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Site Access Request (SAR) Workflow

User guide

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01

Access to Agora



1.1 Sign into AGORA



AGORA

Open the 'Agora' URL

Log On

Email

CellnexAgora

[Change](#)

Password

.....

Fill in the username and password.

☐ Remember me

Log On

Click 'Log On'

[Forgot password?](#)

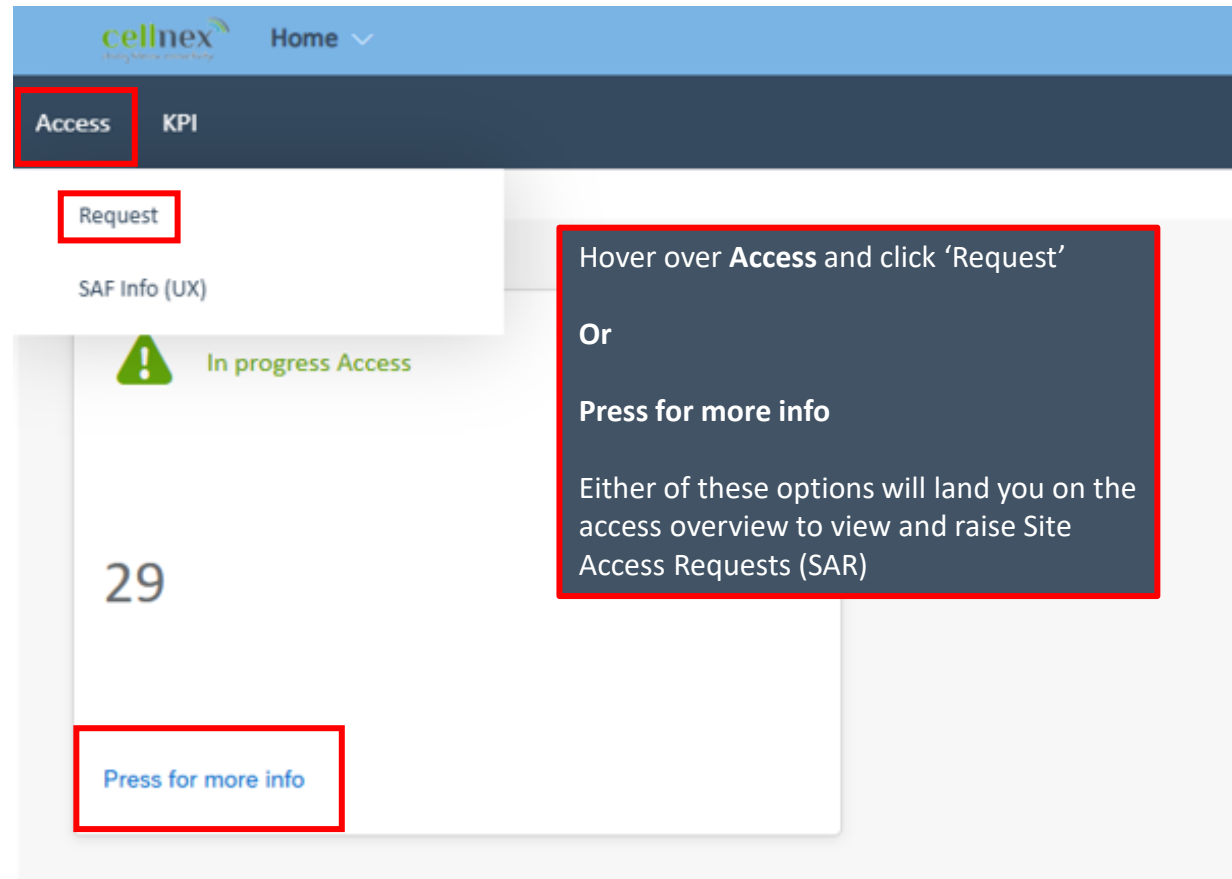
QAS - TIS - Cellnex Telecom
S.A.

02

Access Tool Overview



2.1 Home page overview



2.2 Access Tool overview

cellnex

Access - Request

Access

KPI

Maintainers

New SAR

Site Occupation

Check SAF

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Status:

Date:

Site Band:

Supervision:

International Code:

External Code:

Priority:

Reset

Search

Access management request - Items (28/28)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

Maintainers

New SAR

Site Occupation

Check SAF

Maintainers – Shows all the company details including accreditation expiry dates and ability to download engineer reports

New SAR – Click on ‘New SAR’, this will land you on the page to start the process of a new Site Access Request (SAR)

Site Occupation – Shows a calendar view, where you can search for a site to view current site bookings

Check SAF – This enables you to search for a site and download a PDF copy of the site requirements and Site Conditions

2.3 SAR queue search and filter



cellnex

Access - Request

Access

KPI

Maintainers

New SAR

Site Occupation

Check SAF

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Operator:

Status:

In progress

Date:

dd/MM/yyyy - dd/MM/yyyy

Site Band:

Supervision:

International Code:

Enter at least 5 characters

External Code:

Priority:

Reset

Search

Access management request - Items (28/28)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

Click on the column header to show a list, this enables a user to add filters or sort requests. This is available on all headers – to clear all selections you must select “Clear all filters”.

You can choose to see which filters you want to see on the column headers.

The Search Criteria – Various filters to search for SARs.

Upon opening the search will default to “In Progress” SARs.

Selecting “Reset” and “Search” will re-set the search criteria to the default “In Progress”.

To search for non “In progress SARs” please change the status accordingly.

The SAR will be listed under Access management Request section. Please click on the SAR to open the request.

03

Site Occupation Calendar



3.1 Site occupation calendar

cellnex

Access - Request

AccessKPI

MaintainersNew SARSite OccupationCheck SAF

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Operator:

Status:

Date:

Site Band:

Supervision:

International Code:

External Code:

Priority:

Reset

Search

Access management request - Items (28/28)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

Click 'Site Occupation' to show the access calendar for all sites.

The site occupation page is also available to view within the Site Access Request (SAR) creation window.

3.1 Site occupation calendar View

cellnex

Access Management List

Access KPI

< Site Occupation

Work week

Day

Month

☒ Restrictions

Full Day

International Code: *

<

Today

>

March 24, 2025 - March 28, 2025

Mon 24

Tue 25

8 AM

9 AM

10 AM

10:41 AM

11 AM

12 PM

1 PM

2 PM

3 PM

4 PM

5 PM

6 PM

7 PM

Click the arrows or select a date to move the days, weeks or months.

Change the calendar view shown by toggling these buttons

Clicking 'Restrictions' adds a block into the calendar view which mirrors the start and end date of the TAR.

