your company requests. Clicking on the row will open the Site Access Request (SAR).

Search Criteria:

- Intervention Type:
- Intervention Category:

Table Headers:

SAR #	Status	Maintainer	International code	Site legacy code	Operator	Intervention type	Intervention category	External Code	Created by	Creation date	Request date	SLA End Date	Approval type	Site Band	Attendance	Operative unit	PMA	Customer agreement
-------	--------	------------	--------------------	------------------	----------	-------------------	-----------------------	---------------	------------	---------------	--------------	--------------	---------------	-----------	------------	----------------	-----	--------------------

Table Data:

ACC-0...		Mitie Techni...	UK-LA...	10302	CORN...	Maint...	Preve...	TE741...	Tina T...	29/11/2021 12:40	29/11/2021 13:00		Manual	BAND A	NO		Yes	
ACC-0...		BT British...	UK-YN...	141778	TELEF...	Maint...	Emerg...		Arma...	29/11/2021 12:36	29/11/2021 13:00		Manual	BAND A	NO		Yes	

Buttons:

- Sort Ascending
- Sort Descending
- Filter
- Clear sort
- Clear all sortings
- Clear all filters
- Reset
- Download
- Search

9.2 Cancel a Site Access Request (SAR)

< Manage Request

ACC-0144047 : UK-LO-002578 - Approved

Role: Site Manager Owner: Abi Evans LOG Air Report Check SAF Edit Field X

1 Request Creation 2 Manage request

1. Request Creation

2. Manage request

1 Clicking on 'Cancel request' will allow you to cancel the Site Access Request (SAR).

Cancel request Refuse request

Document attachments:

Warning

Are you sure you want to cancel the request ACC-0144047 ?

Yes No

2 A pop up will appear. Clicking on 'Yes' will cancel the Site Access Request (SAR).

For cancelling pylon access requests

1 Ensure the cancellation is 24 hours in advance.

2 Notify the site access team via email access@cellnexttelecom.co.uk

9.3 Cancel a Site Access Request (SAR) for pylons

1

Ensure the cancellation is 24 hours in advance.

