

Document title	Cellnex UK Site Access Request (SAR) User Guide		
Document Code	UK-SA-GUI-0001	Version 2.0	Date 16-Mar-2022

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Site Access Request (SAR) Workflow

User guide

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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

.....

Remember me

Log On

[Forgot password?](#)

2

Fill in the username
and password.

3

Click 'Log on'.

2 Access Tool overview

2.1 Home page overview

The screenshot shows the Cellnex Home page. At the top left is the Cellnex logo. A dark blue navigation bar contains the 'Home' link (underlined) and the 'Access' link, which is highlighted with a red box and a green circle '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. A white card is highlighted with a red box and a green circle '1'. The card contains a green triangle icon, the text 'In progress Access', the number '1018', and a blue link 'Press for more info'. 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.'

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driving telecom connectivity

Home Access

2 Clicking 'Access' will take you to the Access tool.

Global Overview

In progress Access

1018

Press for more info

1 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 'Access' section of the Cellnex portal. At the top, there are navigation tabs for 'Request', 'Presences', and 'SAF Info'. The 'Request' tab is active. Below the navigation, there is a 'Search Criteria' section with dropdown menus for 'Intervention Category' and 'Site Band'. A 'New SAR' button is visible in the top right of the main content area. Below this is a table header for 'Access management request - Items (1033)'. The table columns include 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 Customer agreement.

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.

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:

1 **Items management request - Items (1033)**

2

3

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
	In progress									29/11/2	29/11/2							

To manage requests please see section 7.

2.3 SAR queue search and filter

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.

Search Criteria

Intervention Type: Operator:

Intervention Category:

Sort Ascending
Sort Descending
Filter
Clear sort

Reset

Clear all sorting 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	Operative unit	PMA	Customer 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 manager' interface. At the top, there are navigation tabs for 'Request', 'Presences', and 'SAF Info'. Below this is a 'Search Criteria' section with dropdown menus for 'Intervention Type', 'Intervention Category', and 'Operator'. A blue callout box with a '2' points to the 'Operator' dropdown, 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 is a 'New SAF' button and two buttons: 'Site Occupation' and 'Check SAF'. A blue callout box with a '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.' Below the buttons is a filter bar with options for 'Clear all sortings', 'Clear all filters', 'Download', and a 'Search' button. At the bottom, a table header is visible 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, Operative unit, PMA, and Customer agreement.

3 Site Occupation Calendar

3.1 Site occupation calendar

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

The screenshot shows the 'Access manager' interface. At the top, there is a navigation bar with 'Home' and 'Access' (underlined). Below it are tabs for 'Request', 'Presences', and 'SAF Info'. The main section is titled 'Search Criteria' and contains several dropdown menus: 'Intervention Type', 'Operator', 'Site Band', 'Intervention Category', and 'Attendance'. A 'Reset' button is located to the right of these filters. Below the filters is a table with a 'New SAR' button and a 'Site Occupation' button highlighted with a red box. A blue callout box with the number '1' points to the 'Site Occupation' button, containing the text: 'Clicking 'Site Occupation' will bring up the access calendar for all sites. This is also available inside the Site Access Request (SAR) creation window'. The table below has 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 Customer agreement. The first row of data shows '29/11/2' and '29/11/2' in the 'Creation date' and 'Request date' columns respectively.

3.1 Site occupation calendar

The screenshot shows the 'Site Occupation' interface. At the top left is the 'cellnex' logo. Below it is a navigation bar with a back arrow and the title 'Site Occupation'. On the right side of the header are icons for user profile, globe, and a 'KS' badge. Below the header is a control bar containing: a date range selector with left and right arrows, 'Today', and '29 November 2021 - 3 December 2021'; a 'Work week' section with 'Day' and 'Month' buttons; a 'Full Day' button; and an 'International Code: *' search field with a magnifying glass icon and the placeholder text 'Site Search'. The main area is a calendar grid with 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 callouts are present: 1. A blue box with a green circle '1' pointing to the date range selector, containing the text: 'You can move between dates by clicking the arrows or selecting a date.' 2. A blue box with a green circle '2' pointing to the 'Day' and 'Month' buttons, containing the text: 'You can change the period shown by toggling these buttons.' 3. A blue box with a green circle '3' pointing to the 'Full Day' button, containing the text: 'By default, the tool shows from 8 AM to 7 PM. Clicking 'Full Day' will allow you to see all hours.' 4. A blue box with a green circle '4' pointing to the search field, containing the text: '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.