Click the magnifying glass to search for a site name, international code or legacy code

Site Search

Search Criteria

International Code:

Legacy Code:

Site Name:

Site alias:

Reset

Search

04

Site Access Form (SAF) Information



4.1 Site Access Form (SAF) Information



cellnex

Access - Request

Access

KPI

Request

SAF Info (UX)

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Operator:

Status:

Date:

Site Band:

Supervision:

International Code:

External Code:

Priority:

Reset

Search

Access management request - Items (28/28)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	Operative unit	PMA	Customer agreement	Last Modification	Special Equipment	Action	Action Date	Action User	Site Type	Restriction Type	Auto Processing Result	Associated provision request	Provision manager	Priority
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	----------------	-----	--------------------	-------------------	-------------------	--------	-------------	-------------	-----------	------------------	------------------------	------------------------------	-------------------	----------

Hover of **Access** and click 'SAF Info (UX)' This will take you to the SAF info page.

4.2 Site Access Form (SAF) Information

International code – This is Cellnex’s unique reference within Agora for the site.
Example - UK-13-000015

Legacy Code – Is the code given to the site prior to the migration of the site in Agora.
Example – 150175

Site name – Is the name of the site.
Example – Burghill

Postcode – Search for the site via the postcode

Once you have added ONE of the site references, please click ‘Go’

cellnex

SAF Info

Access KPI

SAF Info

All Sites

Standard*

International Code:

Legacy Code:

Site Name:

Site Alias:

Postal Code:

Go

Clear

Adapt Filters

Sites (17,413)

Standard

International Code	Legacy Code	Site Name	Postal Code
--------------------	-------------	-----------	-------------

cellnex

SAF Info

Access KPI

SAF Info

All Sites

Standard*

International Code:

Legacy Code:

Site Name:

Site Alias:

Postal Code:

Go

Clear

Adapt Filters (1)

Sites (1)

Standard

International Code	Legacy Code	Site Name	Postal Code
UK-13-000015	150175	BURGHILL	HR4 8NQ

4.3 Site Access Form (SAF) Information



cellnex

SAF Info

AccessKPI

International Code – Site Name

UK-13-000015

BURGHILL

Site Information – This section will list details of the site's general information, 'Site Type' and list other operators on site.

Create SAR

Check SAF

Site Information

Means of Access

Access Contact

Availability and Notice Period

Access Conditions

Restrictions

Document Section

Additional Questions

Site Information

International Code:

UK-13-000015

Legacy Code:

150175

Site Name:

BURGHILL

Region:

Herefordshire

Site Type Id:

Tower (greenfield)

X Coordinate:

0000516557

Y Coordinate:

0005772468

Site Address:

Higher Winslow, Millennium / Millen

Sensitive Site:

Yes

Risks of Aggression:

No

Building Type:

Unknown

City:

Burghill

Postal Code:

HR4 8NQ

Supervised Groud:

No

Supervised Height:

No

Site Chargeable:

No

Exploited Site:

Yes

Cellnex Managing Company:

On Tower UK Ltd

Road Route:

.M5 south then onto the M50 west. Onto the A40 and turn right towards Hereford. Go onto the A348 west then onto the A4110 north. Take the 2nd left for Tillington and the site is on the top of the hill.

Operators Present

Code	Name
CORNERSTONE TELECOMMS	7574vf
MBNL AGENT FOR EE LTD AND H3G UK 40	HFD018
CORNERSTONE TELECOMMS	7574vf

4.4 Site Access Form (SAF) Information



SAF Info / Site Detail

UK-13-000015

BURGHILL

Create SAR

Check SAF

Site Information

Means of Access

Means of Access – Details of the locations of ILOQ on the site.

Additional Questions

Means of Access

Means of Access

Go to Inventory

Description	Type of Access	Additional Comments	Code	Status
Access System Anti Climb	iLOQ			✓ INSTALLED
Access System Gate	iLOQ			✓ INSTALLED

Digital and Padlock Code – Provides information on key or combination lock requirements.

Digital and Padlock Code:

ILOQ SITE – REGISTER/REQUIRE USERGUIDES VISIThttps://towerco.atlassian.net/servicedesk/customer/portal/4/group/29/create/367

4.5 Site Access Form (SAF) Information



SAF Info / Site Detail

UK-13-000015

Create SARCheck SAF

BURGHILL

Site Information

Means of Access

Access Contact

ons

Access Contact

Contact Name:

Contact Email:

Access Contact Notes:

Contact Description:

Contact Telephone:

Availability and Notice Period

Heights Notice Period (days):

Compound Notice Period (days):

Site availability: 24/7

Access Contact – The site may require the technicians to call the Site Provider. Their contact details will be listed here.

Availability and Notice Period – Any notice periods that need to be given to access the site will be stated here along with the site availability i.e 24/7 or non 24/7

4.6 Site Access Form (SAF) Information

cellnex

SAF Info

AccessKPI

SAF Info / Site Detail

UK-13-000015

BURGHILL

Create SARCheck SAF

Site Information

Means of Access

Access Contact

Availability and Notice Period

Access Conditions

Restrictions

Document Section

Additional Questions

Access Conditions

Access Conditions:

***On arrival and departure please contact 0333 370 4888 to advise the CCTV Operators of your access. Stating the CCTV reference MBNL132 *** 4 x 4 access at all times due to waterlogged site MBNL CCTV ON SITE CALL 0333 370 4888

Specific Access Conditions with Special Equipment:

Other Type Of Access:

Compound Area Access:

Heights Access:

Maximum Height Allowed:

Access Conditions – Site Access Provisions will be detailed in these fields. They will be site specific for accessing the site and must be followed by all suppliers going to Cellnex Site’s.

Other Types Of Access – Suppliers must check this field for any specific requirements needed at site OR on the Agora Site Access Request (SAR)

Compound / Heights Area Access – Any requirements at these intervention places will be stated here.

Maximum Height Allowed - If you go above the height presented this will prompt supervision.

4.7 Site Access Form (SAF) Information

cellnex

SAF Info

AccessKPI

SAF Info / Site Detail

UK-13-000015

BURGHILL

Create SAR

Check SAF

Site Information

Means of Access

Access Contact

Availability and Notice Period

Access Conditions

Restrictions

Document Section

Additional Questions

Restrictions

Restrictions

Type	Restriction Info	Description	Start Date	End Date
------	------------------	-------------	------------	----------

Document Section

Document Name:

Type Level 1:

Type Level 2:

Type Level 3:

Consolidate Status:

Documents

Name	Level 1	Level 2	Level 3	Status	Comments	Created At	expiration Date	Created By
BURGHILL - RR.pdf	Technical analysis/study	Health & Safety	Risk Register & RF Safety Notice Board	Active		2021-09-17T14:53:53.000+0000		Admin

Additional Questions

Restrictions (TARS – Temporary Access Restriction) – All restriction types will be pulled into this section from the restriction's module. The table will detail what type of restriction it is and what the restriction is. All suppliers are to read this to check if it impacts their works.

Documents Section – Site Provider forms or Site guidance / Risk Registers will be located here which can be downloaded.