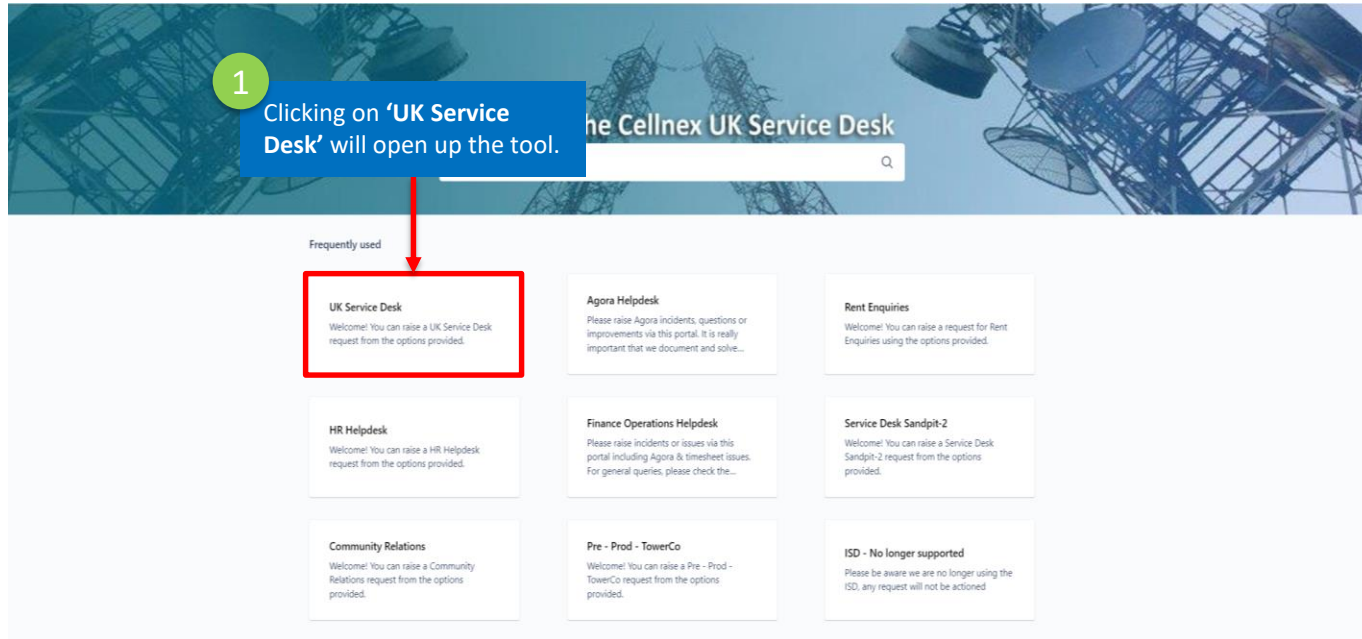
2

Notify the site access team via email
access@cellnextelecom.co.uk

10 Post Work Reports

10.1 Post Work Reports

To report an issue on site, visit the UK Service Desk
[Cellnex - Jira Service Management \(atlassian.net\)](#)



10.1 Post Work Reports

1 Clicking on the relevant option to report an issue.

UK Service Desk

Welcome! You can raise a UK Service Desk request from the options provided.

🚩 Contact us about

Site Access

Permit Update Requests, Site Access Request Escalations, Site Access Issue, Site Provider / Landlord Query, Site Location Issues, Facilities Issue, Community Relations

SHE - Safety Health and Environment

Event Report (Unsafe Conditions & Acts, Near Misses, Incidents and Accident reporting), SHE General Health and Safety Enquiry, Report of Nesting Birds, Asbestos Enquiry Form, Mental Health Event Report, Investigation Report, Safety Health and Environmental Active Monitoring Report, SHE-RAMS

Accreditation - Please be aware we no longer accept the old Arqiva Forms

Get Accredited for Companies - Telecoms (On Tower UK Ltd), Get Accredited for Site Sharers - Telecoms (On Tower UK Ltd), Get Inducted - Telecoms (On Tower UK Ltd), Get Accredited for Individuals - Telecoms (On Tower UK Ltd), Get Accredited for Companies - Electrical Contractor Accreditations (On Tower UK Ltd), Get Accredited - Supplementary form for National Grid Portfolio (Cellnex UK), Get Accredited for Drones - Telecoms (On Tower UK Ltd), Keys: One off permit, Security Vetting, Updates/Other

Site Provider Enquiry

Site Provider / Landlord Query

Small Cells

Small Cells Request

Community Relations

Community Relations

RF Safety

RF Safety (CNIRP certificate requests, Feasibility requests, etc)

10.2 Site Access

Cellnex / UK Service Desk

UK Service Desk


Welcome! You can raise a UK Service Desk request from the options provided.


Contact us about

Site Access

What can we help you with?

 Permit Update Requests

 Site Access Request Escalations

 Site Access Issue

 Site Provider / Landlord Query

 Site Location Issues

 Facilities Issue

 Community Relations
Have a question? Submit it here

1

Site Location Issues

- Cannot find the site with directions given
- Change of access routes

2

Site Access Issue

- Issues getting into site

3

Facilities Issue

- Issues with buildings or fencing
- Overgrown Sites
- Replacement locks

10.3 SHE – Safety Health and Environment

Cellnex / UK Service Desk

UK Service Desk

Welcome! You can raise a UK Service Desk request from the options provided.

Contact us about

SHE - Safety Health and Environment

What can we help you with?



Event Report (Unsafe Conditions & Acts, Near Misses, Incidents and Accident reporting)



SHE General Health and Safety Enquiry



Report of Nesting Birds



Asbestos Enquiry Form



Mental Health Event Report



Investigation Report



Safety Health and Environmental Active Monitoring Report



SHE-RAMS

1

Event Report

- Near misses on site
- Accidents/Major Incidents

2

Report of Nesting Birds Issue

- Nesting Birds on site

3

Asbestos Enquiry Form

- Suspected Asbestos materials on site or access track

10.4 FR Safety

Cellnex / UK Service Desk

UK Service Desk

Welcome! You can raise a UK Service Desk request from the options provided.

Contact us about

RF Safety

What can we help you with?



RF Safety (ICNIRP certificate requests, Feasibility requests, etc)

1

RF Safety

- High levels of RF or Narda alarms sounding

11 FAQs

A full set of FAQs can be found [here](#)