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Ability. Without borders.

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:

Total Results (3015/1)

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, each highlighted with a red box and a callout number:

- 5 'SAF Information'**: This section contains fields for 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)), and Email address for accessing purposes.
- 6 'Road Route'**: This section contains the Road route field, which provides detailed directions: "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 [Wavertree Road], Turn RIGHT (South) onto Spofforth Road".
- 7 'Lock type'**: This section contains the Lock type field, which currently shows "SIN INFORMACIÓN".
- 8 'Digital and Padlock Code'**: This section contains the Digital and Padlock Code field, which includes instructions: "***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:6522_Genetic".

Additional fields visible in the form include Sensitive Site and Risk of Agresion, both with dropdown menus.

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

cellnex
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

The screenshot displays the 'SAF Information' form in the Cellnex system. The form is divided into two main sections: 'Security' and 'Country Fields'. The 'Security' section is highlighted with a red box and contains fields for 'Restriction Type' (set to 'Partial'), 'Restriction Info' (set to 'TAR - EHS Team / Structures (Unsafe ladder, no access until)'), 'Restriction Type Description' (set to 'Unsafe ladder, no access until structures have inspected an'), and 'Access Comments'. The 'Country Fields' section is also highlighted with a red box and contains a grid of fields for various site parameters, including '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), and 'Require OBASS Cards' (No).

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Building the future, one tower at a time