Additional Questions – Further information maybe required due to the site type. Any questions will be listed here. This field is mandatory to answer within the Site Access Request

05

Create a Site Access Request (SAR)



5.1 Open the Access Tool

The screenshot shows the Cellnex Access Tool interface. At the top, there is a blue header with the Cellnex logo and a 'Home' dropdown menu. Below this is a dark blue navigation bar with two tabs: 'Access' and 'KPI'. The 'Access' tab is highlighted with a red box. A dropdown menu is open under the 'Access' tab, showing a 'Request' button (also highlighted with a red box) and 'SAF Info (UX)'. Below the navigation bar, there is a section titled 'In progress Access' with a green warning icon. This section contains a large number '29' and a button labeled 'Press for more info' (highlighted with a red box). A large dark blue callout box with a red border is overlaid on the right side of the interface, containing the following text:

Hover over **Access** and click 'Request'

Or

Press for more info

Either of these options will land you on the access overview to view and raise Site Access Requests (SAR)

5.2 Create a Site Access Request (SAR)

cellnex

Access - Request

AccessKPI

Maintainers

New SAR

Site Occupation

Check SAF

New SAR – Click on ‘New SAR’, this will land you on the page to start the process of a new Site Access Request (SAR)

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Operator:

Status:

Date:

Site Band:

Supervision:

International Code:

External Code:

Priority:

Reset

Search

Access management request - Items (35/35)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

5.3 Request Characterization

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

cellnex

Access Management List

Access

KPI

Request Creation

Role: Access Requester

Owner:

Site Occupation

Copy SAR

Air Report

Check SAF

1 Request Creation

2 Manage Request

1. Request Creation

Request Characterization

International Code: *

Site Search

Legacy Code:

External Code:

Begin Date: *

e.g. 31/12/2025 23:59

End Date: *

e.g. 31/12/2025 23:59

Associated provision request:

Enter at least 5 characters

Provision manager:

Access restriction:

Operative unit:

PMA:

Customer agreement:

International Code – Clicking on the magnifying glass will take you to the page to enter the Cellnex site reference you wish to submit access for.

5.4 Request Characterization: Site Search



Site Search

✓ Search Criteria

International Code:

UK-13-000015

UK-13-000015

BURGHILL

Site alias:

Reset

Search

Search Criteria: International Code – Enter the Cellnex reference.
Example *‘International code - UK-13-000015’*

Please click the site once populated.

Site Search

✓ Search Criteria

International Code:

Enter at least 5 characters

Legacy Code:

Site Name:

Burghill

Site alias:

Reset

Search

Total Results (1)			
International code	Legacy Code	Status	Select
UK-13-000015	150175	CREATED	<div>></div>

Search Criteria: Site Name – Enter the Cellnex reference.
Example *‘Burghill’*

Press the search button which will list the site into a results table. Please click the arrow to select the site. This will take you back to the Site Access Request page.

It may list similar named sites. Please use the arrows to select the right one

5.5 Request Characterization

cellnex

Access Management List

Access

KPI

Request Creation

<

UK-13-000015 - BURGHILL

◇

Role: Access Requester Owner:

Site Occupation

Copy SAR

Air Report

Check SAF

X

1 Request Creation

2 Manage Request

1. Request Creation

Request Characterization

International Code: *

UK-13-000015

Q

Legacy Code:

150175

External Code:

Begin Date: *

e.g. 31/12/2025 23:59

📅

End Date: *

e.g. 31/12/2025 23:59

📅

Associated provision request:

Enter at least 5 characters

Provision manager:

Access restriction:

Operative unit:

PMA:

No

Customer agreement:

Once the site is selected these fields will be automatically populated with the Cellnex Site reference and to advise whether the site is a PMA (Arqiva) site or not.

5.6 Request Characterization

cellnex

Access Management List

AccessKPI

Request Creation

UK-13-000015 - BURGHILL

Role: Access RequesterOwner:

Site OccupationCopy SARAir ReportCheck SAF

1 Request Creation2 Manage Request

1. Request Creation

Request Characterization

International Code: *
UK-13-000015

Legacy Code:
150175

External Code:

Begin Date: *
e.g. 31/12/2025 23:59

End Date: *
e.g. 31/12/2025 23:59

Associated provision request:
Enter at least 5 characters

Provision manager:

Access restriction:

Begin Date & End Date –
Please enter the Date/time of the SAR considering any site requirements / Notice periods from the SAF.

Site Occupation – Clicking this options lands you on the calendar view for the site. You will not be able to see who has booked the site unless it's the same company, however it will show that another contractor is at site by adding a blank box.

Copy SAR – If you need to create a copy of the SAR you can use this function. This is available during application of the request and once it has been completed.

Air report (Antenna Information Report) – This function downloads a copy of the air report. This PDF provides information on Risks to the site and Equipment details.

Check SAF – This enables you to search for a site and download a PDF copy of the site requirements and Site Conditions.

5.7 Request Characterization Intervention

cellnex

Access Management List

Access

KPI

Request Creation

<

UK-13-000015 - BURGHILL

Role: Access Requester Owner:

1

Request Creation

Request Characterization Intervention

Intervention Type: *

Operator: *

Sensitive Site:

No

Intervention Category: *

Technician(s): *

Intervention place: *

Notice Period:

Access restriction:

Band:

BAND A

Aerial/Ground Location:

ID:

Intervention Type – Is the general type of works taking place

Operator – It is important to select the correct Operator that you are working on behalf of e.g EE, Vodafone etc, please **do not select On Tower (unless explicitly completing work for Cellnex and not an operator)**

Intervention Category – This is a specific choice of works which should link to the 'Intervention Type'

Intervention Type		Intervention Category
Drop Down	Work type	Category selection
Survey	Carrying out a Survey	Audit
Maintenance	Pre planned maintenance	Preventive
	Reactive / Fault Work	Corrective Fault / Emergency Access Request
Upgrade	Installations	Deployment Equipment relocation Generator (Refuelling & Installation) Self Install
	Decommissions	Equipment Removal Generator Removal
	Like For Like's	Swap

Please be advised that if the following works have been selected then a Project Reference will be added to the 'Associated Provision Request' as part as a mandatory information required. The project manager will automatically be added once a Project reference has been chosen.

Intervention Type: Upgrade
Intervention Category: Deployment, SWAP, Equipment & Relocation

Intervention Category: Working In Conjunction SARS please make sure you choose the correct Intervention Type.

Associated provision request: *

Enter at least 5 characters

No

Request	Req. Description	Site	Status
COL.MOD.UK.0006425	TOW-445368	UK-13-000015	In Progress

5.8 Request Characterization Intervention

cellnex

Access Management List

Access KPI

Request Creation

< UK-13-000015 - BURGHILL

Role: Access Requester Owner:

Site Occupation Copy SAR Air Report Check SAF

1 Request Creation 2 Manage Request

Request Characterization Intervention

Intervention Type: *

Intervention place: *

PoID Cost:

Notice Period:

Access restriction:

Band:

BAND A

Aerial/Ground Location:

PO ID:

Maximum Climb Height (m):

Technician(s) – Every Request requires technicians to be added into this field. The technician will only appear if they hold the valid accreditations (including the Site Induction)

No technicians should be listed anywhere else.

