cellnex
driving telecom connectivity

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Site Access Request (SAR) Workflow

User guide

Index

Section	Topic	Page
1	**Access to Agora**	4
1.1	Agora Sign in	5
2	**Access Tool Overview**	6
2.1	Home Page Overview	7
2.2	Access Tool Overview	8
2.3	SAR Queue Search and Filter	9
3	**Site Occupation Calendar**	10
3.1	Site Occupation Calendar	11
3.2	Site Occupation Calendar View	12
4	**Site Access Form (SAF) Information**	13
4.1	Site Access Form (SAF) Information	14
4.2	Site Access Form (SAF) Information	15
4.3	Site Access Form (SAF) Information	16
4.4	Site Access Form (SAF) Information	17
4.5	Site Access Form (SAF) Information	18
4.6	Site Access Form (SAF) Information	19
4.7	Site Access Form (SAF) Information	20
5	**Create a Site Access Request (SAR)**	21
5.1	Open the Access Tool	22
5.2	Create a Site Access Request (SAR)	23
5.3	Request Creation	24
5.4	Request Creation: Site Search	25
5.5	Request Creation	26
5.6	Request Creation	27
5.7	Request Creation Intervention	28
5.8	Request Creation Intervention	29
5.9	Request Creation Intervention	30
5.10	Request Creation Intervention	31
5.11	Additional Questions	32
5.12	Restrictions & Special Equipment	33
5.13	SAR Description & Site Documents	34
5.14	Site Documents: Adding Documentation	35
5.15	Completing Site Access Request	36
6	**Create a Site Access Request (SAR) for PMA (Arqiva Broadcast) Site**	37
6.1	Request Creation – PMA Site Identification	38
6.2	Special Equipment – Arqiva Lift Type	39
6.3	Request Creation – Arqiva Additional Fields	40
7	**Technicians**	41
7.1	Accreditation Requirements	42
8	**Manage a Site Access Request (SAR)**	43
8.1	Access Tool Overview	44
8.2	Site Access Request (SAR) status	45
8.3	Site Access Request (SAR) Comments	46
8.4	Site Access Request (SAR) Log	47
8.5	Site Access Request (SAR) – Copy SAR	48
8.6	Site Access Request (SAR) – Edit a Technician	49
9	**Cancel a Site Access Request (SAR) Including Pylons**	50
9.1	Cancel Request Reason	51
10	**Post Work reports (PWR)**	52
10.1	Cellnex UK Service Desk	53
10.2	Cellnex UK Service Desk	54
10.3	Request Update to Site Access Information	55
10.4	Issue and Incident Reporting	56
10.5	SHE - Safety Health and Environment	57
10.6	RF Safety	58
11	Site Access Policies and Documents	59
11.1	Additional Guidance and Documents	60



01

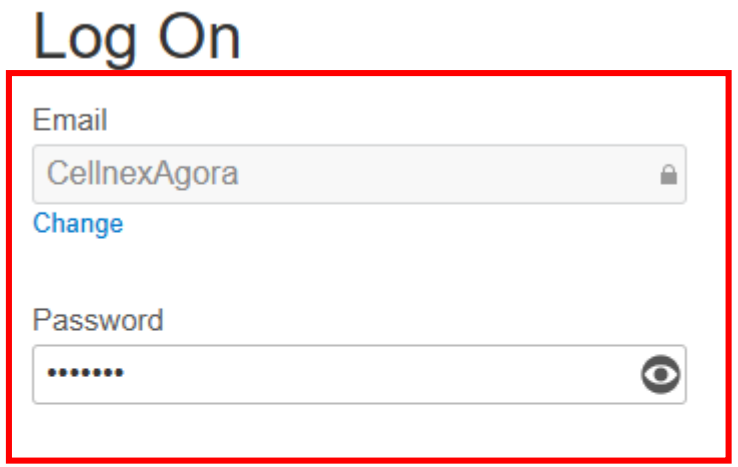
Access to Agora

1.1 Sign into AGORA

AGORA

Open the "Agora" hyperlink

PRD - CF - Azure - Cellnex Telecom S.A.



Fill in the username and password.

Click "Log On"

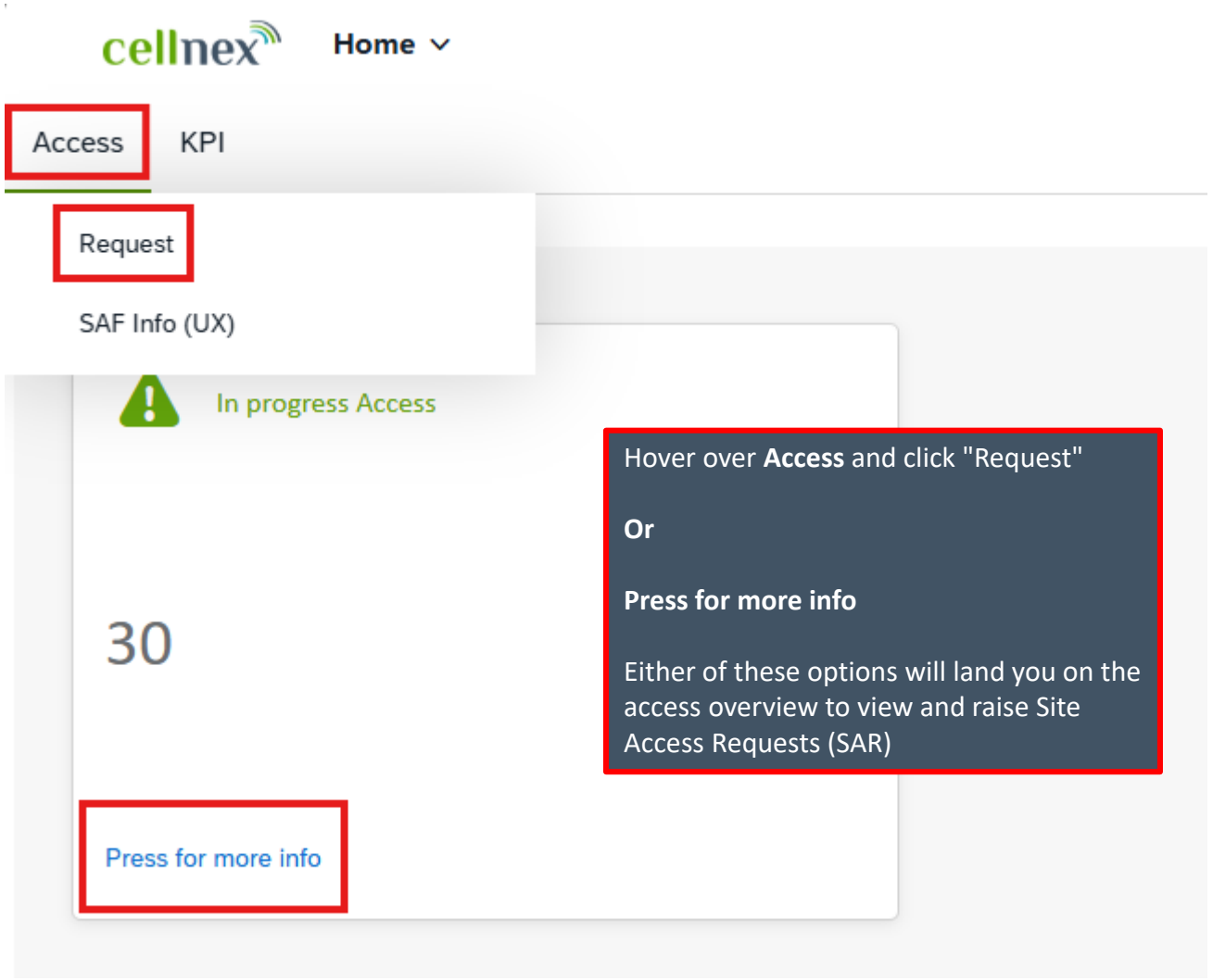
If you have forgotten your password, go to https://iam.cellnextelecom.com/password

02

Access Tool Overview



2.1 Home page overview



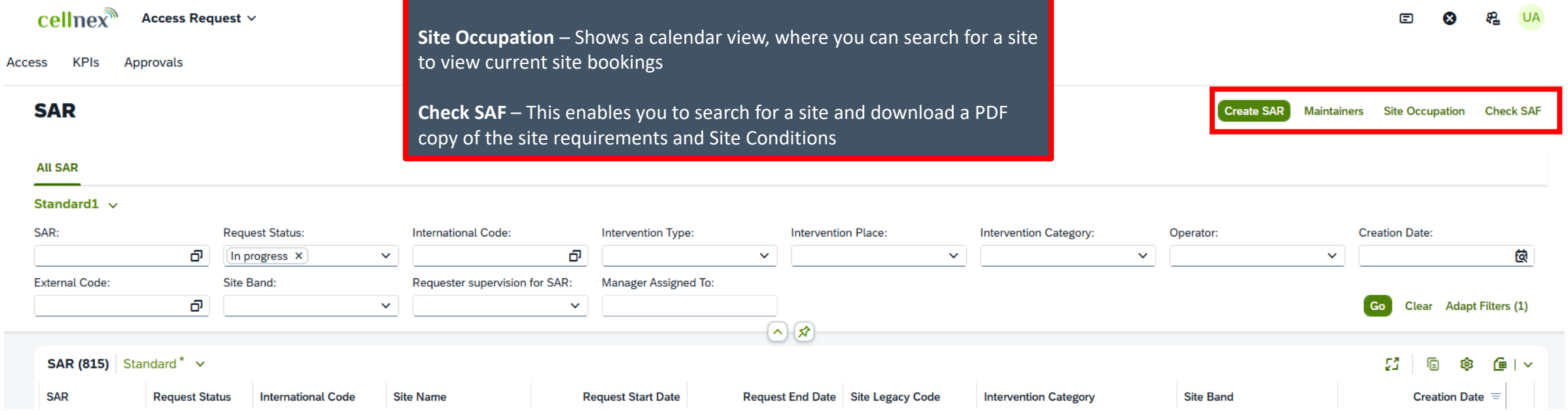
2.2 Access Tool overview

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

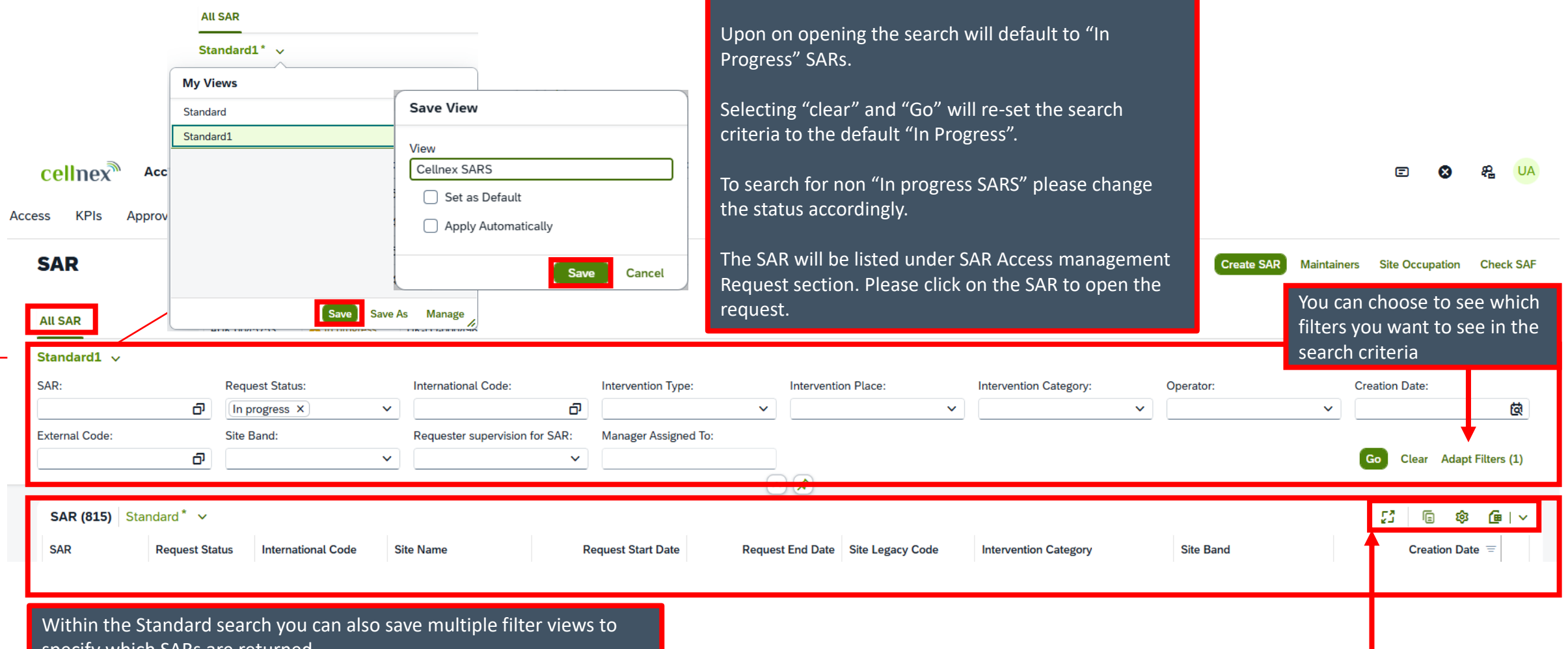
Maintainers – Shows all the company details including accreditation expiry dates and ability to download engineer reports

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



The Search Criteria – Various filters to search for SARs.

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

Selecting “clear” and “Go” 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 SAR Access management Request section. Please click on the SAR to open the request.

You can choose to see which filters you want to see in the search criteria

Within the Standard search you can also save multiple filter views to specify which SARs are returned.
Apply the filters you require, click the arrow press “Save as” this will prompt a pop up for the SAR view to be named and saved, example "Standard1".
By selecting the arrow next to the filter name ("Standard1") you can see "My Views" to show all saved filter views.