< SAF Information

12

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

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

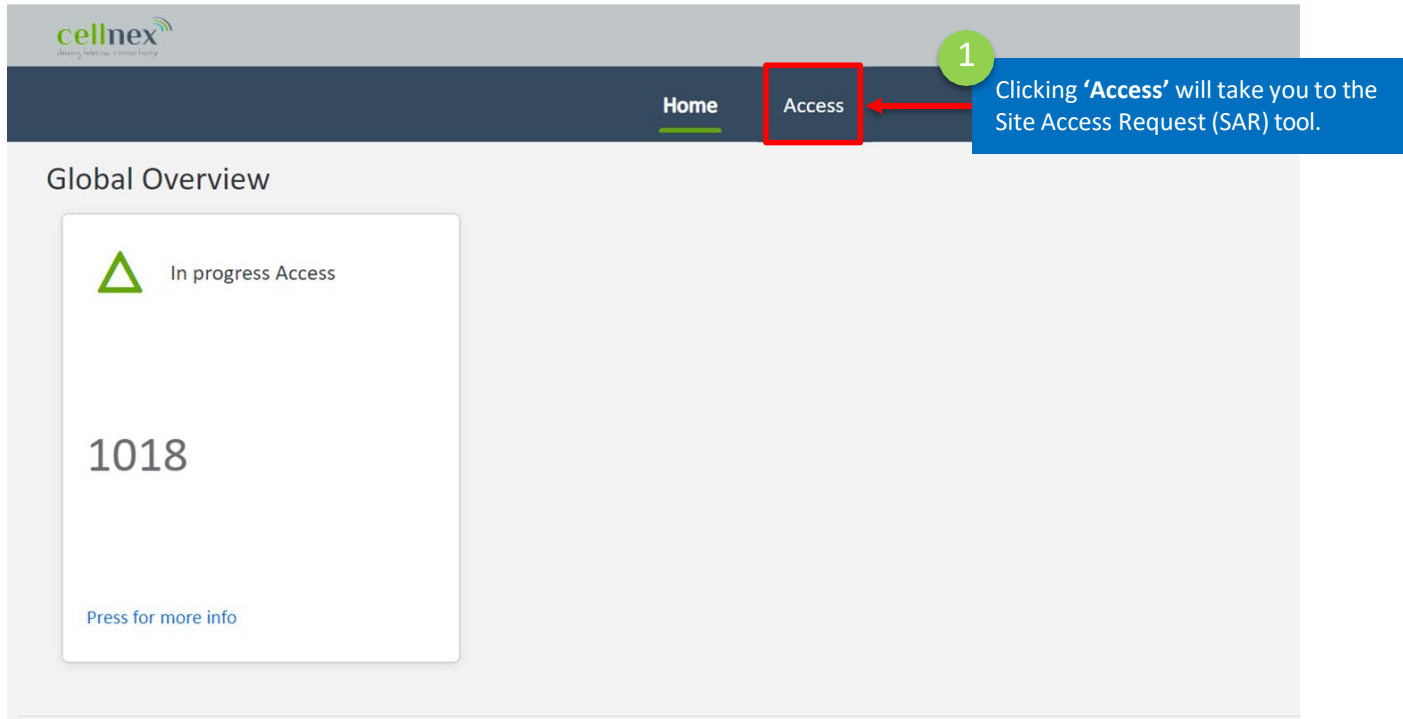
Require OBASS Cards:
No

13

'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 displays the Cellnex website interface. At the top left is the Cellnex logo with the tagline "Building tomorrow's connected society". The navigation bar contains "Home" and "Access" links. The "Access" link is highlighted with a red box and a green circle containing the number "1". 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 is a "Global Overview" section with a white card. The card features a green triangle icon, the text "In progress Access", the number "1018", and a blue link "Press for more info".

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Building tomorrow's connected society

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 icons and 'KS' are on the right. Below the logo, the 'Home' and 'Access' tabs are visible, with 'Access' being the active tab. Underneath, there are sub-tabs: 'Request' (highlighted with a red box), 'Presences', and 'SAF Info'. A blue callout box with a green '2' in a circle points to the 'Request' tab, containing the text: 'Ensure you are on the 'Request' tab.' Below the tabs, there is a 'Search Criteria' section with several input fields: 'In' (with a green '3' in a circle), 'Operator:', 'Intervention Category:', 'Site Band:', and 'Attendance:'. A blue callout box with a green '3' in a circle points to the 'In' field, containing the text: 'Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.' Below the search criteria, there is a 'Reset' button. The main content area shows a table header for 'Access management request - Items (1033)'. The table has 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, Operative unit, PMA, and Customer agreement. The 'New SAR' button is highlighted with a red box. Below the table, there are some date-related fields and a 'Search' button.

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Building services. Improving efficiency.

Home Access

Request Presences SAF Info

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

In Operator: Site Band:
Intervention Category: Attendance:
Reset

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

Access management request - Items (1033) Users **New SAR** Site Occupation Check SAF X Clear all sortings X Clear all filters Download Search

Status In progress x 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
										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:	End Date: * dd/MM/yyyy HH:mm	PMA:
International Code: * <i>Site Search</i>	Associated k Search	Customer agreement:
External Code:	Access restriction:	Site Occupation
Begin Date: * dd/MM/yyyy HH:mm	Operative unit:	

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 Name:

Site alias:

Total Results (19)

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

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: <input type="text" value="166480"/>	End Date: * <input type="text" value="dd/MM/yyyy HH:mm"/>	PMA: <input type="text" value="No"/>
International Code: * <input type="text" value="UK-NH-001096"/>	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="dd/MM/yyyy HH:mm"/>	Operative unit: <input type="text"/>	

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:

International Code: *

External Code:

Begin Date: *

End Date: *

Associated Request:

Access restriction:

Operative unit:

PMA:

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** ✕

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
Upgrade	Installation	Deployment Equipment relocation Generator
	Decommission	Equipment removal Generator removal
	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.

1 1 **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.