Technician(s): *

Maintainer: *

Maintainer – Only your company will be available

Intervention Place –

- Heights: Select if working at height including Rooftop:
 - If rooftop level: Add 0 in the 'Maximum Climb height'
 - If climbing a Rooftop Structure: Add the maximum climb height you are climbing too into the field 'Maximum Climb height'
- Compound: select if you are working on the ground
 - Whole Site – DO NOT USE
 - Shelter – DO NOT USE
- A heights SAR covers both heights and compound access. You do not need to raise two separate requests.

5.9 Request Characterization Intervention



cellnex

Access Management List

AccessKPI

Request Creation

UK-13-000015 - BURGHILL

Role: Access RequesterOwner:

Site OccupationCopy SARAir ReportCheck SAF

1 Request Creation2 Manage Request

Request Characterization Intervention

Intervention Type: *

Operator: *

Sensitive Site:

No

Notice Period:

Access restriction:

Band:

BAND A

Aerial/Ground Location:

PO ID:

PoID Cost:

Maximum Climb Height (m):

Request supervision for SAR:

No

Notice Period – This will automatically populate. Please adhere to the notice periods.

Band – This will automatically populate

Band A: No notification required to the Site Provider (Auto approves unless major works taking place)

Band B: Notification required to the Site Provider on a FYI basis.

Band C: Approval required from the Site Provider

Band D: Approval required from the Site provider

Aerial/Ground Location – Please choose the asset you will be working on whilst at site.

Maximum Climb Height (m) – If the intervention place has been selected as heights you will need to provide your climb height in metres.

5.10 Request Characterization Intervention

cellnex

Access Management List

Access KPI

Site Occupation

Copy SAR

Air Report

Check SAF

2 Manage Request

Intervention place: *

Notice Period:

Access restriction:

Band:

BAND A

Aerial/Ground Location:

PO ID:

PoID Cost:

Maximum Climb Height (m):

Site Chargeable:

No

Supervised Height:

No

Supervised Ground:

No

Request supervision for SAR:

No

PO ID – All SARS where a PO is required you will need to add the PO reference into the PO ID attaching a PO Document. (we do not accept 3rd party PO's it must match the company you are submitting for)

If you are undertaking project works, please add the Project reference in the PO ID field attaching the approval letter from the Delivery Manager

Site Chargeable – If it is set to 'Yes' then the site will need a PO adding to the SAR for the amount populated in the POID Cost.

Supervised Height – If it is set to 'Yes' then the SAR will need a PO adding to the SAR for the amount populated in the POID Cost

Supervised Ground – If it is set to 'Yes' then the SAR will need a PO adding to the SAR for the amount in the POID Cost

Request Supervision for SAR – If you need supervision and the site does not mandate it, please change this to 'Yes' and add a PO

5.11 Additional Questions



Additional Questions – Specific sites have additional questions that will require an answer. Please use the blank text box beneath the questions to respond accordingly

Additional Questions

- ? **10) BT Hightower sites**
1. Please acknowledge you have attached the correct engineer documents required for the access requested.
2. Heights - Access Forms, Copy of PO (if required - Please ensure the PO value aligns with the charges table) ,RF Awareness, 1st aid, EUSR Card Number and Medical Cert. Please confirm these are attached.
3. Ground Level - Access Forms, Copy of PO (if required - Please ensure the PO value aligns with the charges table), please confirm these are attached.
4. All Site Share Access requests must be submitted to Agora with at least 7 Working Days' notice to allow the access team to send to BT who have a notice period of 5 Working Days'. Please ensure the PROJECT reference is added on the novated / non novated form.

All docs attached, along with access forms.

5.12 Restrictions & Special Equipment



cellnex

Access Management List

AccessKPI

Request Creation

UK-13-000015 - BURGHILL

Role: Access RequesterOwner:

Site OccupationCopy SARCoppy SARAir ReportCheck SAF

1Request Creation

2Manage Request

Restrictions – Details of the TAR will be provided in the table

Restrictions:

Restriction Type	Rooms	Restriction Type Description
No data		

Requesting an Outage – If you require an outage to be arranged by the Access Team please select 'Yes' in 'Outages' followed by the details of the outage you require in the 'SAR Description'

Request characterization special equipment

Need for special equipment:

Special Equipment:

Outages:

No

No

Special Equipment – If you are undertaking any high-risk activities or works with special equipment please select 'Yes' in 'Need for special equipment'. Please choose the equipment been taken to site under 'Special Equipment'. If it is not in the drop down, please add it to the 'SAR Description'.

5.13 SAR Description & Site Documents

Request Characterization Info Creation

SAR Description: *

Risks of Agression:

No

Creation date SAR:

28/03/2025 09:45

SAR Description – Details of the works are to be provided within this field.

Creation date SAR – This will auto populate with the date/time you submitted the Access Request

Site Documents

Document Name	Document Subtype	Creation date	Created by	Expiration date
BURGHILL - RR.pdf	Risk Register & RF Safety Notice Board	17/09/2021 15:53:53	Admin	

Site Documents – Risk Registers (RR) will be held here along with any other forms that either need to be acknowledged or filled out.

Submit

5.14 Site Documents: Adding Documentation

Request Characterization Info Creation

SAR Description: *

Risks of Agression:

No

Creation date SAR:

28/03/2025 09:45

Site Documents

Document Name	Document	by	Expiration date
BURGHILL - RR.pdf	Risk Register & RF		

Submit

Adding Documents – if a site requires RAMS/PO's or additional documents please click the green button and choose the appropriate option under 'Add Document'

Add Document

Document type options:

Access Purchase Order

Additional Documents

RAMS

Add Document

Click 'Add' – Choose the document to attach

Attachments (0)

Add

Drop files to upload, or use the "Upload" button.

Add Document

Attachments (1)

Add

BLANK DOCUMENT.docx

13.2 KB

Once you have added all the documents required, please Click 'Close'

Close

5.15 Completing Site Access Request (SAR)

Creation date SAR:

31/03/2025 13:21

Created by

Expiration date

Submit – Once you have completed all mandatory fields with any other additional information please click ‘Submit’

Submit

After clicking submit it will ask you to confirm you want to save the data entered. Please click ‘Yes’ or ‘No’

Confirm

Are you sure you want to SAVE data and generate workflow instance?

Yes

No

This will be followed by pop up of the AUK that has been created. An email notification will also go to the email attached to your profile along with the technicians listed.

Success

Request AUK.0532899 Created

Close

06

Create a Site Access
Request (SAR) for a PMA
(Arqiva Broadcast) Site



6.1 Open the Access Tool

cellnex

Home

Access

KPI

Request

SAF Info (UX)

!

