Document title	Cellnex UK Operational Escalation Procedure		
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Cellnex UK
Operational Escalation Procedure

Cellnex Escalation Guidance

The below scenarios provide guidance for which team within Cellnex your query or escalation should be directed to.

Site Access	Network Operations Centre (NOC)	Safety, Health or Environment (SHE)	Accreditation
In hours: • Lock issue whilst on site (combi code or iLOQ) • Site Provider preventing or blocking access to site • Engineer locked on site and requires assistance • Check outage details on approved access request • Supervision not arrived or late Out of hours: • Access requested for out of hours via Agora that requires approval and/or attendance required	Report a major incident (an incident which has caused serious injury or ill health or significant damage to property or equipment): • Fire at site • Injury/fatality to person(s) Facilities issue or Post Work Report: • Overgrown site • Broken fence • Lock issue and no longer on site (combi code or iLOQ) • Loose feeders • Fly tipping • Vandalism/damage at site etc. An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation	In hours report a: • An accident (an event that results in injury or ill health) • A near miss (an event that, while not causing harm, has the potential to cause injury or ill health) • An unsafe condition/hazard (a set of conditions or circumstances that have the potential to cause injury or ill health) • An unsafe act (task or other activity that is conducted in a manner that may threaten the health and/or safety of workers) • Report an RF issue	Escalate an urgent accreditation Service Desk ticket (TOW) that has not been responded to for more than 24 hours: • Engineer's Accreditation expired and urgent access to a site needed • Company Accreditation expired urgent access to a site needed • Urgent key request required for approved access request
For the above scenarios please use the Site Access Escalation Matrix	**For the above scenarios please use the NOC Escalation Matrix**	**For the above scenarios please use the SHE Escalation Matrix**	**For the above scenarios please use the Site Access Escalation Matrix**

Cellnex Site Access

For the following scenarios impacting access to a Cellnex Site please use the contact points below:

In hours:
- Lock issue whilst on site (combi code or iLOQ)
- Site Provider preventing or blocking access to site
- Engineer locked on site and requires assistance
- Check outage details on approved access request
- Supervision not arrived or late

Out of hours:
- Access requested for out of hours via Agora that requires approval and/or attendance required

Please note, all site access requests (SAR) should be logged on Agora.

Level	Position	In hours Monday – Friday 7am – 6pm	Out of Hours Any time outside of in hours timings
Level 1	Cellnex Service Desk	Cellnex Service Desk Tel: +44 (0) 204526 8561	+44 (0) 204526 8563 *If you would like your issue to be escalated, please inform the Level 1 Service Desk.*
Level 2	Site Access Team Lead	Tel: +44 (0) 204526 8574 *Only to be used following attempts to resolve the issue with Level 1 Service Desk*	
Level 3	Head of Access & Service	**Robert Gorry** Email: Robert.Gorry.ext@cellnextelecom.co.uk Tel: +44 (0)78124 71393	

Cellnex NOC

Report a major incident (an incident which has caused serious injury or ill health or significant damage to property or equipment):

- Fire at site
- Injury/fatality to person(s)

Facilities issue or Post Work Report:
- Overgrown site
- Broken fence
- Lock issue and no longer on site (combi code or iLOQ)
- Loose feeders
- Fly tipping
- Vandalism/damage at site etc.

An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation.

Level	Position	24/7
Level 1	Cellnex Service Desk	Cellnex Service Desk Email: noc.uk@cellnextelecom.com Tel: +44 (0)2045 268569
Level 2	NOC Incident Management team	Email: cellnex.noc.im@cellnextelecom.com Tel: +44 (0)2045 268570
Level 3	NOC Manager	**Carl Hamnett** Email: carl.hamnett.ext@cellnextelecom.com Tel: +44 (0)7891 405385

Cellnex SHE Team

In hours report a:

- An accident (an event that results in injury or ill health)
- A near miss (an event that, while not causing harm, has the potential to cause injury or ill health)
- An unsafe condition/hazard (a set of conditions or circumstances that have the potential to cause injury or ill health)
- An unsafe act (task or other activity that is conducted in a manner that may threaten the health and/or safety of workers)
- Report an RF issue

Out of hours please contact Cellnex NOC

Level	Position	In hours Monday – Friday 8am – 6pm
Level 1	Cellnex Service Desk	Cellnex Service Desk
Level 2	SHE Team	Tel: +44 (0)3330 150272

Cellnex Accreditation

Escalate an urgent accreditation Service Desk ticket (TOW) that has not been responded to for more than 24 hours:

- Engineer's Accreditation expired and urgent access to a site needed
- Company Accreditation expired urgent access to a site needed
- Urgent key request required for approved access request

Level	Position	In hours Monday – Friday 8am – 5pm
Level 1	Cellnex Service Desk	Cellnex Service Desk Tel: +44 (0)2045 268561
Level 2	Accreditation Lead/Manager	**Roxana Kiru** Email: Roxana.Kiru.ext@cellnextelecom.co.uk Tel: +44 (0)7377 524260 **Jez Lenaghan** Email: Jeremy.Lenaghan.ext@cellnextelecom.co.uk Tel: +44 (0)7810 315445
Level 3	Head of Access & Service	**Robert Gorry** Email: Robert.Gorry.ext@cellnextelecom.co.uk Tel: +44 (0)7812 471393