5.4 Request Characterization Intervention

Request Creation

Role: Access Requester Owner: Kate Staniford

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: *

Air Report Check SAF X

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: * <input type="text" value="Survey"/>	Intervention place: * <input type="text"/>	PoID Cost: <input type="text"/>
Operator: * <input type="text" value="AIREDALE INTERNATIONAL AIR"/>	Site Supervision SAR Site supervision requirements will be automatically populated	Maximum Climb Height: <input type="text"/>
Sensitive Site: <input type="text" value="NO"/>	Site Supervision SAR If site supervision is not required, there will be an option here for you to select it if needed	Site Supervision SAR: <input type="text" value="NO"/>
Intervention Category: * <input type="text" value="Multi-Year Plan - Batch 1"/>	Supervision SAR: If site supervision is not required, there will be an option here for you to select it if needed	Supervision SAR: <input type="text" value="NO"/>
Technician(s): * <input type="text"/>	*For an MOD site you must select yes here for your non accredited technicians to appear	
Maintainer: * <input type="text"/>		

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:

Restrictions:

Restriction Type	Rooms	Start date	End date

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)

Structure Name:

PO ID:

PoID Cost:

Maximum Climb Height:

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 X

1 Request Creation 23 Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Intervention place: *

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

22 Access restriction
This will automatically populate if applicable.

23 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

Notice period:

Access restriction:

Band:

PolD Cost:

Maximum Climb Height:

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: Notice period: PoID Cost:

Intervention Category: *

Technician(s): *

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.

5.5 Request characterization special equipment (including outage)

The screenshot shows the 'Request Creation' interface for Cellnex. At the top, the user is identified as 'Role: Access Requester' and 'Owner: Kate Staniford'. There are buttons for 'Air Report', 'Check SAF', and a close button. A progress bar shows two steps: '1 Request Creation' (active) and '2 Manage request'. The main section is titled 'Request characterization special equipment' and contains three dropdown menus: 'Need for special equipment:', 'Special Equipment:', and 'Outages:'. The 'Outages:' dropdown is currently set to 'No'. Below these are three blue callout boxes with red arrows pointing to the respective dropdowns:

- 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 SAR description 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

At the bottom, there is a table with columns 'Document Name' and 'Document Subtype':

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

5.6 Request characterization Info Creation

1 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

2 Manage request

28 SAR Description

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

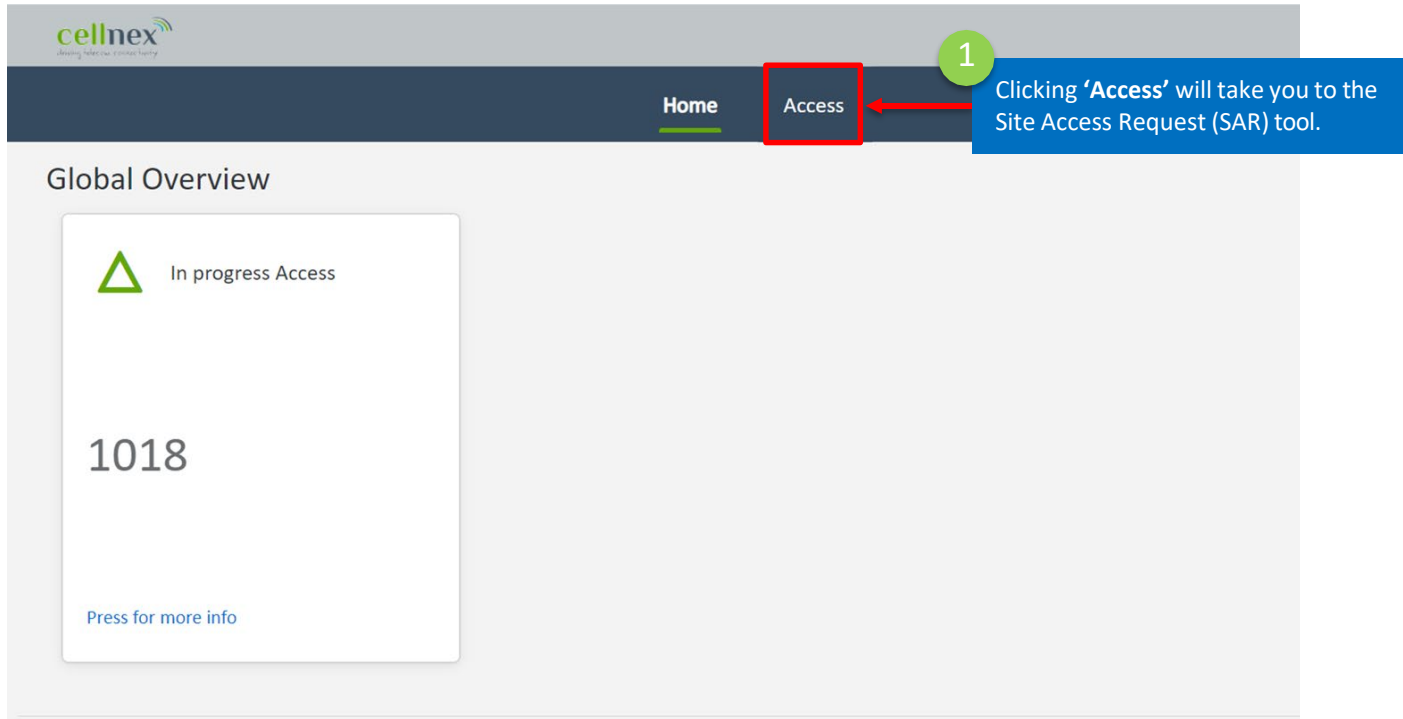
Any documents required for the site will be listed here. Note that if you upload RAMS they won't appear here.