In progress Access

29

Press for more info

Hover over **Access** and click 'Request'

Or

Press for more info

Either of these options will land you on the access overview to view and raise Site Access Requests (SAR)

6.2 Create a Site Access Request (SAR)

cellnex

Access - Request

AccessKPI

Maintainers

New SAR

Site Occupation

Check SAF

New SAR – Click on ‘New SAR’, this will land you on the page to start the process of a new Site Access Request (SAR)

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Operator:

Status:

Date:

Site Band:

Supervision:

International Code:

External Code:

Priority:

Reset

Search

Access management request - Items (35/35)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

6.3 Request Characterization

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

cellnex

Access Management List

AccessKPI

Request Creation

Role: Access RequesterOwner:

Site OccupationCopy SARAir ReportCheck SAF

1Request Creation

2Manage Request

1. Request Creation

Request Characterization

International Code: *

Site Search

Legacy Code:

External Code:

Begin Date: *

e.g. 31/12/2025 23:59

End Date: *

e.g. 31/12/2025 23:59

Associated provision request:

Enter at least 5 characters

Provision manager:

Access restriction:

Operative unit:

PMA:

Customer agreement:

International Code – Clicking on the magnifying glass will take you to the page to enter the Cellnex site reference you wish to submit access for.

6.4 Request Characterization: Site Search

International code – This is Cellnex’s unique reference within Agora for the site.
Example - UK-BU-003987

Site name – Is the name of the site.
Example – Bow Brickhill

Legacy Code – Is the code given to the site prior to the migration of the site in Agora.
Example – 140107

Once you have added ONE of the site references, please click ‘Search’

It may list similar named sites. Please use the arrows to select the right one

Site Search

✓ Search Criteria

International Code:

Legacy Code:

Site Name:

Site alias:

Total Results (1)

International code	Legacy Code	Status	Site Name	Select
UK-BU-003987	140107	CREATED	BOW BRICKHILL	<input type="button" value="➤"/>

Press the search button which will list the site into a results table. Please click the arrow to select the site. This will take you back to the Site Access Request page.

6.5 Request Characterization

cellnex

Access Management List

Access

KPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

◇

Role: Access Requester Owner:

Site Occupation

Copy SAR

Air Report

Check SAF

X

1 Request Creation

2 Manage Request

1. Request Creation

Request Characterization

International Code: *

UK-BU-003987

Legacy Code:

140107

External Code:

Begin Date: *

e.g. 31/12/2025 23:59

End Date: *

e.g. 31/12/2025 23:59

Associated provision request:

Enter at least 5 characters

Provision manager:

Access restriction:

Operative unit:

United Kingdom

PMA:

Yes

Customer agreement:

Once the site is selected these fields will be automatically populated with the Cellnex Site reference and to advise whether the site is a PMA (Arqiva) site or not.

6.6 Request Characterization



cellnex

Access Management List

AccessKPI

Request Creation

UK-BU-003987 - BOW BRICKHILL

Role: Access RequesterOwner:

1Request Creation

2Manage Request

Request Characterization

International Code: *
UK-BU-003987

Legacy Code:
140107

External Code:

Begin Date: *
e.g. 31/12/2025 23:59

End Date: *
e.g. 31/12/2025 23:59

Associated provision request:
Enter at least 5 characters

Provision manager:

Access restriction:

Site Occupation

Copy SAR

Air Report

Check SAF

X

Begin Date & End Date –
Please enter the Date/time of the SAR considering any site requirements from the SAF.

Site Occupation – Clicking this options lands you on the calendar view for the site. You will not be able to see who has booked the site unless it’s the same company, however it will show that another contractor is at site by adding blank box.

Copy SAR – If you need to create a copy of the SAR you can use this function. This is available during application of the request and once it has been completed.

Air report (Risk Register + Antenna Information Report) – This function downloads a copy of the air report. This PDF provides information on Risks to the site and any Broadcast and MNO outage’s required.

Check SAF – This enables you to search for a site and download a PDF copy of the site requirements and Site Conditions

6.7 Request Characterization Intervention

cellnex

Access Management List

Access

KPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

Role: Access Requester

Owner:

1 Request Creation

Request Characterization Intervention

Intervention Type: *

Operator: *

Sensitive Site:

No

Intervention Category: *

Technician(s): *

Intervention place: *

Notice Period:

Access restriction:

Band:

BAND C

Aerial/Ground Location: *

ID:

Intervention Type – Is the general type of works taking place

Operator – It is important to select the correct Operator that you are working on behalf of e.g EE, Vodafone etc, please **do not select On Tower (unless explicitly completing work for Cellnex and not an operator)**

Intervention Category – This is a specific choice of works which should link to the 'Intervention Type'

Intervention Type		Intervention Category
Drop Down	Work type	Category selection
Survey	Carrying out a Survey	Audit
Maintenance	Pre planned maintenance	Preventive
	Reactive / Fault Work	Corrective Fault / Emergency Access Request
Upgrade	Installations	Deployment Equipment relocation Generator (Refuelling & Installation) Self Install
	Decommissions	Equipment Removal Generator Removal
	Like For Like's	Swap

Please be advised that if the following works have been selected then a Project Reference will be added to the 'Associated Provision Request' as part as a mandatory information required. The project manager will automatically be added once a Project reference has been chosen.

Intervention Type: Upgrade
Intervention Category: Deployment, SWAP, Equipment & Relocation

Intervention Category: Working In Conjunction SARS please make sure you choose the correct Intervention Type.

Associated provision request: *

Enter at least 5 characters

PMA:

No

Request	Req. Description	Site	Status
COL.MOD.UK.0006425	TOW-445368	UK-13-000015	In Progress

6.8 Request Characterization

cellnex

Access Management List

Access KPI

Request Creation

UK-BU-003987 - BOW BRICKHILL

Role: Access Requester Owner:

Site Occupation Copy SAR Air Report Check SAF

1 Request Creation 2 Manage Request

Request Characterization Intervention

Intervention Type: *

Intervention place: *

Notice Period:

Access restriction:

Band:

Aerial/Ground Location: *

PO ID:

Maximum Climb Height (m):

PolD Cost:

Technician(s): *

Maintainer: *

Technician(s) – Every Request requires technicians to be added into this field. The technician will only appear if they hold the valid accreditations (including the Site Induction)

No technicians should be listed anywhere else.

Maintainer – Only your company will be available

Intervention Place –

- Heights: Select if working at height including Rooftop:
 - If rooftop level: Add 0 in the 'Maximum Climb height'
 - If climbing a Rooftop Structure: Add the maximum climb height you are climbing too into the field 'Maximum Climb height'
- Compound: select if you are working on the ground
 - Whole Site – DO NOT USE
 - Shelter – DO NOT USE
- A heights SAR covers both heights and compound access. You do not need to raise two separate requests.

6.9 Request Characterization



cellnex

Access Management List

Access

KPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

◇

Role: Access Requester

Owner:

Site Occupation

Copy SAR

Air Report

Check SAF

✕

1

Request Creation

2

Manage Request

Request Characterization

Intervention Type: *

Operator: *

Sensitive Site:

No

Intervention Category: *

Notice Period:

Access restriction:

Band:

BAND C

Aerial/Ground Location: *

PO ID:

PoID Cost:

Maximum Climb Height (m):

Site Chargeable:

No

Notice Period – This will automatically populate. Please adhere to the notice periods.

Band – This will automatically populate

Band A: No notification required to the Site Provider (Auto approves unless major works taking place)

Band B: Notification required to the Site Provider on a FYI basis.