You can maximize the window of SARS.

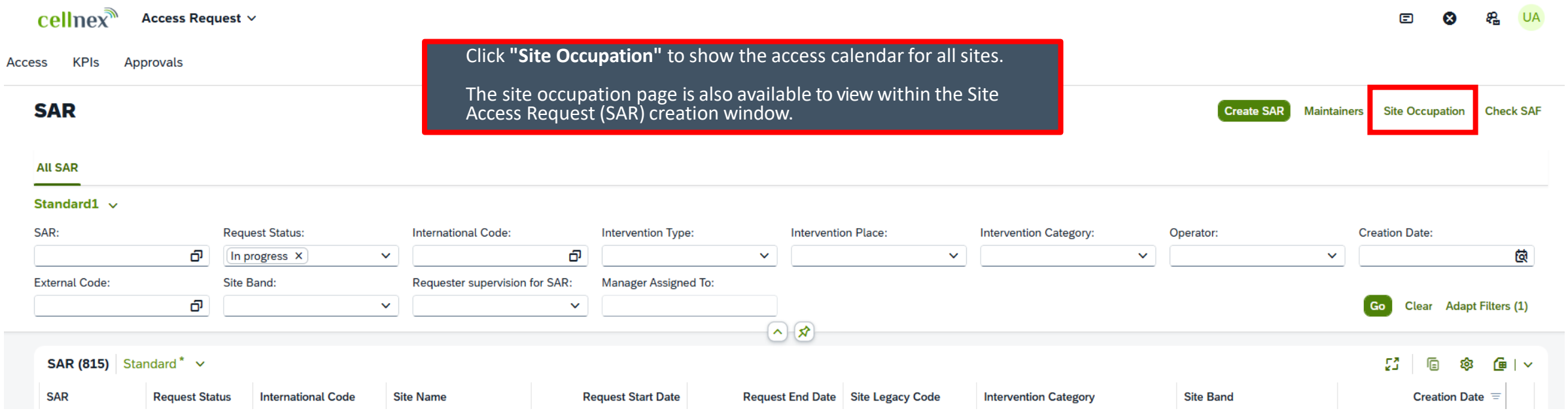
You can choose to see which filters you want to see on the column headers.

03

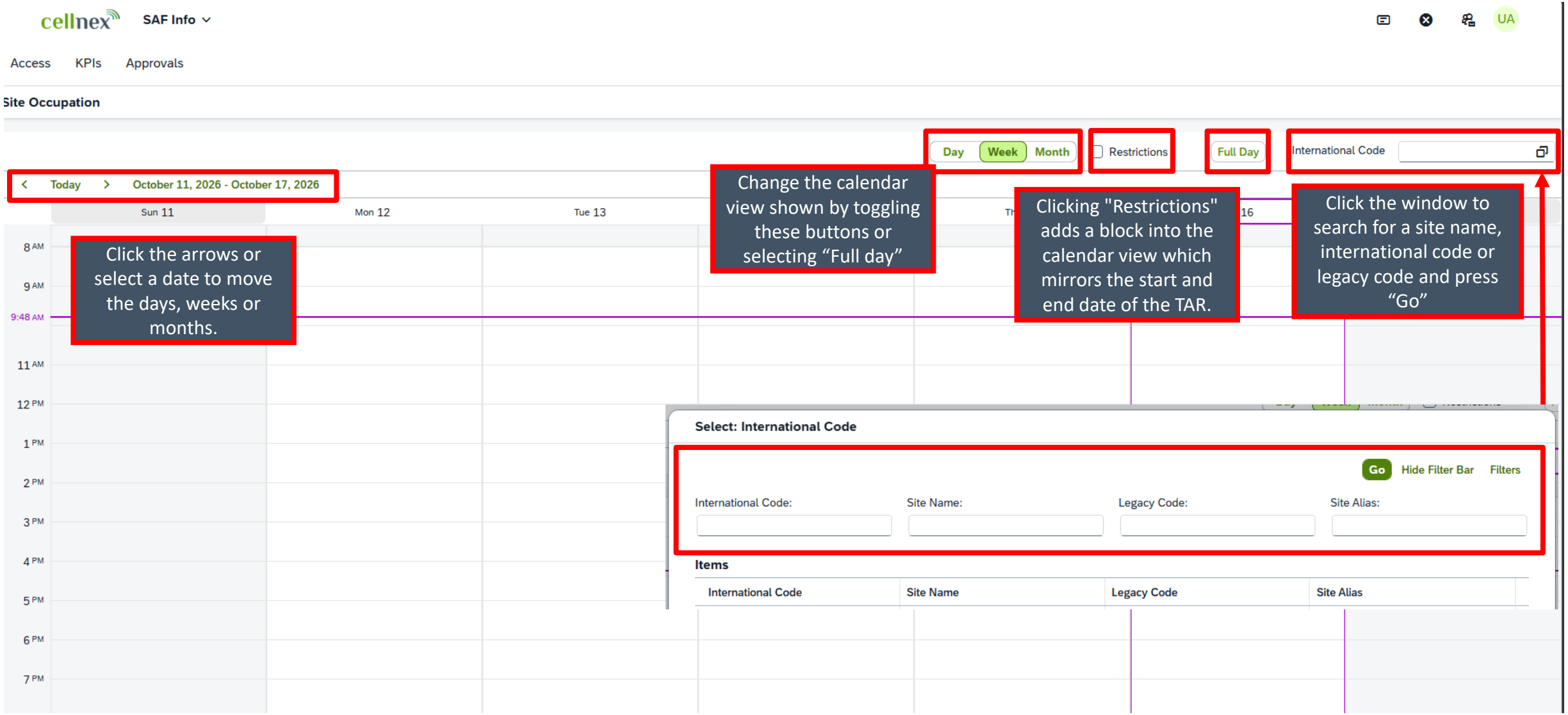
Site Occupation Calendar



3.1 Site occupation calendar



3.2 Site occupation calendar View

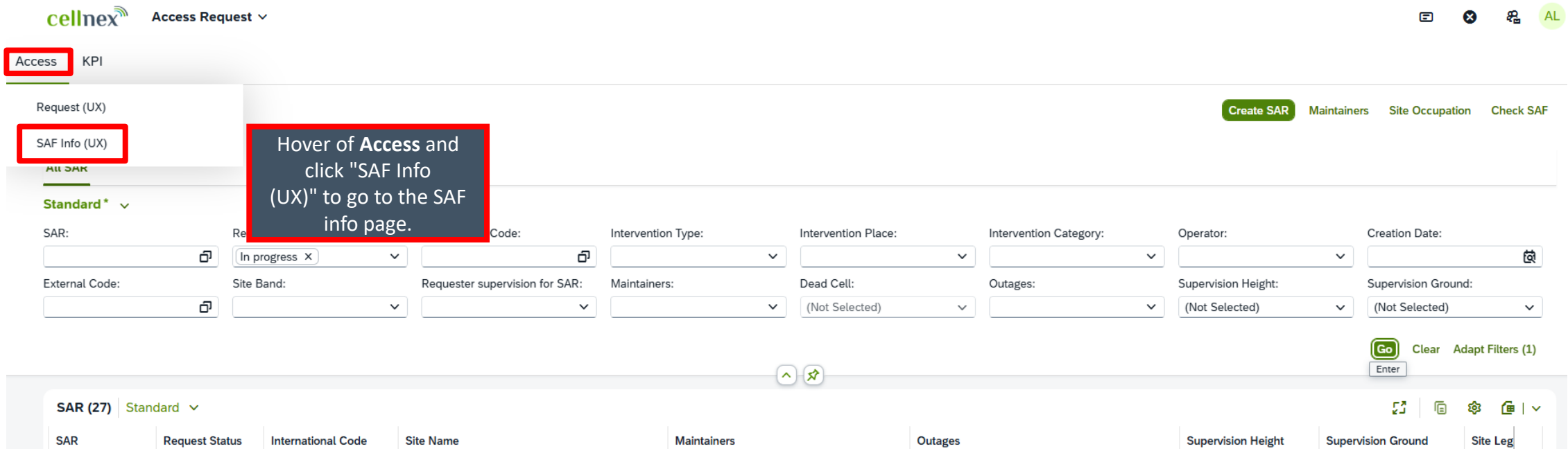


04

Site Access Form (SAF) Information



4.1 Site Access Form (SAF) Information



4.2 Site Access Form (SAF) Information

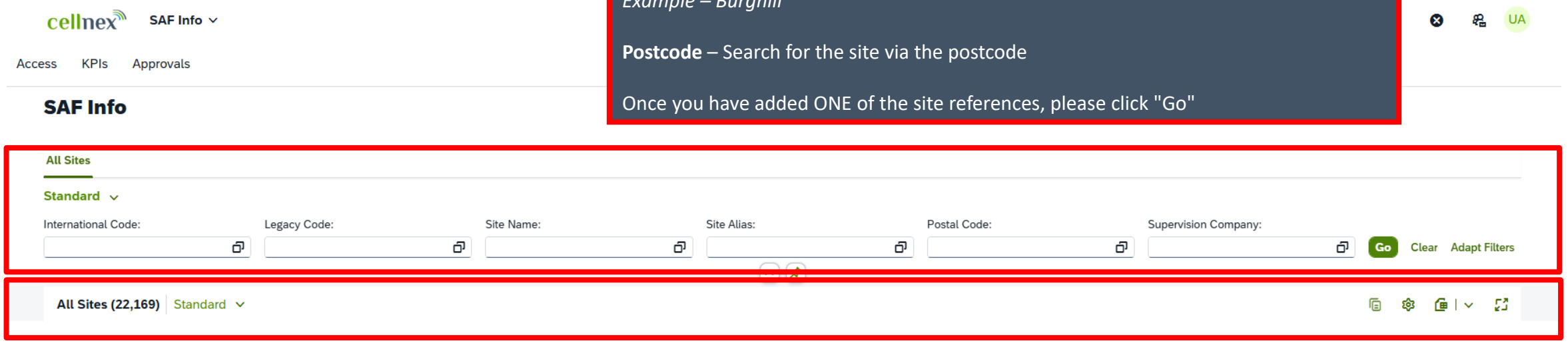
International code – Cellnex's unique reference within Agora for the site.
Example - UK-13-000015

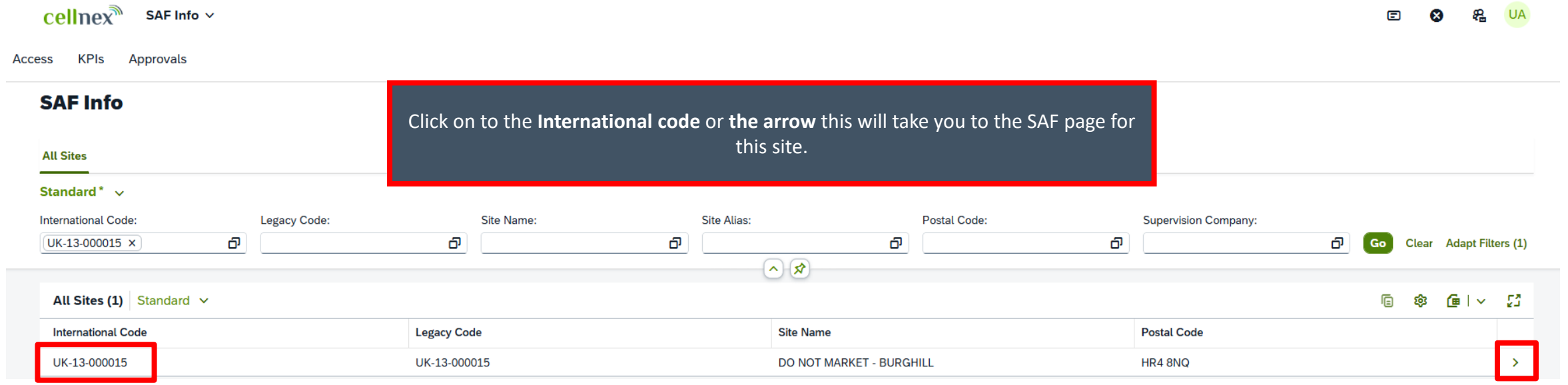
Legacy Code – The code given to the site prior to the migration of the site in Agora.
Example – 150175