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

Document 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. At the top left is the Cellnex logo with the tagline "Building tomorrow's connected society". A dark blue navigation bar contains two menu items: "Home" (underlined) and "Access". The "Access" menu item is highlighted with a red rectangular box. A green circle with the number "1" is positioned above the "Access" box, with a red arrow pointing from it to the box. To the right of the "Access" box is a blue callout box containing the text: "Clicking 'Access' will take you to the Site Access Request (SAR) tool." Below the navigation bar is a "Global Overview" section. On the left side of this section is a white card with a green triangle icon, the text "In progress Access", the number "1018", and a link "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 icons and 'KS' are on the right. Below the logo, there are navigation tabs: 'Home' and 'Access'. Under 'Access', there are sub-tabs: 'Request', 'Presences', and 'SAF Info'. The 'Request' tab is highlighted with a red box and a red arrow pointing to it. A blue callout box with a green '2' says 'Ensure you are on the 'Request' tab.' Below the tabs, there is a 'Search Criteria' section with input fields for 'In', 'Operator:', 'Intervention Category:', 'Site Band:', and 'Attendance:'. A green callout box with a '3' says 'Clicking 'New SAR' will open up the Site Access Request (SAR) creation window.' Below the search criteria, there is a 'Reset' button. At the bottom, there is a table header for 'Access management request - Items (1033)'. The 'New SAR' button is highlighted with a red box and a red arrow pointing to it. The table header includes columns for 'Users', 'Site Occupation', 'Check SAF', 'Clear all sortings', 'Clear all filters', 'Download', and 'Search'. The table itself has 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 'Customer agreement'. The table content is partially visible, showing dates like '29/11/2'.

cellnex
Building services. Enabling energy.

Home Access

Request Presences SAF Info

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

In Operator: Site Band:
Intervention Category: Attendance:
Reset

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

Access management request - Items (1033) Users New SAR Site Occupation Check SAF X Clear all sortings X Clear all filters Download Search

Status In progress x 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
										29/11/2	29/11/2							

6.3 Request Characterization

< Request Creation

Role: Access Requester Owner: Kate Staniford

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

1. Request Creation

Request Characterization

Legacy Code:	End Date: *	PMA:
<input type="text"/>	<input type="text" value="dd/MM/yyyy HH:mm"/>	<input type="text"/>
International Code: *	Associated k	Customer agreement:
<input type="text" value="Site Search"/>	<input type="text" value="Search"/>	<input type="text"/>
External Code:	Access restriction:	Site Occupation
<input type="text"/>	<input type="text"/>	
Begin Date: *	Operative unit:	
<input type="text" value="dd/MM/yyyy HH:mm"/>	<input type="text"/>	