Band C: Approval required from the Site Provider

Band D: Approval required from the Site provider

Aerial/Ground Location – Please choose the asset you will be working on whilst at site.

Maximum Climb Height (m) – If the intervention place has been selected as heights you will need to provide your climb height in metres.

6.10 Purchase Order's (PO)

cellnex

Access Management List

AccessKPI

Site OccupationCopy SARAir ReportCheck SAF

2Manage Request

Intervention place:*

Notice Period:

Access restriction:

Band:

BAND C

Aerial/Ground Location:*

PO ID:

PoID Cost:

Maximum Climb Height (m):

Site Chargeable:

No

Supervised Height:

No

Supervised Ground:

No

Request supervision for SAR:

No

PO ID – All SARS where a PO is required you will need to add the PO reference into the PO ID attaching a PO Document. (we do not accept 3rd party PO's it must match the company you are submitting for)

If you are undertaking project works, please add the Project reference in the PO ID field attaching the approval letter from the Delivery Manager

Site Chargeable – If it is set to 'Yes' then the site will need a PO adding to the SAR for the amount populated in the POID Cost.

Supervised Height – If it is set to 'Yes' then the SAR will need a PO adding to the SAR for the amount populated in the POID Cost

Supervised Ground – If it is set to 'Yes' then the SAR will need a PO adding to the SAR for the amount in the POID Cost

Request Supervision for SAR – If you need supervision and the site doe not mandate it, please change this to 'Yes' and add a PO

6.11 Restrictions & Special Equipment



cellnex

Access Management List

AccessKPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

◇

Role: Access Requester

Owner:

Site Occupation

Copy SAR

Air Report

Check SAF

X

1 Request Creation

2 Manage Request

Restrictions:

Restriction Type	Rooms	Restriction Type Description
		No data

Request characterization special equipment

Need for special equipment:

No

Lift Type:

Outages:

No

Are you using height access equipment?:

Access Type Equipment:

Restrictions – Details of the TAR will be provided in the table

Requesting an Outage – If you require an outage to be arranged by the Access Team please select ‘Yes’ in ‘Outages’ followed by the details of the outage you require in the ‘SAR Description’

Special Equipment – If you are undertaking any high-risk activities or works with special equipment please select ‘Yes’ in ‘Need for special equipment’. Please choose the equipment been taken to site under ‘Special Equipment’. If it is not in the drop down, please add it to the ‘SAR Description’.

6.12 SAR Description & Site Documents

Access

KPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

◇

Role: Access Requester Owner:

1 Request Creation

2 Manage Request

SAR Description: *

Creation date SAR: 28/03/2025 12:22

📅

📄

SAR Description – Details of the works are to be provided within this field

Creation date SAR – This will auto populate with the date/time you submitted the Access Request

Site Documents

Document Name	Document Subtype	Creation date	Created by	Expiration date
WIG Method Statement Guidance.doc	SAF	15/09/2021 12:50:04	Migration	
WIG form.doc	SAF	15/09/2021 12:49:58	Migration	
BOW BRICKHILL - RR+AIR_Report_2025_03_09T08_...	Risk Register & RF Safety Notice Board	09/03/2025 09:22:01	SGURUNG2	

Site Documents – Risk Registers (RR) will be held here along with any other forms that either need to be acknowledged or filled out.

6.13 Request Characterization Info Creation

cellnex

Access Management List

Access

KPI

Request Creation

<

UK-BU-003987 - BOW BRICKHILL

Role: Access Requester

Owner:

1

Request Creation

Site Occupation

Copy SAR

Air Report

Check SAF

X

Request Characterization Info Creation

Attendance Notification Provider:

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:

Do you require the access to the Arqiva's shared room?:

Are you abseiling or using rope access techniques?:

Are you carrying out intrusive work on the fabric of building or cabin?:

Please acknowledge that you must 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?:

Submit

Request Characterization Info Creation – Dependant on which fields have been completed/selected will determine which fields need to be mandatory by showing a * next to the field. This varies between free text and drop downs.

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

These fields reference to the special equipment been taken to site.

6.14 Completing Site Access Request (SAR)

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?:

Submit – Once you have completed all mandatory fields with any other additional information please click 'Submit'

Submit

After clicking submit it will ask you to confirm you want to save the data entered. Please click 'Yes' or 'No'

Confirm

Are you sure you want to SAVE data and generate workflow instance?

Yes

No

This will be followed by pop up of the AUK that has been created. An email notification will also go to the email attached to your profile along with the technicians listed.

Success

Request AUK.0534010 Created

Close

07

Technicians



7.1 Accreditation Requirements

Each Site is categorised into a site type. This determines the level of accreditation required. If the technician does not appear it will mean they do not have the right accreditations

Site Type	Works Location	Intervention Place	Accreditation Requirements	Portfolio's
Rooftop	Working on the Rooftop	Heights	Rooftop RF Awareness Site Access Induction	Additionally portfolios may require specific accreditations (e.g National Grid, BT, MOD, EDF, etc)
Rooftop Structure	Working on the Rooftop Structure	Heights	Rooftop RF Awareness Tower Climb Tower Rescue Site Access Induction	
Rooftop	Working on the cabinets/cabin at ground level	Compound	Site Access Induction	
Tower	Working on the structure	Heights	RF Awareness Tower Climb Tower Rescue Site Access Induction	
Tower	Working on the cabinets/cabin at ground level	Compound	Site Access Induction	
Tower	Working on the structure	National Grid Pylons - Structure	RF Awareness Tower Climb Tower Rescue NG Overhead line NSI4 Site Access Induction	
Tower	Working on the cabinets/cabin at ground level	National Grid Pylons - Substations	Site Access Induction	

For any accreditation queries please select the relevant link within the [UK Service Desk](#)

08

Manage a Site Access Request (SAR)



8.1 Access Tool overview

cellnex

Access - Request

Access

KPI

Maintainers

New SAR

Site Occupation

Check SAF

Search Criteria

Intervention Type:

Intervention Place:

Intervention Category:

SAR:

Status:

In progress

Date:

dd/MM/yyyy - dd/MM/yyyy

Site Band:

Supervision:

International Code:

Enter at least 5 characters

External Code:

Priority:

Reset

Search

Access management request - Items (28/28)

Clear all filters

Download

Configure columns visibility

SAR #	Status	Maintainer	International code	Site Name	Site Legacy Code	Operator	Intervention type	Intervention place	Intervention category	External Code	Created by	Creation date	Begin date	End date	Approval type	Site Band	Supervision	Notice Period	PMA	Special Equipment	Action	Action Date
-------	--------	------------	--------------------	-----------	------------------	----------	-------------------	--------------------	-----------------------	---------------	------------	---------------	------------	----------	---------------	-----------	-------------	---------------	-----	-------------------	--------	-------------

The Search Criteria – These filters can be set to search for SARs.

The search will default to “In Progress” SARs.

Selecting “Reset” and “Search” will re-set the search criteria to the default “In Progress”.

To search for non “In progress SARs” please change the status accordingly.

The SAR will be listed under Access management Request section. Please click on the SAR to open the request.