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

Postcode – Search for the site via the postcode

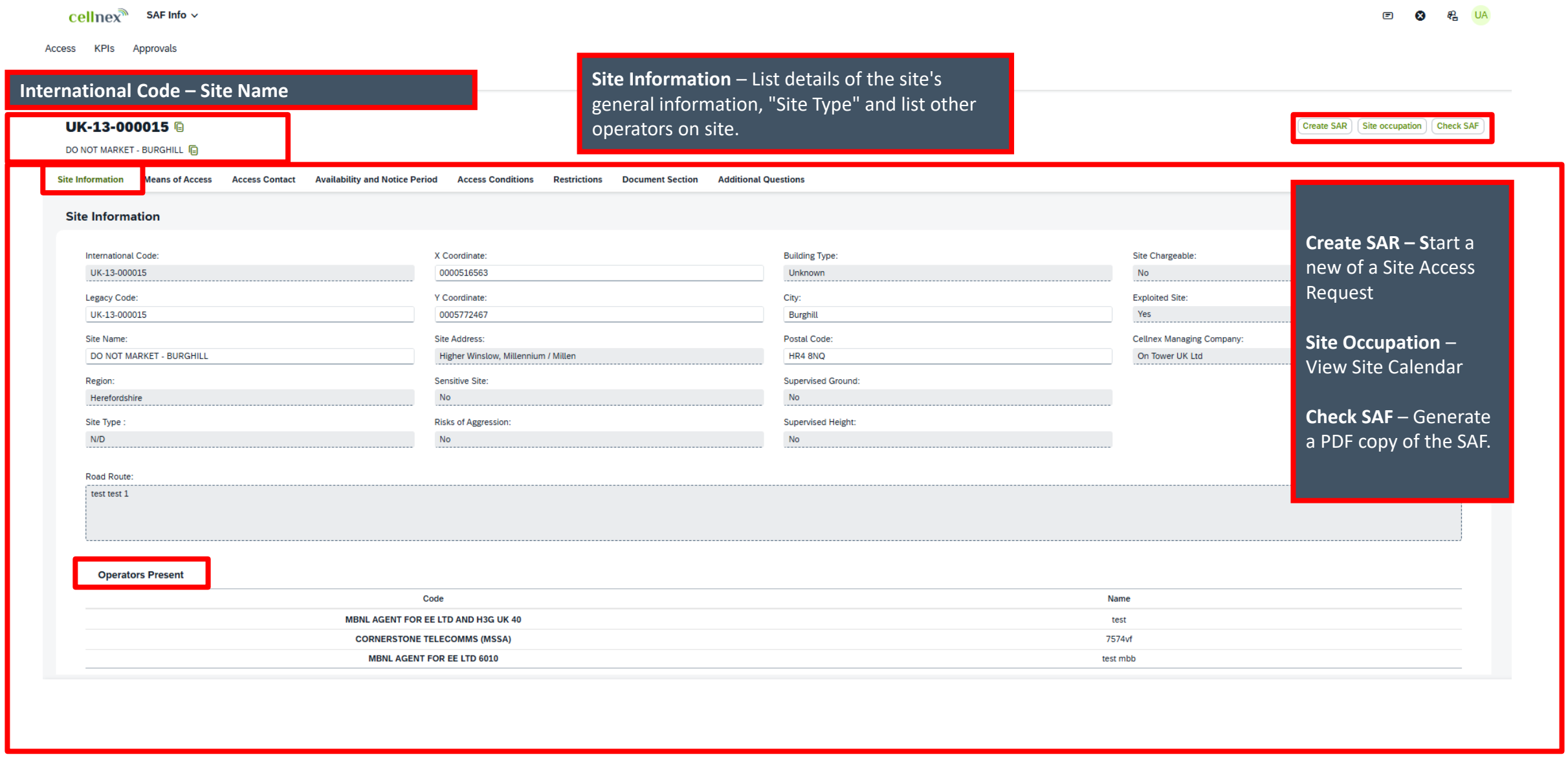
Once you have added ONE of the site references, please click "Go"



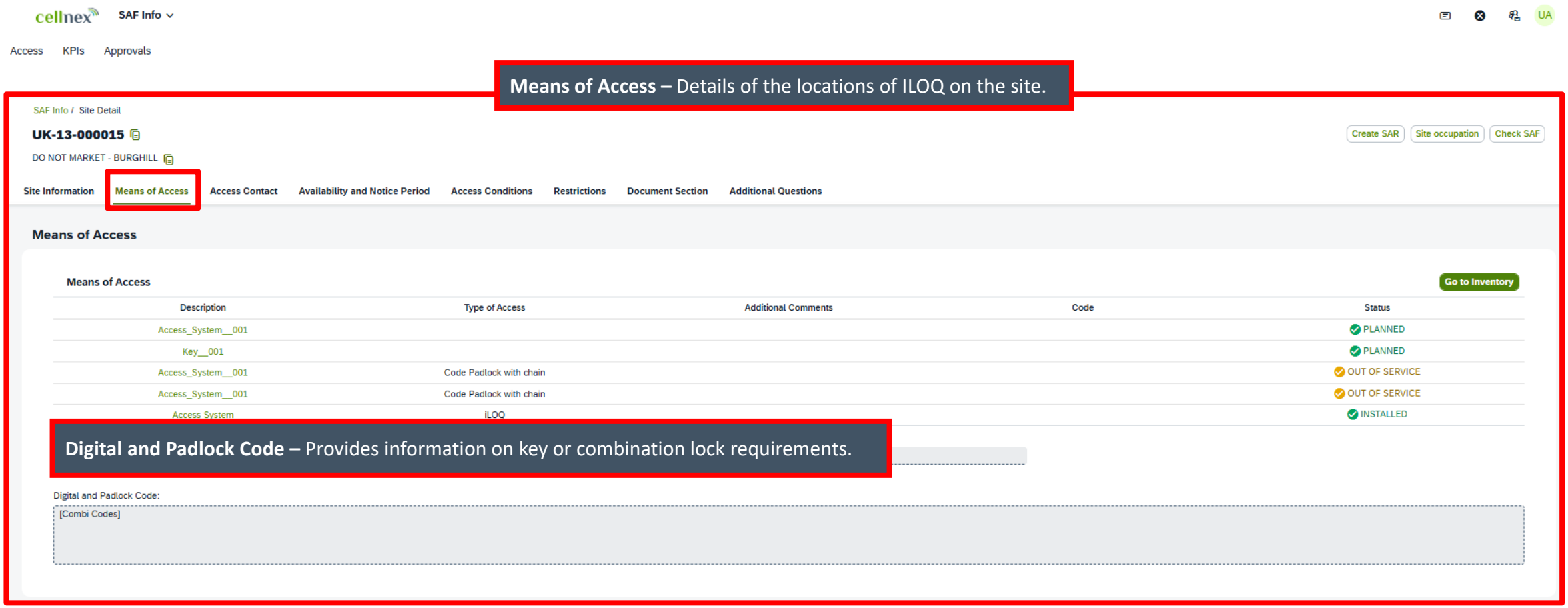


Click on to the **International code** or **the arrow** this will take you to the SAF page for this site.

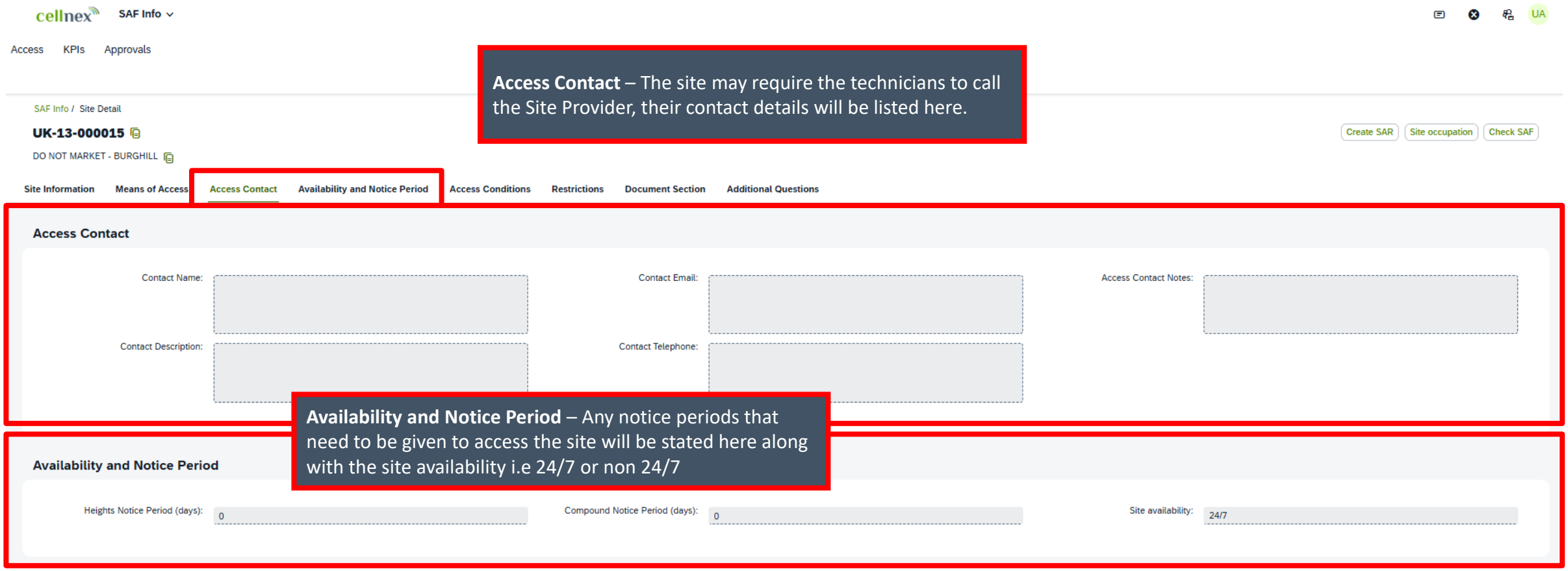
4.3 Site Access Form (SAF) Information



4.4 Site Access Form (SAF) Information



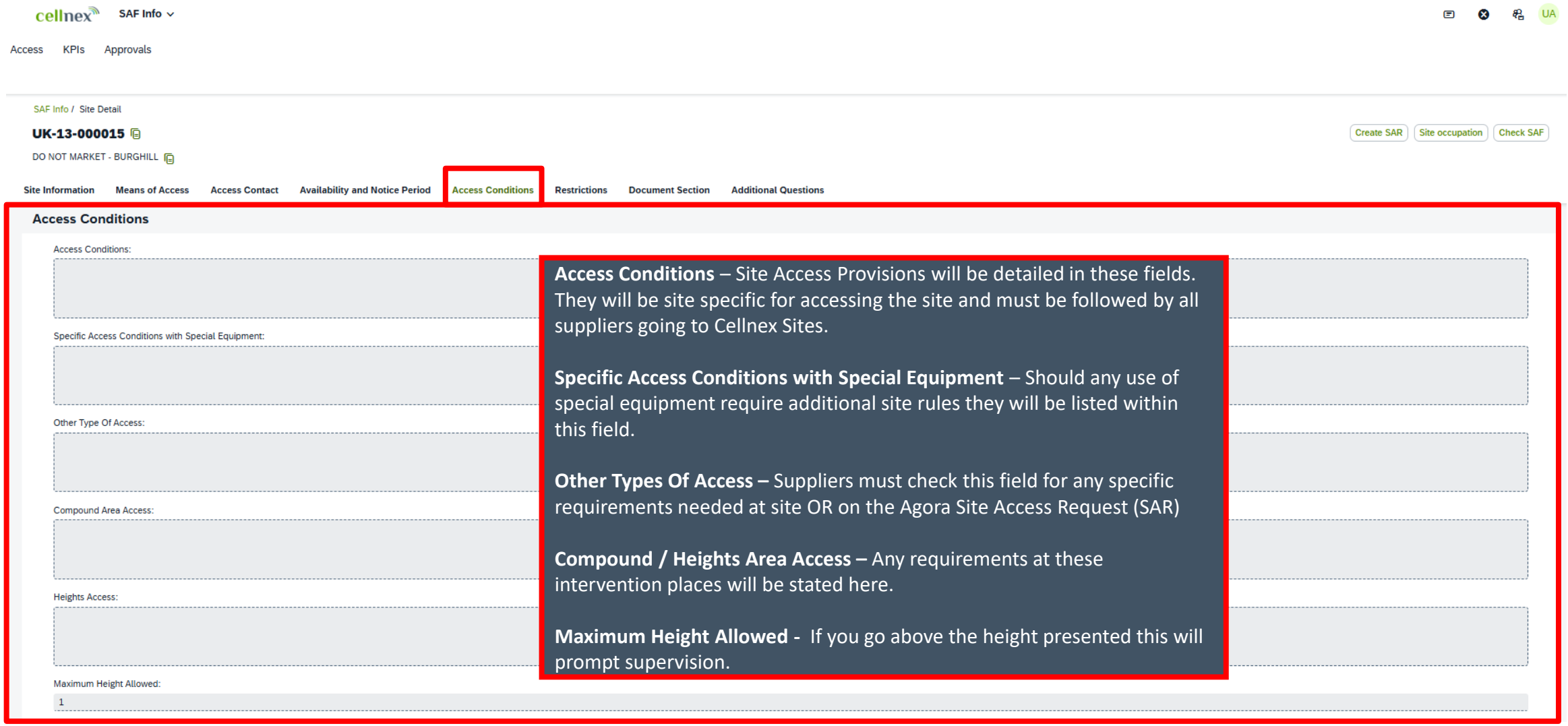
4.5 Site Access Form (SAF) Information



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



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 Sites.

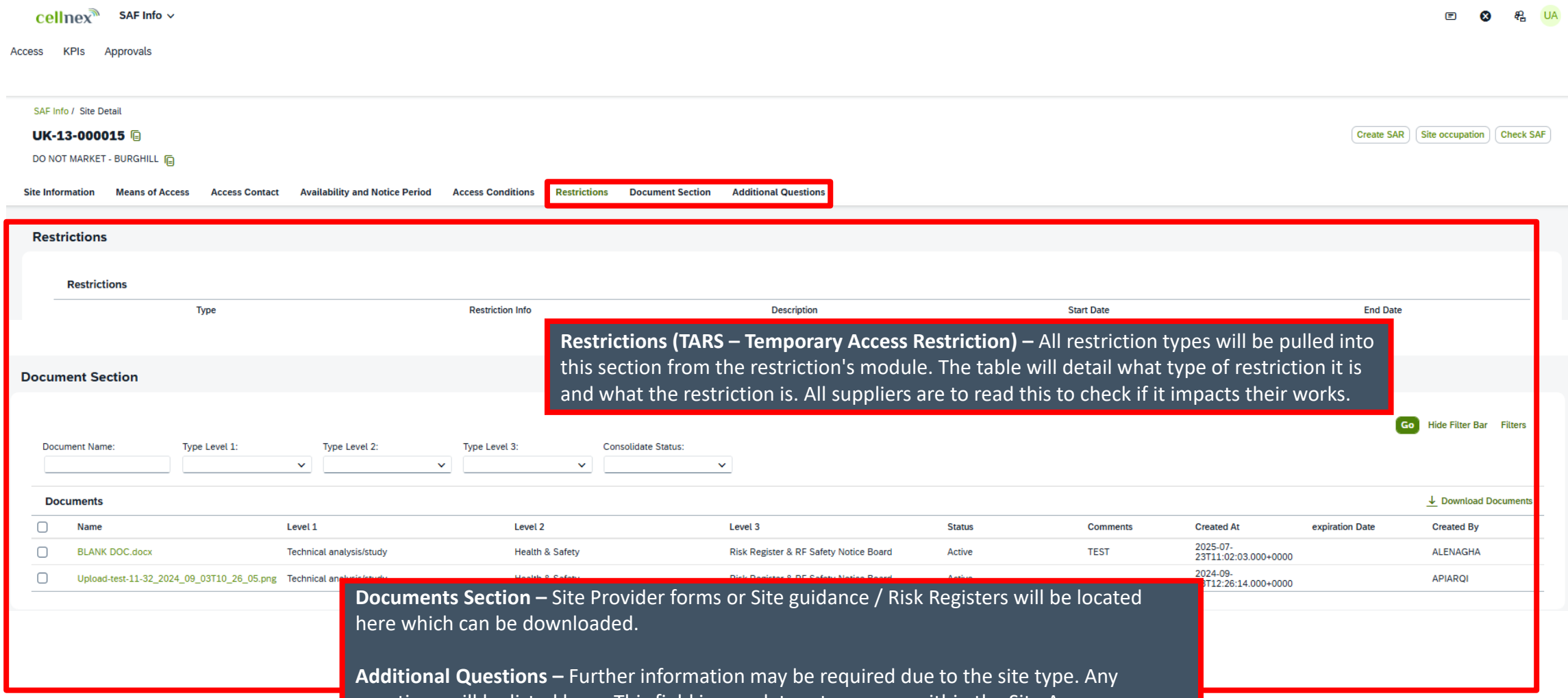
Specific Access Conditions with Special Equipment – Should any use of special equipment require additional site rules they will be listed within this field.