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="checkbox"/>
UK-YS-008914	50921	CREADO	ROTHERHAM	<input type="checkbox"/>
GB-4A-000523	RA/00574	CREADO	ROTHERHAM - MUSTANG JOINERY	<input type="checkbox"/>
UK-YS-003182	96559	CREADO	ROTHERHAM ALBION DRIVE	<input type="checkbox"/>
UK-YS-013419	88191	CREADO	ROTHERHAM BADSLEY MOOR LANE	<input type="checkbox"/>
UK-YS-003181	96556	CREADO	ROTHERHAM BAWTRY ROAD	<input type="checkbox"/>
UK-YS-007991	303782	CREADO	ROTHERHAM BAWTRY ROAD B	<input type="checkbox"/>
UK-YS-014029	97032	CREADO	ROTHERHAM BRAMPTON ROAD	<input type="checkbox"/>
UK-YS-007992	303783	CREADO	ROTHERHAM ERSKINE ROAD B	<input type="checkbox"/>
UK-YS-011595	249426	CREADO	ROTHERHAM GREASBROUGH ROAD TOWER	<input type="checkbox"/>

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 Star

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

1

Request Creation

2

Manage request

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:

6.4 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

Request Characterization Intervention

1 **Request Creation**

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
Upgrade	Installation	Deployment
		Equipment relocation
	Generator	Generator removal
Decommission	Equipment removal	Generator removal
	Like for Like	Swaps

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

1 1 **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.

6.4 Request Characterization Intervention

Request Creation

Role: Access Requester Owner: Kate Staniford

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: *

Air Report Check SAF X

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	Intervention place: *	PoID Cost:
Operator: * AIREDALE INTERNATIONAL AIR		Maximum Climb Height:
Sensitive Site: NO		Site Supervision SAF: NO
Intervention Category: * Multi-Year Plan - Batch 1	and:	Supervision SAR: NO
Technician(s): *		
Maintainer: *		

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

Site Supervision SAF:
NO

Supervision SAR:
NO

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: *

Operator: *

Sensitive Site: NO

Intervention Category: *

Technician(s): *

Rooms

Start date

End date

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

18 PO ID
If supervision is required, please enter the purchase order here.

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)

Structure Name:

PO ID:

PoID Cost:

Maximum Climb Height:

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

6.4 Request Characterization Intervention

Request Creation

Role: Access Requester Owner: Kate Staniford

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

1 Request Creation **23** Manage request

Request Characterization Intervention

Intervention Type: *

Maintainer: *

Intervention place: *

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

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

23 **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

PolD Cost:

Maximum Climb Height:

Notice period:

Access restriction:

Band:

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: Notice period: PoID Cost:

Intervention Category: *

Technician(s): * 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				

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.

Request Creation 2 Manage 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	

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'

ACCESS WITHOUT SUPERVISING RIGGER OBTAINING CONFIRMATION THAT THE PAGEONE OUTAGE IS IN PLACE ON 0208 5183. RF SSOW 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.

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

Need for special equipment: Yes

Access Type Equipment: *

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

Are you using height access equipment?: YES

Outages: Yes

Outage Fields:

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

Lift Type: *

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

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

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

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

Request characterization special equipment

Need for special equipment:

Are you using height access equipment?:

Lift Type: *

Access Type Equipment: * **Owner Equipment**
This will be automatically populated showing what operator outages are required.

Outages end date:

Outage Fields:

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

Outage:

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

date SAR: 2022 11:03

Document Name	Document Subtype	Created by	Creation Date
No attached documents			

The screenshot shows a software interface for request characterization. It features a top navigation bar with a back arrow and a title 'SAR Description'. Below the navigation bar, there are several sections. On the left, a blue callout box (31) provides instructions for the 'SAR Description' field, which is highlighted with a red box. In the center, a blue callout box (33) explains the 'Documents' section, which is also highlighted with a red box. On the right, a blue callout box (32) points to a green box icon in the top right corner, which is used to add RAMS. The interface also includes a 'Manage request' button, a 'Risks of Ag' field, and a 'date SAR' field. At the bottom, a table displays the 'Documents' section, which currently shows 'No attached documents'.