Click on the column header to show a list, this enables a user to add filters or sort requests. This is available on all headers – to clear all selections you must select “Clear all filters”.

You can choose to see which filters you want to see on the column headers.

8.2 Site Access Request (SAR) Status

cellnex

Access Management List

AccessKPI

Manage Request

<AUK.0534027UK-13-000015 - BURGHILL

Approved

Role: Site ManagerOwner: Jeremy Lenaghan

Site Occupation

Copy SAR

LOG

Air Report

Check SAF

Edit Field

1Request Creation

2Manage Request

2. Manage Request

Review Request

Comments:

Created by:Jeremy Lenaghan

Comments

Comment Type	User	Comment Date	Comments
External	JLENAGHA	31/03/2025 13:42:11	Emailed SP - Awaiting approval
External	JLENAGHA	31/03/2025 13:42:26	SP Approved - Please shut all gates

Status – You can review the status of your access request here

Approved – Access request approved

Refused – A Temporary Access Restriction (TAR) is present on the site and requires the Access team to review

Cancelled – The SAR has been cancelled. Please review the reason within the ‘Cancel Comments’ field

8.3 Site Access Request (SAR) Comments

cellnex

Access Management List

Access

KPI

Manage Request

< AUK.0534027

Role: Site Manager

Own

1 Request Creation

2. Manage Request

Review Request

Comments:

Site Occupation

Copy SAR

LOG

Air Report

Check SAF

Edit Field

Approved

Manage Request

han

Comments

Comment Type	User	Comment Date	Comments
External	JLENAGHA	31/03/2025 13:42:11	Emailed SP - Awaiting approval
External	JLENAGHA	31/03/2025 13:42:26	SP Approved - Please shut all gates

Comments – The comments section will detail the steps the team have taken to get your access request approved. Important site conditions may also be included within this section

Chasing a SAR – If you wish to chase an access request or ask any relevant questions in relation to your SAR please add a comment to the request. The Site Access team will respond via here.

Notifications – Once a comment has been added to the SAR an email notification will be sent to either the requestor or the access coordinator who has been assigned this SAR to notify them there has been comment added and requires acknowledgement or a response

Scenario	Email Notification (to)
Site Access Request (SAR) Raised	Requester & Technicians
Approved	Requester & Technicians
Refused	Requester & Technicians
Cancelled	Requester & Technicians
Engineer Change	Requester & New Technicians

8.4 Site Access Request (SAR) Log

cellnex

Access Management List

Access KPI

Manage Request

< AUK.0534027 UK-13-000015 - BURGHILL

Approved

Role: Site Manager Owner: Jeremy Lenaghan

Site Occupation

Copy SAR

LOG

Air Report

Check SAF

Edit Field

X

1 Request Creation

2 Manage Request

1. Request Creation

>

2. Manage Request

cellnex

Application Logs

Access KPI

Application Logs

Date	User	Action	Phase	Block	Name field	Old value	New value
31/03/2025 17:57	JLENAGHA	Request Modified	Manage Request	Manage Request	slaEndDate	2025-04-18 16:47:02.1890000	2025-04-18 16:57:21.0950000

Log – Clicking ‘Log’ enables you to see a log of all changes/actions made to the access request. It reports old and new values.

Clicking on ‘Edit Field’ will put the SAR in editing mode and you can change the ‘Technicians’ and ‘PO fields’

8.5 Site Access Request (SAR): Edit a Technician

cellnex

Access Management List

AccessKPI

Manage Request

<AUK.0534300UK-LO-002119 - TRAVELODGE LONDON BATTERSEA

In progress

Role: Site ManagerOwner: Jeremy Lenaghan

Site Occupation

Copy SAR

LOG

Air Report

Check SAF

Save

X

1Request Creation

2Manage Request

Request Characterization Intervention

Intervention Type: *

Survey

Operator: *

ON TOWER UK LIMITED

Sensitive Site:

No

Intervention Category: *

Audit

Technician(s): *

Annabelle Lenaghan X

Maintainer: *

Alba Turf Equipment Limited

Intervention place: *

Compound

Notice Period:

Access restricti

Band:

BAND C

Aerial/Ground

PO ID:

PoID Cost:

500

Maximum Climb Height (m):

able:

Height:

Ground:

per vision for SAR:

Technicians – Within this field you can add or remove technicians. A warning will appear which notifies you that you will need to add updated RAMS if the site requires it

Notifications – Once you have pressed ‘Save’ a new notification will be sent to all listed technicians. Removed technicians will not receive the new notification

Error

Delete the current RAMS and attach the new one

Close

09

Cancel a Site Access Request (SAR) Including Pylons



9.1 Cancel Request Reason

cellnex

Access Management List

Access KPI

Manage Request

<

AUK.0534300

UK-LO-002119 - TRAVELODGE LONDON BATT

Role: Site Manager Owner: Jeremy Lenaghan

1

Request Creation

1. Request Creation

>

2. Manage Request

>

Cancel Request

Reason :*

Comments :*

Cancel request

Close

Requester - Visit not required or needs to be rebooked

Requester - Site restored

Requester - Site visit to be rescheduled for the engineer availability or spares

Warning

Are you sure you want to cancel the request AUK.0534300 ?

Yes

No

Cancel request

LOG

Air Report

Check SAF

Edit Field

X

In progress

Cancel Request pop up -
Reason: From the pop you will need to select from the 'Requester' reasons as to why this is being cancelled.
Comments – Please go into detail as to why it has been cancelled

Once you click 'Cancel Request' within the pop up another warning will appear asking you to confirm the cancellation with 'Yes' or 'No'

Cancel Request button – Clicking this option will allow you to cancel the Site Access Request (SAR). This will prompt a pop up.