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



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.

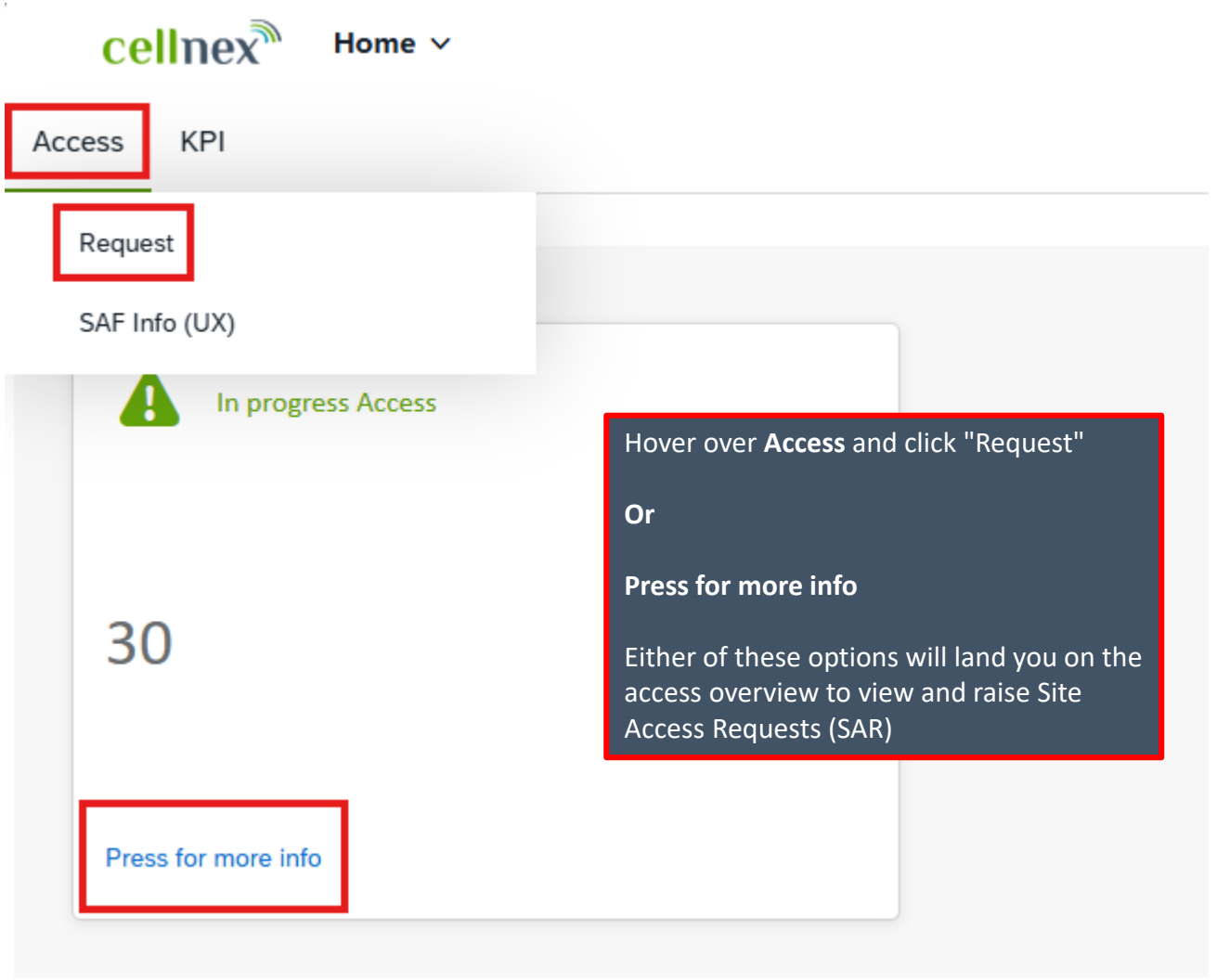
Additional Questions – Further information may be required due to the site type. Any questions will be listed here. This field is mandatory to answer within the Site Access Request.



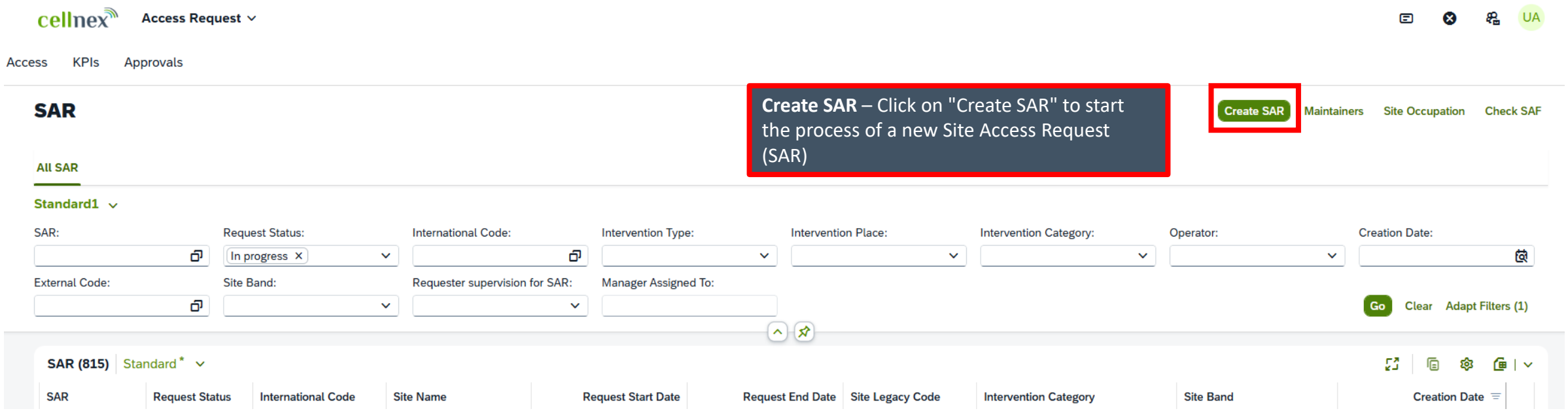
05

Create a Site Access Request (SAR)

5.1 Open the Access Tool



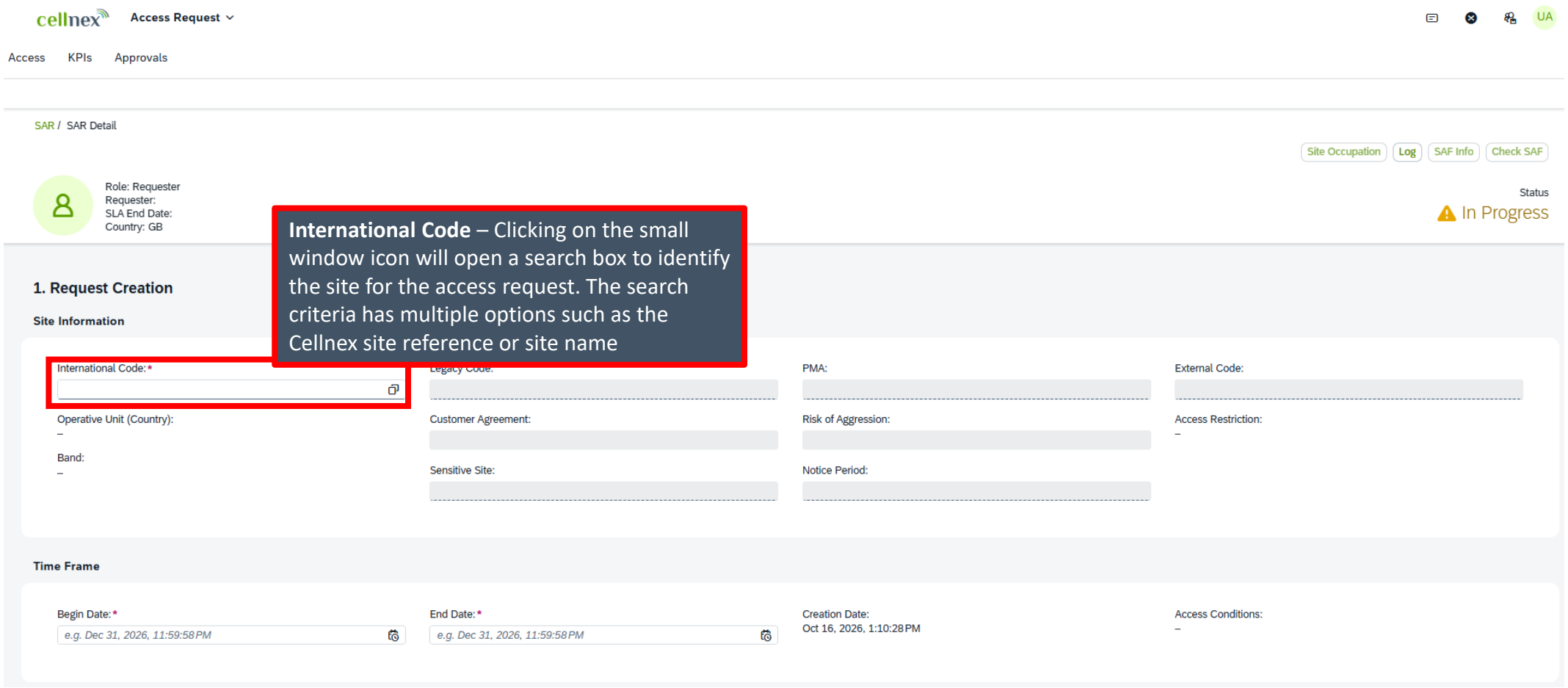
5.2 Create a Site Access Request (SAR)



Create SAR – Click on "Create SAR" to start the process of a new Site Access Request (SAR)

5.3 Request Creation

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

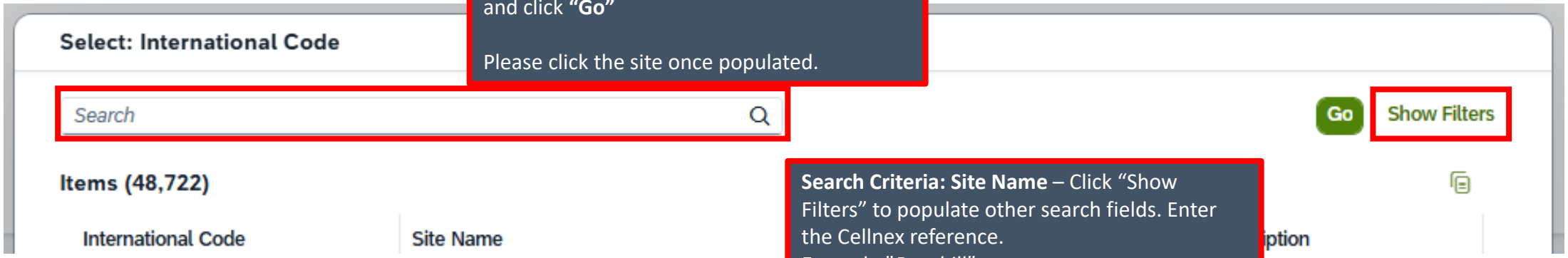


International Code – Clicking on the small window icon will open a search box to identify the site for the access request. The search criteria has multiple options such as the Cellnex site reference or site name

5.4 Request Creation: Site Search

Search Criteria: International Code – Enter the Cellnex reference.
Example *"International code - UK-13-000015"* and click **"Go"**

Please click the site once populated.