6.6 Request characterization Info Creation

< Request Creation

Role: Access Request Owner: Kate Staniford Air Report Check SAF X

1 Request Creation 2 Manage request

Request Characterization

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

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:

Intervention Category:

Sort Ascending

Sort Descending

Filter

Clear sort

Request - Items (1034)

Users New SAR Site Occupation Check SAF

Clear all sorting 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
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	

8.2 Manage request

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

The screenshot displays the 'Manage Request' interface for request ACC-0144047. The interface includes a progress bar with two steps: '1. Request Creation' and '2. Manage request'. The '2. Manage request' step is highlighted with a red box and a callout box explaining that clicking on it allows reviewing the status of the Site Access Request (SAR). Below the progress bar, the 'Review Request' section shows fields for 'Automatic processing result', 'Created by' (Abi Evans), and 'Document attachments'. A 'Comments' section is also present, with a callout box indicating that this section details manual steps taken by the Site Access Team. At the bottom, a table lists comments, with the entire table area highlighted by a red box.

Manage Request

ACC-0144047 : UK-LO-002578 - Approved

Role: Site Manager Owner: Abi Evans

1 Request Creation 2 Manage request

1. Request Creation

>

2. Manage request

Review Request

Automatic processing result:

Created by:

Document attachments:

Comments:

Comments:

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

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.' A green circle with the number '1' is positioned above the callout box. 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. Below this is a table with columns for 'User', 'Comment Date', and 'Comments'. At the bottom right, there is a 'Cancel request' button.

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

Manage Request

ACC-0071984 UK-13-006272 - In progress

Role: Site Manager Owner: UKACCERQ, UKACCERQ

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

Request Creation **1** Manage

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. The interface includes a header with the request ID and role information, and a main form for request details. Three numbered callouts provide instructions:

- 1** (green circle): Points to the 'Technician(s):' dropdown menu, which currently shows '4th 1 X'. A blue callout box explains: '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** (green circle): Points to the 'PO ID:' input field. A blue callout box says: 'Add a PO number.'
- 3** (green circle): Points to the 'Save' button. A blue callout box says: 'Clicking on 'Save' will save changes.'

An 'Error' dialog box is also visible, with a red border and a warning icon. The message reads: 'Delete the current RAMS and attach the new one.' with a 'Close' button.

8.4 Edit technicians, add a PO

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'.

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-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

8.4 Edit technicians, add a PO

The screenshot displays the 'Manage Request' interface for request ACC-0071984 (UK-13-006272 -). The interface includes a top navigation bar with a back arrow and the title 'Manage Request'. Below this, the request ID and owner information are shown. A toolbar contains 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 green circle containing the number '1' points to the 'LOG' button and contains the text: 'Clicking on 'Log' will allow you to view all changes made. It logs old and new values.' The main content area is titled 'Review Request' and includes a 'Comments' section with a text input field, a 'Created by' field showing 'UKACCERQ, UKACCERQ', and a 'Document attachments' section. Below these is a table for comments with columns for 'User', 'Comment Date', and 'Comments'. At the bottom right, there is a 'Cancel request' button.

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

Manage Request

ACC-0071984 UK-13-006272 - In progress

Role: Site Manager Owner: UKACCERQ, UKACCERQ

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

Request Creation **1** Manage

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

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).

Intervention Type:

Intervention Category:

Sort Ascending
Sort Descending
Filter
Clear sort

Request - Items (1034)

Users New SAR Site Occupation Check SAF Download

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
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	

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

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@cellnextelecom.co.uk

9.3 Cancel a Site Access Request (SAR) for pylons

1

Ensure the cancellation is 24 hours in advance.

