Cellnex UK Access

Key Loan Procedure

Document Manager	Hollie Hall, Head of Access & Service
Final Approver	Matt Smith, Head of Service Assurance

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1. Purpose and Scope

The information given in this document details how we handle the request, loan and return of keys for access to our sites, and the terms and conditions of their loan.

This procedure applies to keys on short term loan, long term loan, purchased keys and site specific keys.

The changes detailed in these terms and conditions began from 25th July 2021 and apply to any individual or organisation requesting access to a Cellnex UK controlled site. Please ensure you read these instructions thoroughly before proceeding.

2. Definitions

- Business Working Days – Monday to Friday, excluding Bank and Public holidays
- PO – Purchase Order
- JIRA – Cellnex UK's online service desk portal, powered by Atlassian

3. Roles, Responsibilities and Authorities

- All individuals and/or organisations requesting access to Cellnex UK controlled sites are required to adhere to this procedure.
- The Cellnex UK Access Team is responsible for enforcing this procedure.
- The Head of Access & Service and the Head of Service Assurance have the authority to consider exceptional requests which do not align with this procedure.

4. Key Loan

4.1. Overview

All new users to the Access Request portal will receive a guide on ordering keys for access requests along with their portal login details. To summarise, once you have entered your access request into Access Request Portal please ensure you check the access conditions for the site.

If a key is required, please ensure you request it no earlier than 7 business working days prior to the access request date and no later than 2 business working days prior to your visit (unless this is an urgent request).

All keys are sent out at 2pm each working day (and midday on Friday) therefore any key requests received after 1.30pm (and 11.45am on a Friday) will be dealt with the following working day. Please note, any keys requested after 11.30am on a Friday will be processed the following business working day (e.g. Monday unless a Bank Holiday).

If you request a key late, a charge for postage is applicable. In the event of requesting a key within 2 business working days of your scheduled visit, Cellnex will charge you for UPS Next Day Delivery at a cost of £8.68. You are required to supply a PO prior to us agreeing to send out your key.

For any weekend deliveries (in all circumstances) you must provide a PO for £20.38 as the key is required to be delivered via UPS Express Delivery, we must make special arrangements to get the key to you which incurs an additional charge.

Please note we do not offer collections of keys from any of our offices.

4.2. Requesting a key

You must request your key by completing a request on the Service Desk portal:

https://towerco.atlassian.net/servicedesk/customer/portal/4/group/29/create/213

Please note, depending on your relationship to Cellnex UK, there are a number of keys that we cannot loan and should be requested via the Operator you work for. If this is the case, we will advise accordingly.

Upon sending the key, we will:

- Acknowledge that the key has been sent via a return email to the requester. This will detail the key fob number, type, the permit it is required for and the date by which it must be returned

- When sending the key, a receipt will be included that details the same information as the acknowledgement email, details of how to return it and the date it is required to be returned by. Each receipt also gives a copy of the key terms and conditions

4.3. Returning a key

When returning keys, you or your engineer must update the Jira ticket when key I posted with the Royal Mail recorded delivery tracking number as proof of postage.

All keys should be returned via Royal Mail recorded delivery and in a jiffy bag envelope. If we do not receive a key from you, we will investigate with Royal Mail if you have provided a Royal Mail tracking number, if the key cannot be located via Royal Mail or no tracking has been used then a fee of £50.00 per key will be chargeable.

Return address:

ACCREDITATION TEAM
Connect44 Ltd,
One Arlington Square,
Floor 2,
Downshire Way,
Bracknell, RG12 1WA

In most circumstances, issued keys should be returned within 5 days after your scheduled visit. Keys must be returned within the given timescales unless otherwise agreed with the Accreditation team. In the event of late return a fee of £50 per key is applicable, this fee will be

doubled if a key is late by 4 weeks or more. Late keys are audited and chased on a weekly basis, therefore, to avoid a charge a prompt return is required.

Please note, in the event of an extension being required, please update your Jira ticket with your requested return date, which the team will review and process.

In the occurrence where a company consistently returns keys late, we reserve the right to request a pre-chargeable PO prior to us loaning you keys in the future. In addition, where companies have a large number of keys that have not been returned, we reserve the right to suspend your Access Request Portal account until the matter is rectified.

4.4. Thames Water key collection

A select number of keys for Thames Water portfolio sites must be collected from and returned in person to the Accreditation Team at the following address

Connect44 Ltd,
One Arlington Square,
Floor 2,
Downshire Way,
Bracknell, RG12 1WA

All details relating to the issue and management of these keys are recorded and maintained within the Site Access Form in Agora. Staff are required to consult Agora for up-to-date information on key allocation and ensure compliance with collection and return procedures.

In the event of late return a fee of £50 per key is applicable, this fee will be doubled if a key is late by 4 weeks or more. Late keys are audited and chased on a weekly basis, therefore, to avoid a charge a prompt return is required.

5. Change Control

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