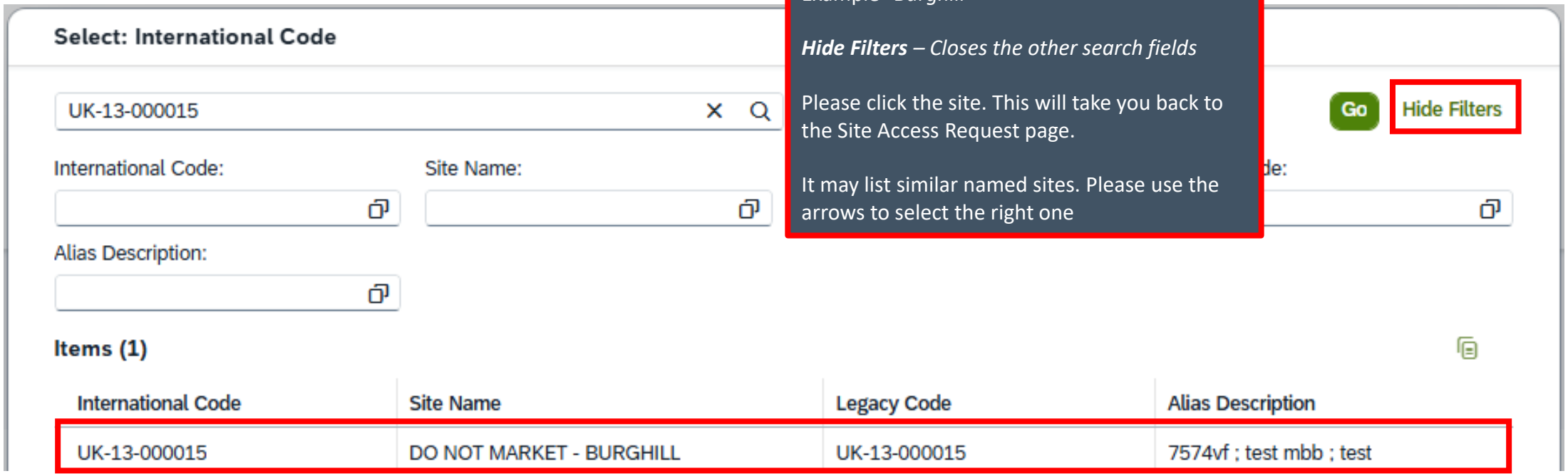


Search Criteria: Site Name – Click "Show Filters" to populate other search fields. Enter the Cellnex reference.
Example "*Burghill*"

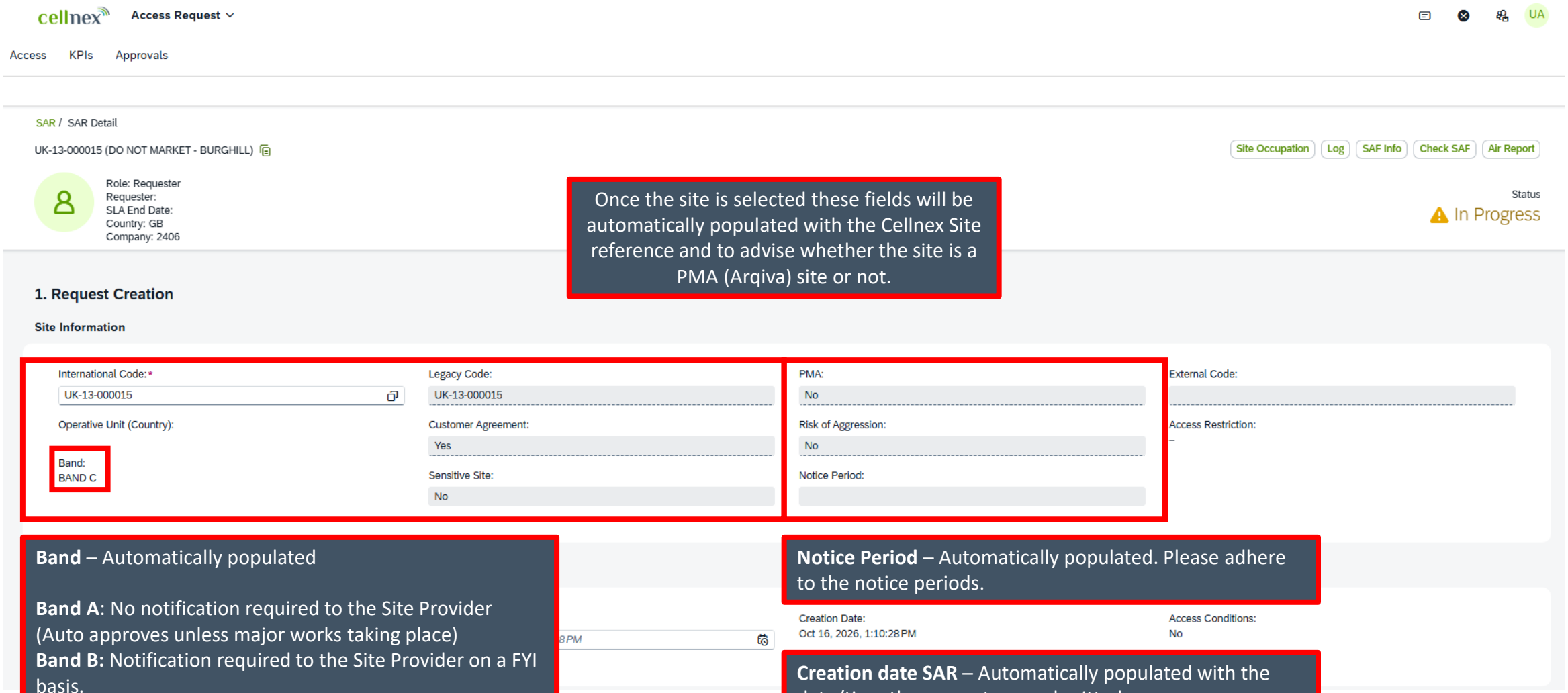
Hide Filters – *Closes the other search fields*

Please click 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 Creation



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.

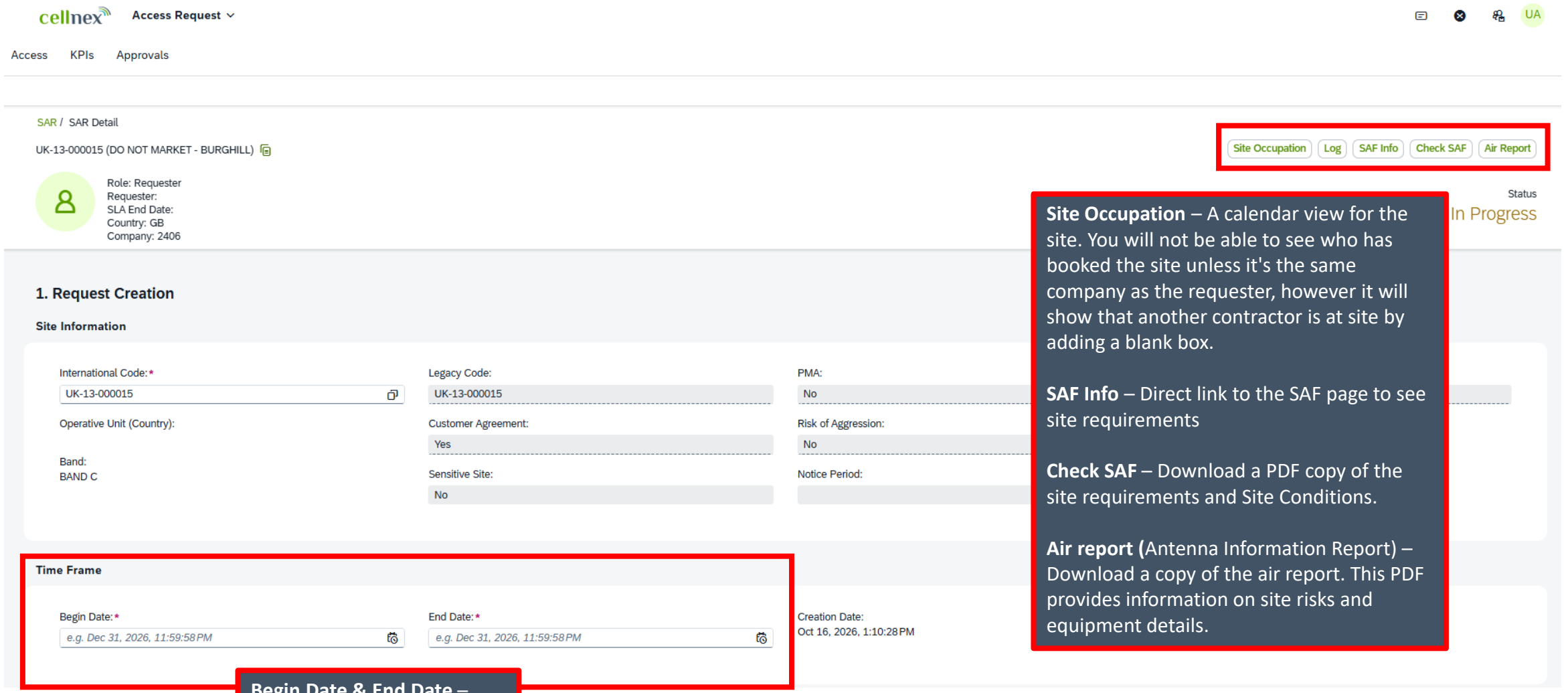
Band – Automatically populated

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

Notice Period – Automatically populated. Please adhere to the notice periods.

Creation date SAR – Automatically populated with the date/time the request was submitted.

5.6 Request Creation



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

SAF Info – Direct link to the SAF page to see site requirements

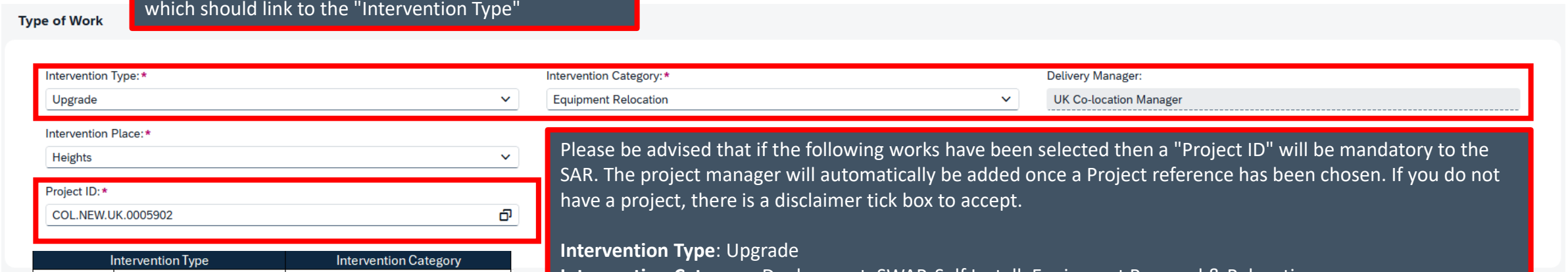
Check SAF – Download a PDF copy of the site requirements and Site Conditions.

Air report (Antenna Information Report) – Download a copy of the air report. This PDF provides information on site risks and equipment details.

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

5.7 Request Creation Intervention

Intervention Type – The general type of works taking place
Intervention Category – The specific category of works which should link to the "Intervention Type"



Please be advised that if the following works have been selected then a "Project ID" will be mandatory to the SAR. The project manager will automatically be added once a Project reference has been chosen. If you do not have a project, there is a disclaimer tick box to accept.

Intervention Type: Upgrade
Intervention Category: Deployment, SWAP, Self Install, Equipment Removal & Relocation

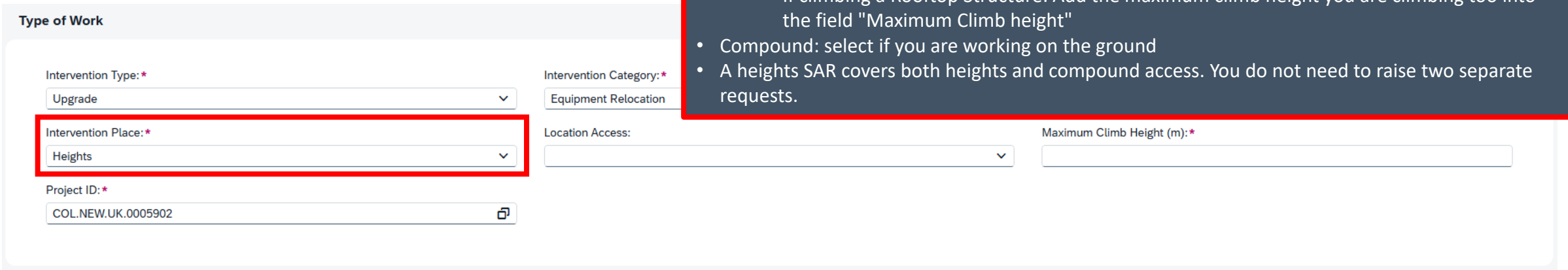
Intervention Category: Working In Conjunction SARS please make sure you choose the correct Intervention Type.

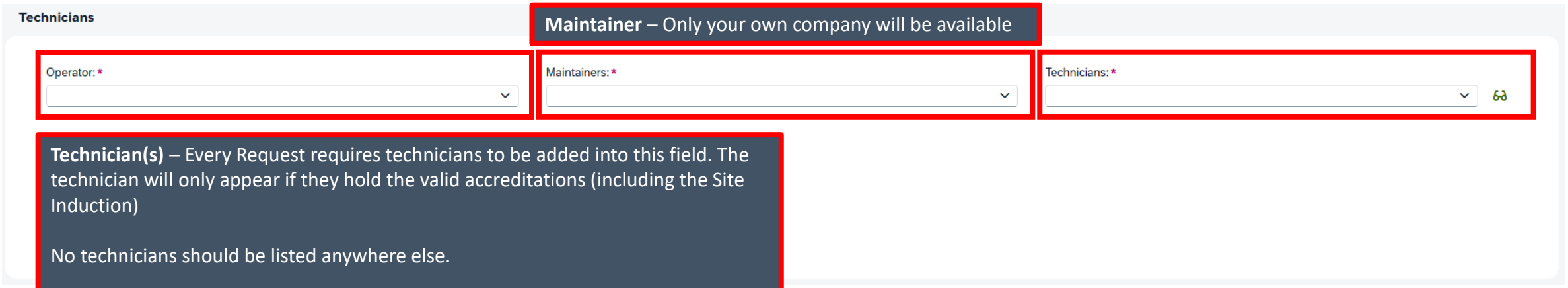
Intervention Type		Intervention Category
Drop Down	**Work type**	**Category Selection**
Survey	Carrying out a Survey	Audit
Maitenance	Pre planned maintenance	Resolution of Restriction Preventive Preventice TIS
Upgrade	Installations	Self Install Deployment Equipment Relocation Generator (Installation & Refuelling)
	Decommisions	Equipment Removal Generator Removal
	Like For Like's	Swap Card Change
Fault	Reactive/Fault Work	Emergency Access Request Corrective Fault Corrective - TIS

5.8 Request Creation Intervention

Intervention Place –

- Heights: Select if working at height on a tower
  - If climbing a tower: Add the maximum climb height you are climbing too into the field "Maximum Climb height"
  - Whole Site – Only use for Drone Works
- Rooftop: Select if working at height on a 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
- A heights SAR covers both heights and compound access. You do not need to raise two separate requests.