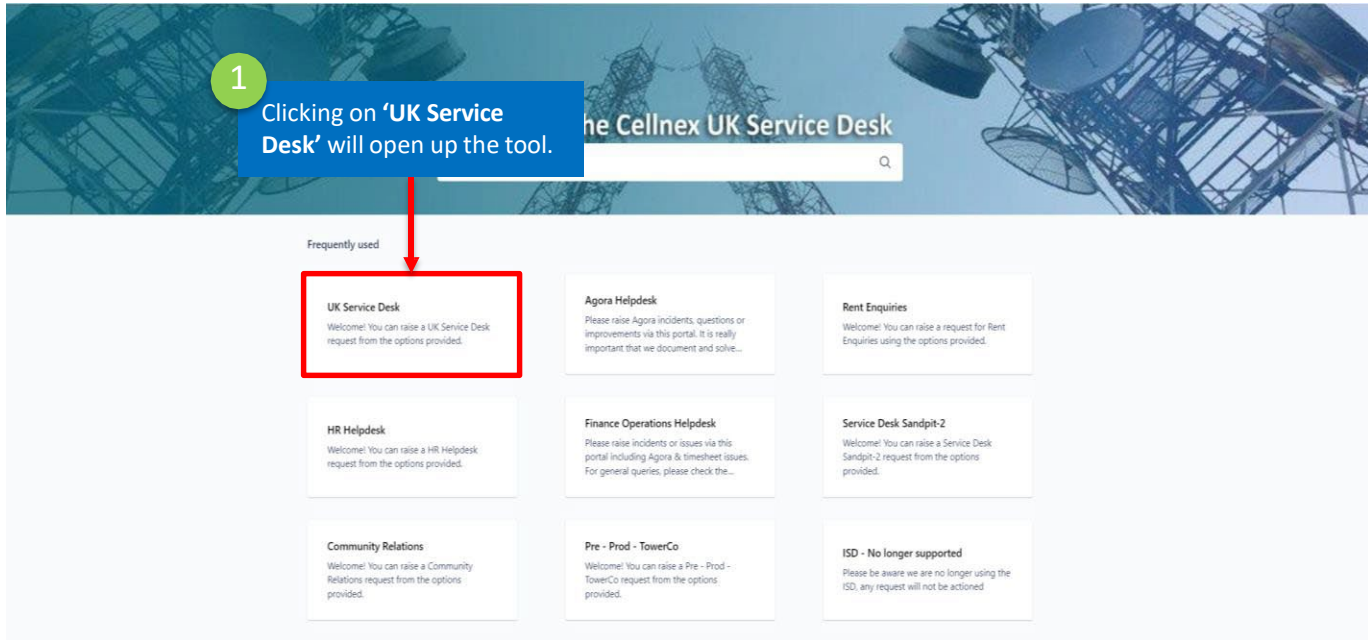
2

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)



The image shows a screenshot of the Cellnex UK Service Desk homepage. A blue callout box with a green circle containing the number '1' is positioned over the top navigation bar. The text in the callout box reads: "Clicking on 'UK Service Desk' will open up the tool." A red arrow points from the bottom of this callout box to the 'UK Service Desk' card in the 'Frequently used' section of the dashboard. The dashboard itself features a header with the text 'Welcome to the Cellnex UK Service Desk' and a search bar. Below the header, there is a 'Frequently used' section containing nine service desk cards arranged in a 3x3 grid. Each card has a title and a brief description of the service it provides.

1 Clicking on 'UK Service Desk' will open up the tool.

Welcome to the Cellnex UK Service Desk

Frequently used

- UK Service Desk**
Welcome! You can raise a UK Service Desk request from the options provided.
- Agora Helpdesk**
Please raise Agora incidents, questions or improvements via this portal. It is really important that we document and solve...
- Rent Enquiries**
Welcome! You can raise a request for Rent Enquiries using the options provided.
- HR Helpdesk**
Welcome! You can raise a HR Helpdesk request from the options provided.
- Finance Operations Helpdesk**
Please raise incidents or issues via this portal including Agora & timesheet issues. For general queries, please check the...
- Service Desk Sandpit-2**
Welcome! You can raise a Service Desk Sandpit-2 request from the options provided.
- Community Relations**
Welcome! You can raise a Community Relations request from the options provided.
- Pre - Prod - TowerCo**
Welcome! You can raise a Pre - Prod - TowerCo request from the options provided.
- ISD - No longer supported**
Please be aware we are no longer using the ISD, any request will not be actioned

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 (ICNIRP 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](#)