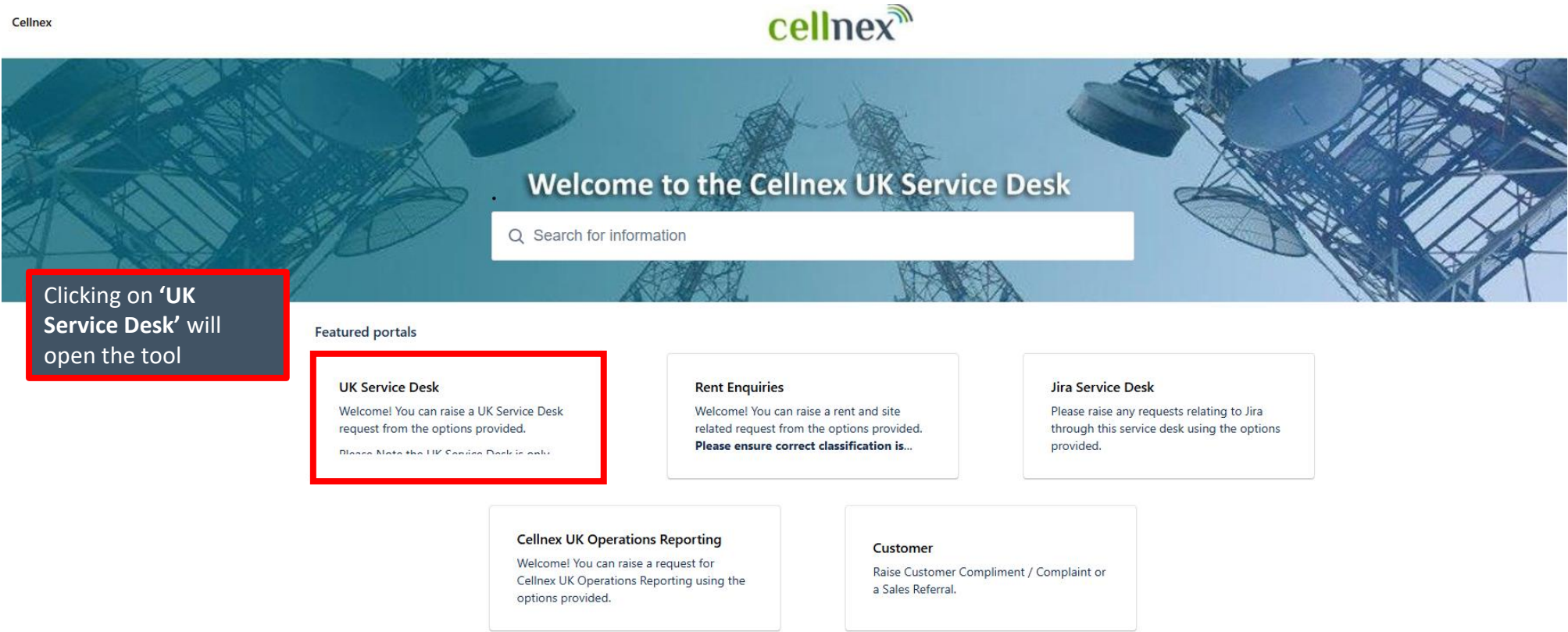
10

Post Work Reports (PWR)



10.1 Open Cellnex UK Service Desk

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



10.2 Open Cellnex UK Service Desk

UK Service Desk

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

Please Note the UK Service Desk is only managed during normal working hours. For emergency site access requests outside of normal working hours, please call the out of hours contact number.

For more information, including the Cellnex Site Access escalation procedure, please visit Cellnex UK Ltd. Code of Practice - <https://www.celnex.com/gb-en/sections/celnex-uk-ltd-code-of-practice/>

Contact us about

- Site Access**
Request Update on SAR, Fault Access Request Escalation, Planned Work Access Request Escalation, Request Update to Site Access Information
- Issue & Incident Reporting**
Post Work Report, Report of Nesting Birds, Report iLOQ Issue, Site Location Issues
- Accreditation**
Get Accredited for Companies, Get Accredited for Site Sharers, Get Accredited for Individuals, Get Accredited for Companies - Electrical Contractor Accreditations (On Tower UK Ltd), Get Accredited for Drones, Get Inducted, Keys, iLOQ - Engineer Set-up/Update, One off permit, Security Vetting, Updates/Other
- SHE - Safety Health and Environment**
Event Report (Unsafe Conditions & Acts, Near Misses, Incidents and Accidents Reporting), SHE General Health and Safety Enquiry, Report of Nesting Birds, Asbestos Enquiry Form, Mental Health Event Report, Investigation Report, Safety Health & Environmental Audit Report, SHE-RAMS, Supplier Monthly Summary Report
- National Grid Pylon Design**
National Grid Pylon Design
- RF Safety**
RF Safety (ICNIRP certificate requests, Feasibility requests, etc)

Click on the relevant option to report an issue.

10.3 Request Update to Site Access Information

UK Service Desk

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

Please Note the UK Service Desk is only managed during normal working hours. For emergency site access requests outside of normal working hours, please call the out of hours contact number.

For more information, including the Cellnex Site Access escalation procedure, please visit Cellnex UK Ltd. Code of Practice - <https://www.cellnex.com/gb-en/sections/cellnex-uk-ltd-code-of-practice/>

Contact us about

Site Access

What can we help you with?



Request Update on SAR

Only use this form if Agora does not have a recent update and you have already chased on Agora.



Fault Access Request Escalation

Escalate a fault access request if it's scheduled for today/tomorrow or requires an urgent update



Planned Work Access Request Escalation

Escalate a planned access request if it's scheduled for today/tomorrow or requires an urgent update



Request Update to Site Access Information

Provide/request information to update a SAF

Request Update to Site Access Information – To provide the access team with up-to-date information for the site when a SAR has taken place

10.4 Request Update to Site Access Information

UK Service Desk

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

Please Note the UK Service Desk is only managed during normal working hours. For emergency site access requests outside of normal working hours, please call the out of hours contact number.


For more information, including the Cellnex Site Access escalation procedure, please visit Cellnex UK Ltd. Code of Practice - <https://www.cellnex.com/gb-en/sections/cellnex-uk-ltd-code-of-practice/>

Contact us about

Issue & Incident Reporting

What can we help you with?

Post Work Report (PWR)




Post Work Report
Report an issue with the facilities, maintenance on, or issue gaining access to a Cellnex UK site.

Report of Nesting Birds
• Nesting Birds on site



Report of Nesting Birds

Report iLOQ Issue
• Broken iLOQ's on site



Report iLOQ Issue
Report an issue with an iLOQ on a Cellnex site that is causing a site access issue.

Site Location Issues
• Unable to locate the site with the directions provided in the SAF
• Changes to the current access routes



Site Location Issues
Issues identifying the location of a Cellnex UK site

10.5 SHE – Safety Health and Enviroment

UK Service Desk

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


Please Note the UK Service Desk is only managed during normal working hours. For emergency site access requests outside of normal working hours, please call the out of hours contact number.


For more information, including the Cellnex Site Access escalation procedure, please visit Cellnex UK Ltd. Code of Practice - <https://www.cellnex.com/gb-en/sections/cellnex-uk-ltd-code-of-practice/>


Contact us about


SHE - Safety Health and Environment


What can we help you with?


 Event Report (Unsafe Conditions & Acts, Near Misses, Incidents and Accidents Reporting)


 SHE General Health and Safety Enquiry


 Report of Nesting Birds

 Asbestos Enquiry Form

 Mental Health Event Report

 Investigation Report

 Safety Health & Environmental Audit Report

 SHE-RAMS

 Supplier Monthly Summary Report
Suppliers summary of tickets raised/activities carried out end of each month

Click on the relevant option to report an issue.

10.6 RF Safety

UK Service Desk

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

Please Note the UK Service Desk is only managed during normal working hours. For emergency site access requests outside of normal working hours, please call the out of hours contact number.

For more information, including the Cellnex Site Access escalation procedure, please visit Cellnex UK Ltd. Code of Practice - <https://www.cellnex.com/gb-en/sections/cellnex-uk-ltd-code-of-practice/>

Contact us about

RF Safety

What can we help you with?



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

RF Safety

- High levels of RF or Narda alarms sounding

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Site Access Policies &
Documents can be found [here](#)

cellnex[®]