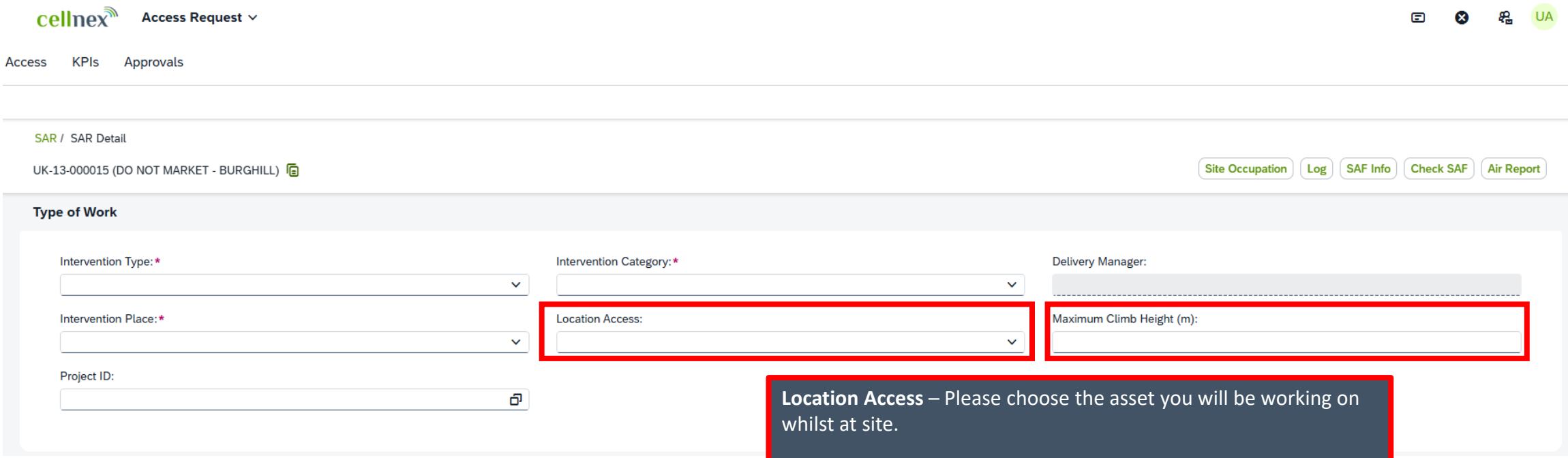
Maintainer – Only your own company will be available

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.

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)**

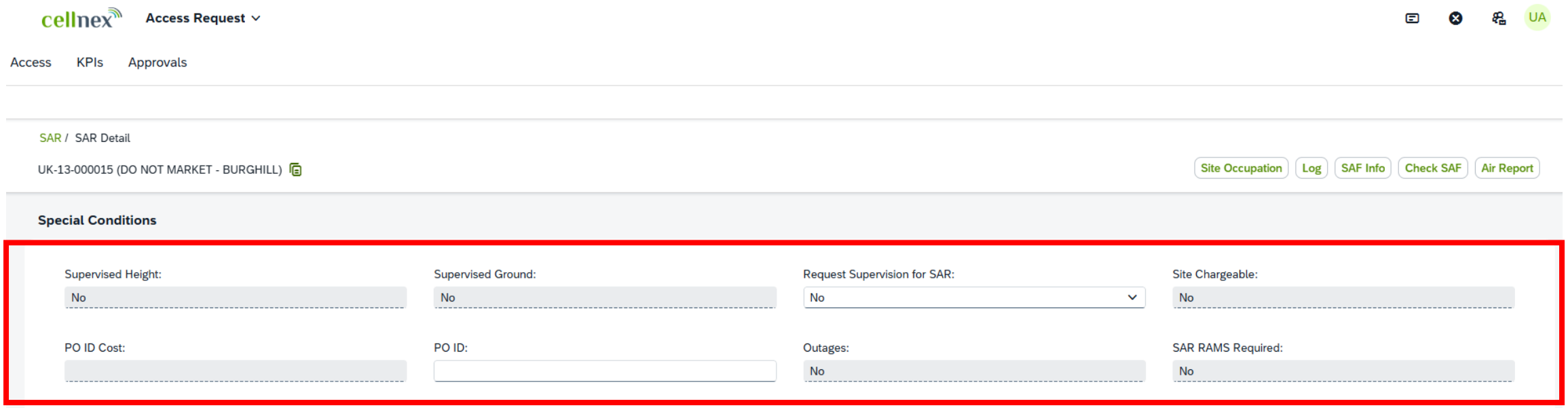
5.9 Request Creation Intervention



Location Access – 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 unless it's a rooftop then 0 needs to be added.

5.10 Request Creation Intervention



PO ID – All SARS where a PO is required must have a PO reference into the "PO ID" field and an attached a PO Document. (Please note, we do not accept 3rd party POs, it must be in the name of the accredited company requesting access)

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

Site Chargeable – If "Yes", then the site will need a PO adding to the SAR. Refer to the SAF for the amount required

Supervised Height – If "Yes", then the SAR will need a PO adding to the SAR for the amount populated in the POID Cost

Supervised Ground – If "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 refer to the PO ID guidance above

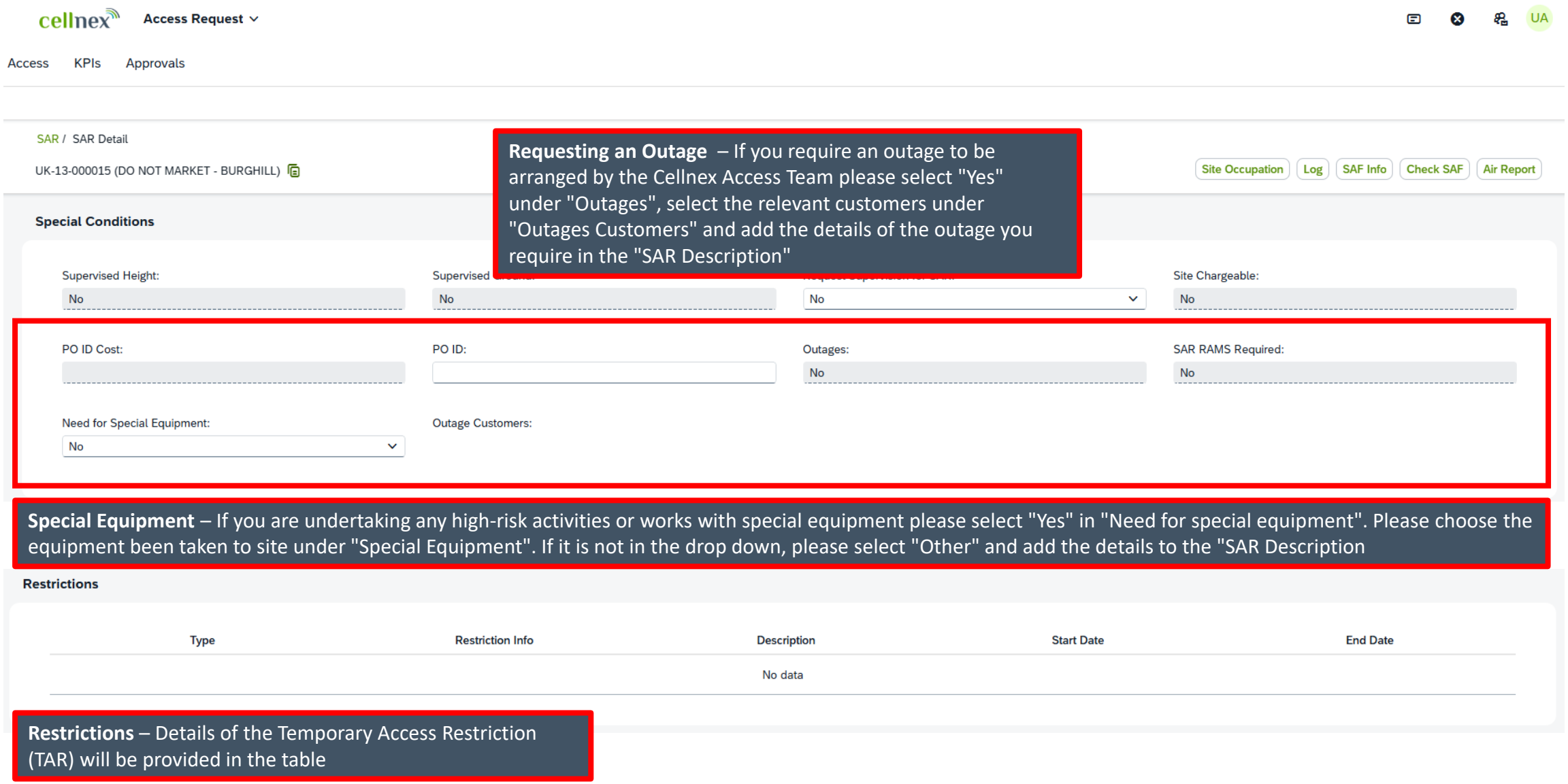
5.11 Additional Questions

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

Questions and Answers

Question	response
10) BT Hightower sites 1. Please acknowledge you have attached the correct engineer documents required for the access requested. 2. Please provide two alternative dates on the novated form for supervised visits. 3. Ground Level - State the compound to be accessed (Sharers compound/BT Compound) from the Aerial/Ground location field, only BT Compound & Shares access without keys requires the access forms. Copy of PO (if required - Please ensure the PO value aligns with the charges table), please confirm these are attached.	ok ok n/a
13) BT High Tower Sites - Work at heights/Site Share Requests 1. Heights (Climbing) - Access Forms, Copy of PO (if required - Please ensure the PO value aligns with the charges table) ,RF Awareness, 1st aid, EUSR (Climbing & Rescue) Card Number and Medical Cert. Heights (Rooftop) Access Forms, Copy of PO (If required - Please ensure the PO value aligns with the charges table) ,RF Awareness, EUSR (Rooftop) Card Number. Please confirm these are attached. 2. All Site Share Access requests must be submitted to Agora with at least 15 Working Days' notice to allow the access team to send to BT High Tower. Please ensure the PROJECT reference is added on the novated / non novated form.	ok ok

5.12 Restrictions & Special Equipment

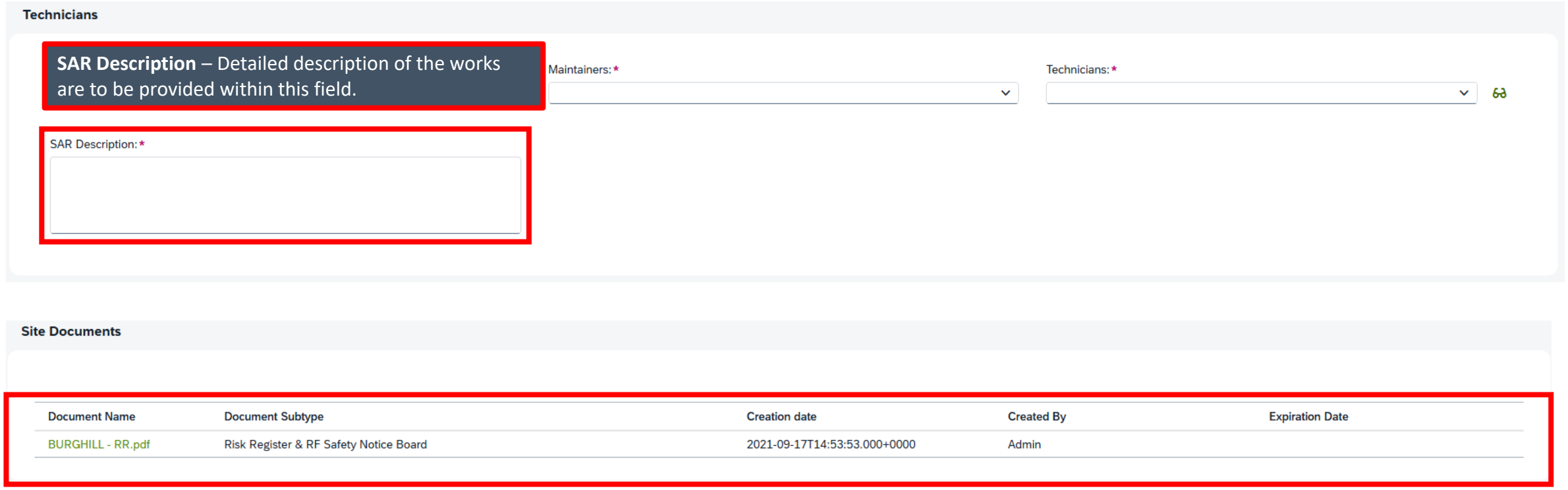


Requesting an Outage – If you require an outage to be arranged by the Cellnex Access Team please select "Yes" under "Outages", select the relevant customers under "Outages Customers" and add the details of the outage you require in the "SAR Description"

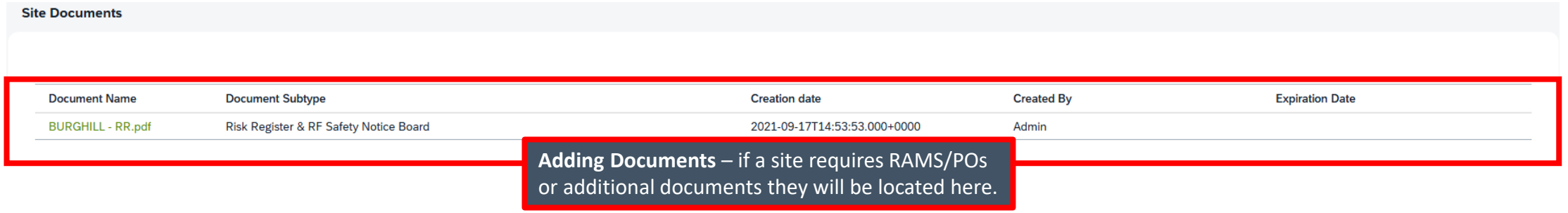
Special Equipment – If you are undertaking any high-risk activities or works with special equipment please select "Yes" in "Need for special equipment". Please choose the equipment been taken to site under "Special Equipment". If it is not in the drop down, please select "Other" and add the details to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

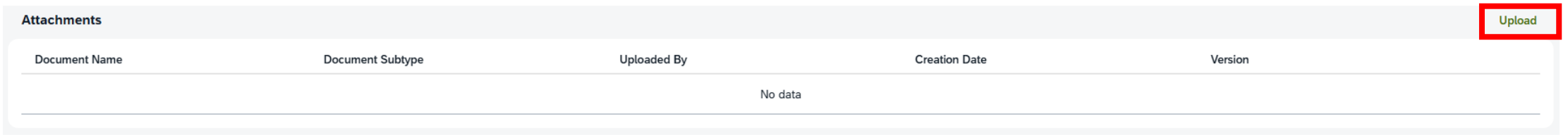
Restrictions – Details of the Temporary Access Restriction (TAR) will be provided in the table

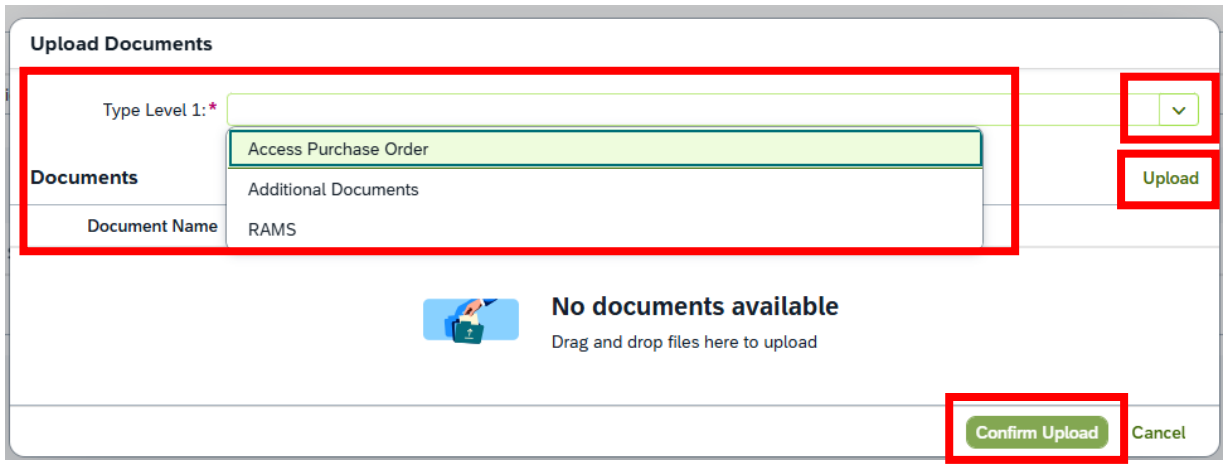
5.13 SAR Description & Site Documents



5.14 Site Documents: Adding Documentation

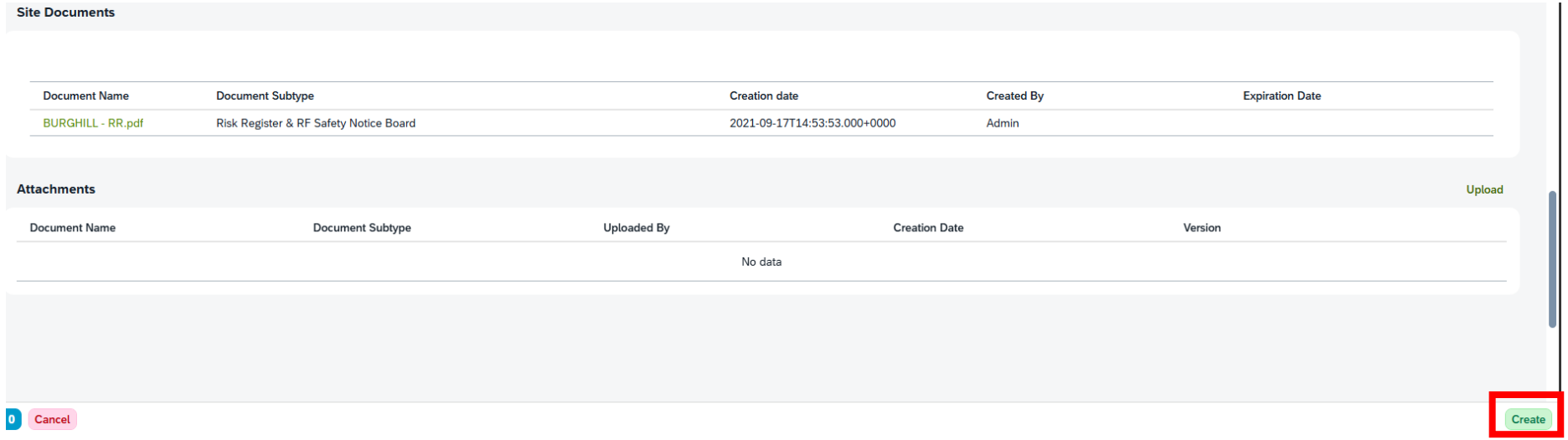


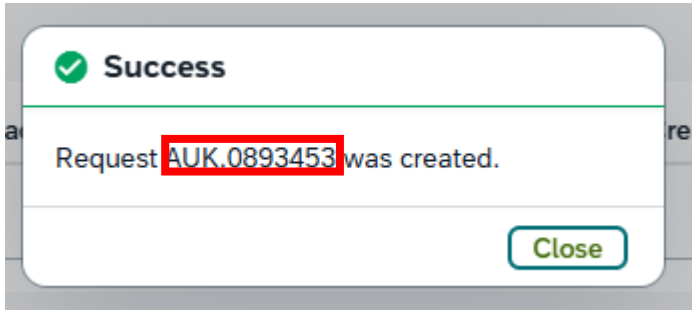




"Upload" – To add the documents required.
Please choose the appropriate document category from the drop down.
Then click "Upload"
Then click "Confirm Upload"

5.15 Completing Site Access Request (SAR)





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

A pop up will appear with the AUK reference that has been created. An email notification will also go to the email address attached to the requester's profile along with the technicians listed.

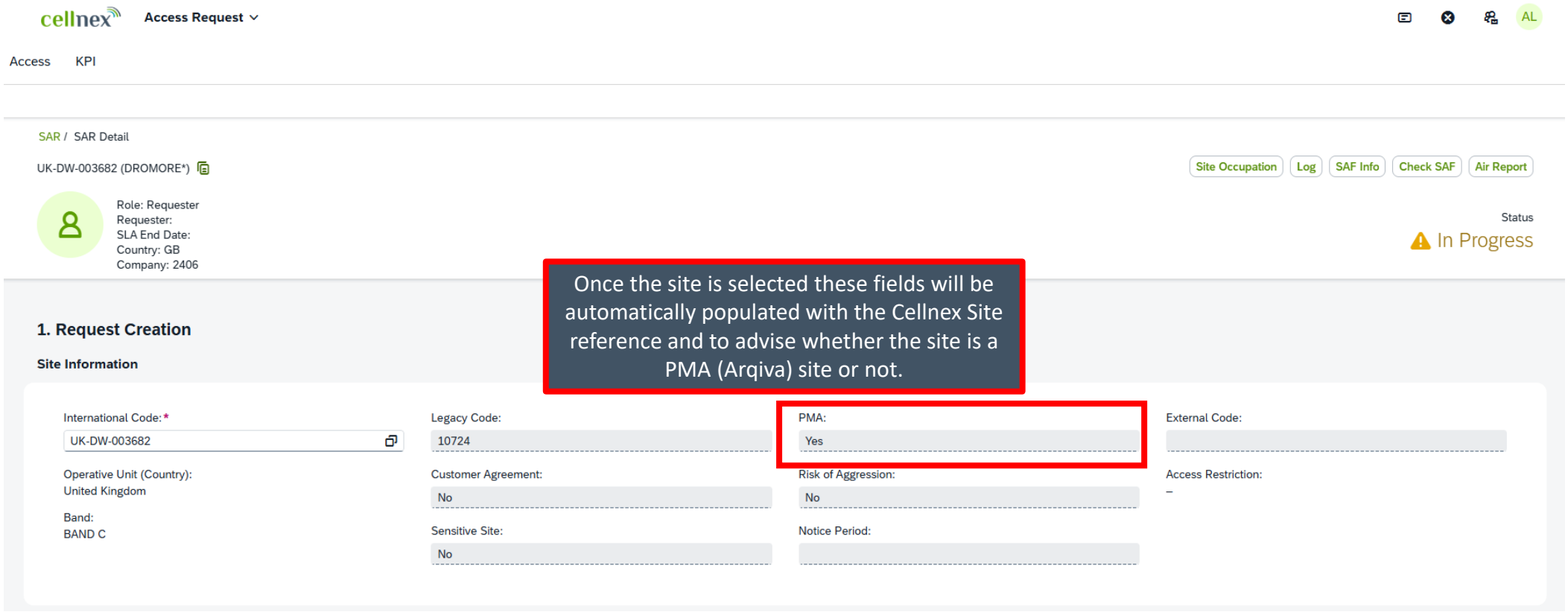


06

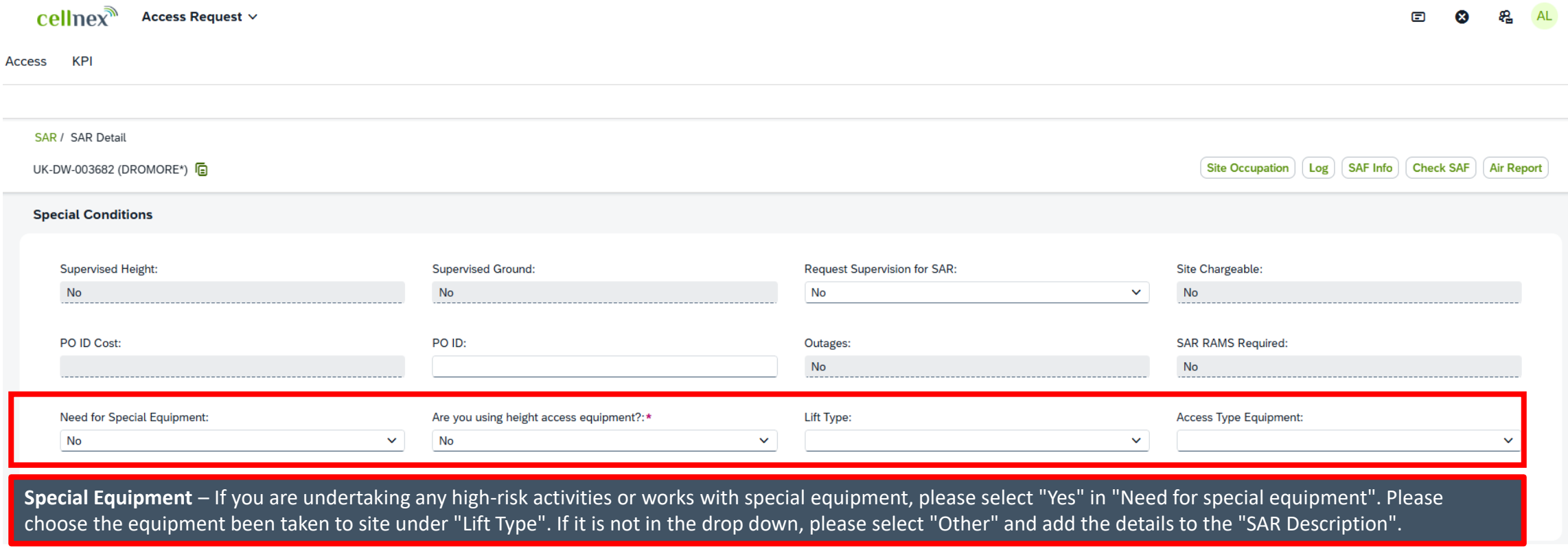
Create a Site Access Request (SAR) for a PMA (Arqiva Broadcast) Site

6.1 Request Creation – PMA Site Identification

Please note, when creating a Site Access Request on an Arqiva PMA site in Agora there are some additional requirements and changes to the field names, the slides in this section cover these requirements.



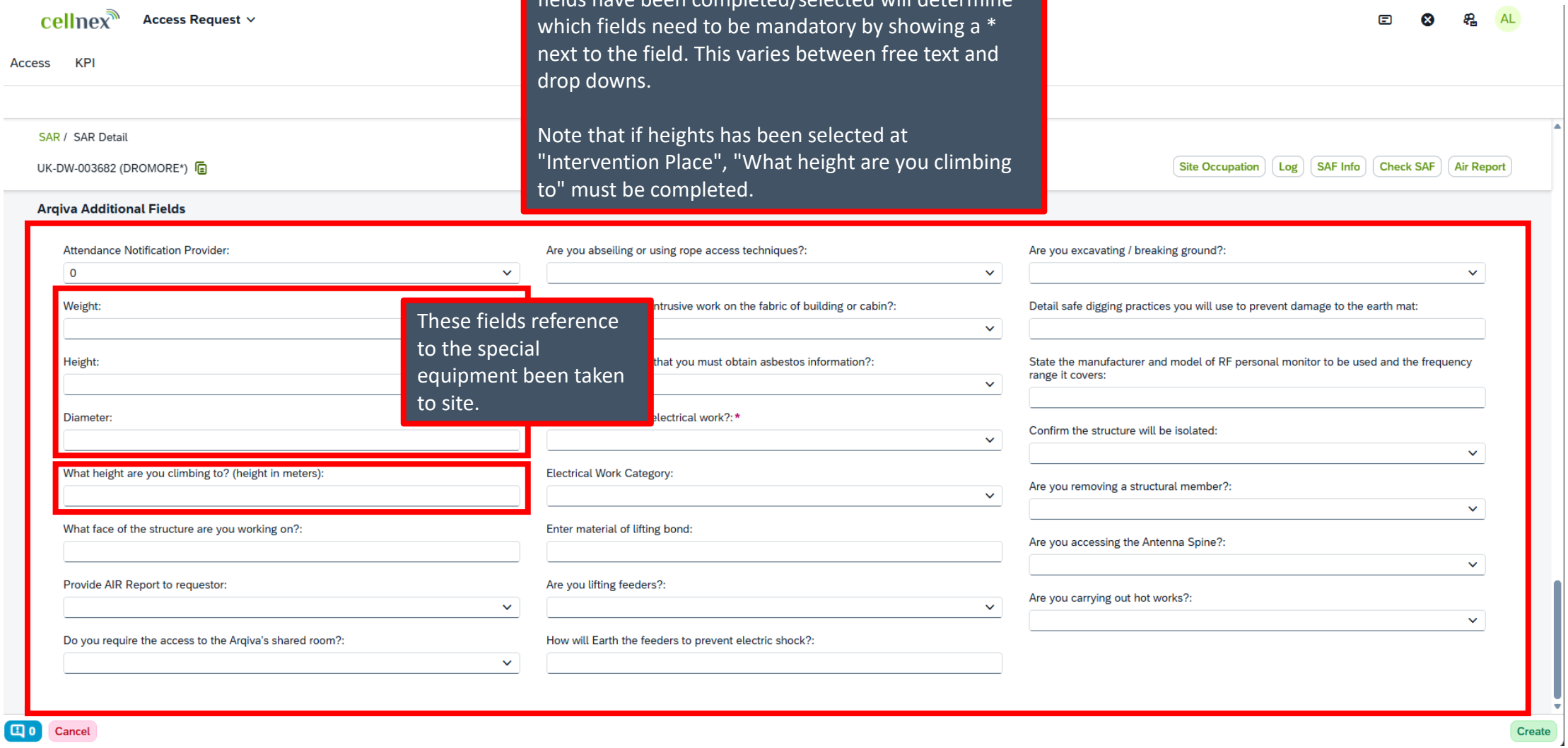
6.2 Special Equipment – Arqiva Lift Type



6.3 Request Creation – Arqiva Additional Fields

Request Creation Info Creation – Depending the 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.



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 they do not have the right accreditations

Site Type	Work Location	Intervention Place	Accreditaion Requirements	Portfolio's
Rooftop	Working on the Rooftop	Heights	Rooftop RF Awareness Site Access Induction	Additonally 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 NS14 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

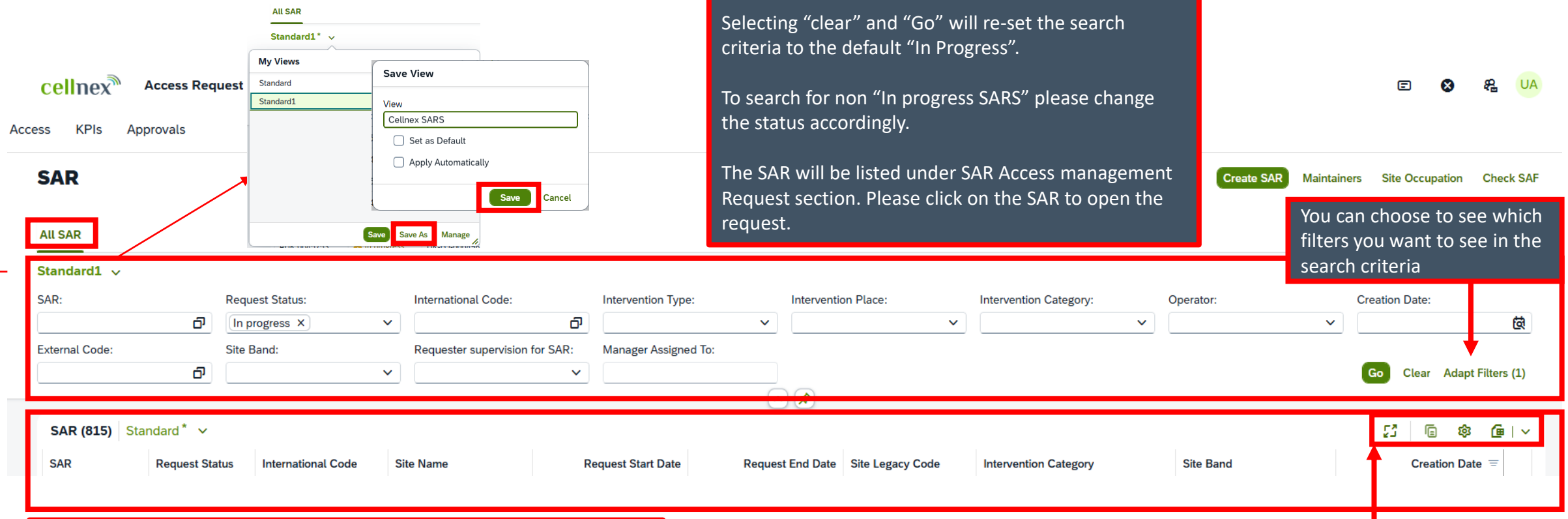
The Search Criteria – Various filters to search for SARs.

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

Selecting “clear” and “Go” 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 SAR Access management Request section. Please click on the SAR to open the request.



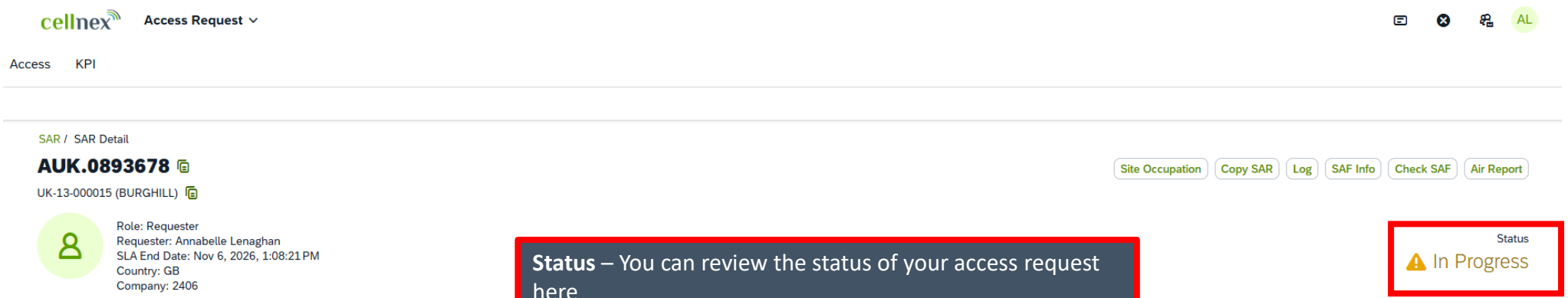
You can choose to see which filters you want to see in the search criteria

Within the Standard search you can also save filter views.
Apply the filters you require, click the arrow press “Save as” this will prompt a pop up for the SAR view to be named and saved. This will then be within the list of All SARS.

You can maximize the window of SARS.

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

8.2 Site Access Request (SAR) Status



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

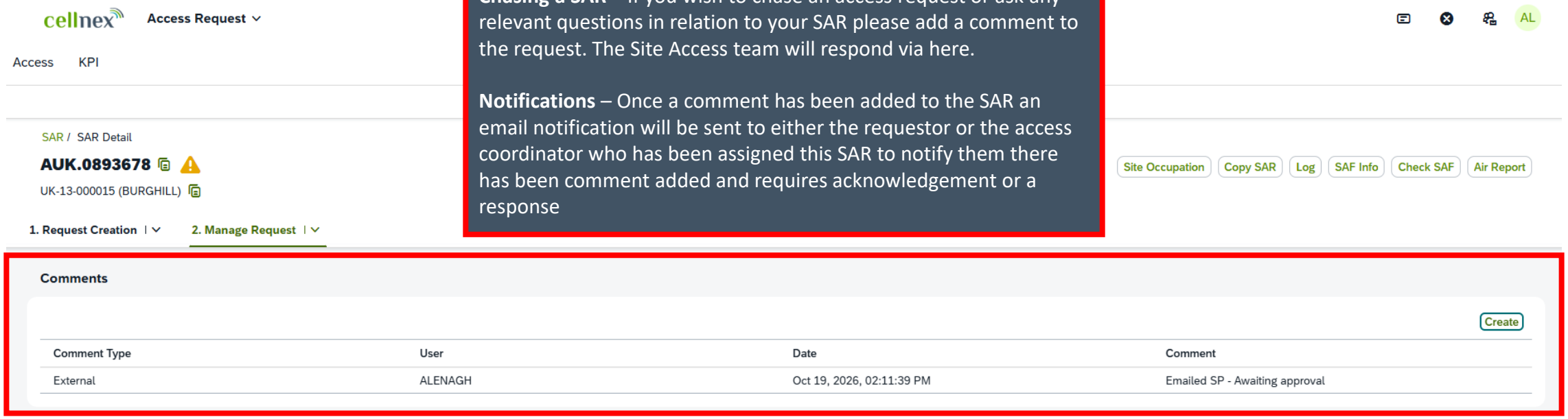
Cancelled – The SAR has been cancelled. Please review the reason within the "Cancel Comments" field

8.3 Site Access Request (SAR) Comments

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

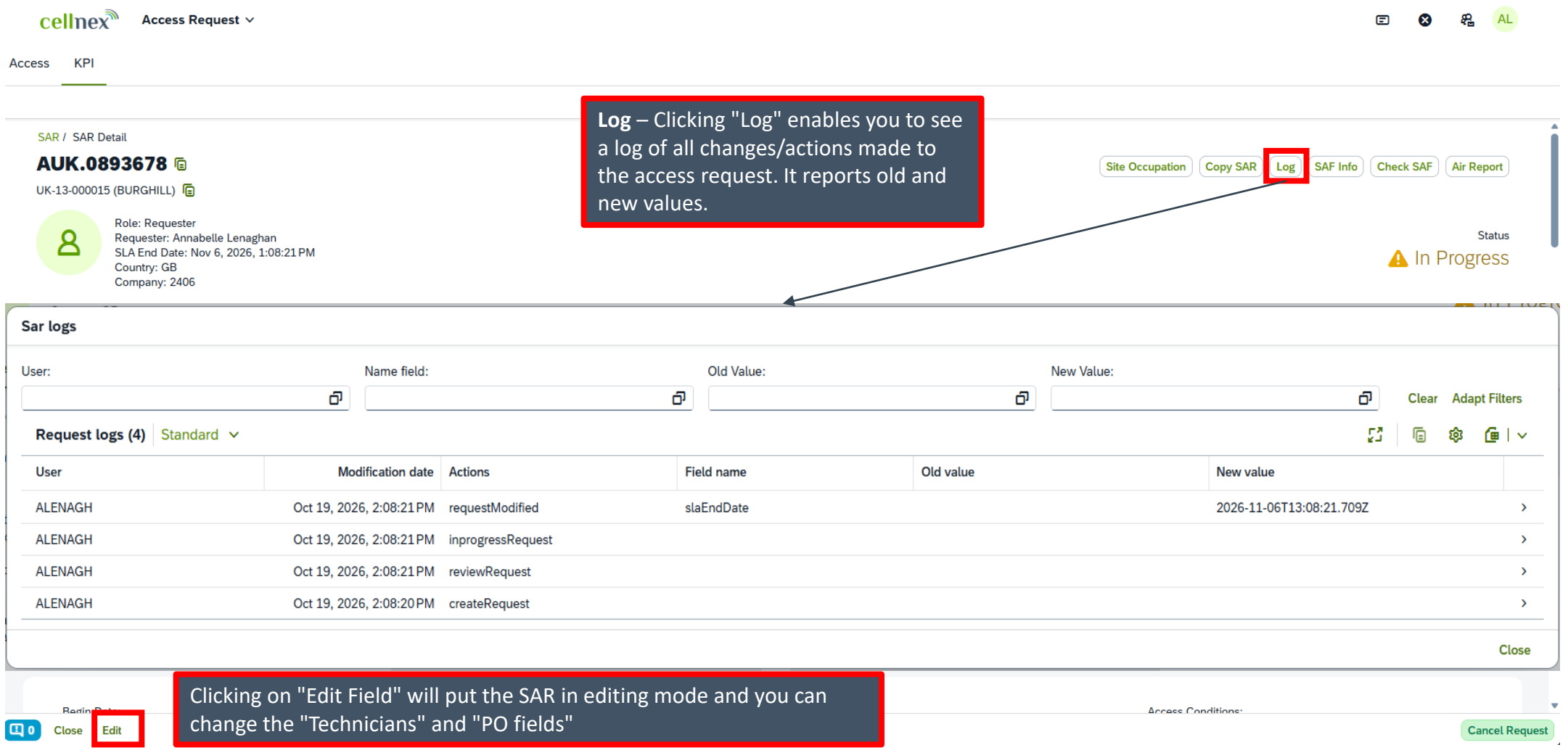
Chasing a SAR – If you wish to chase an access request or ask any relevant questions in relation to your SAR please add a comment to the request. The Site Access team will respond via here.

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

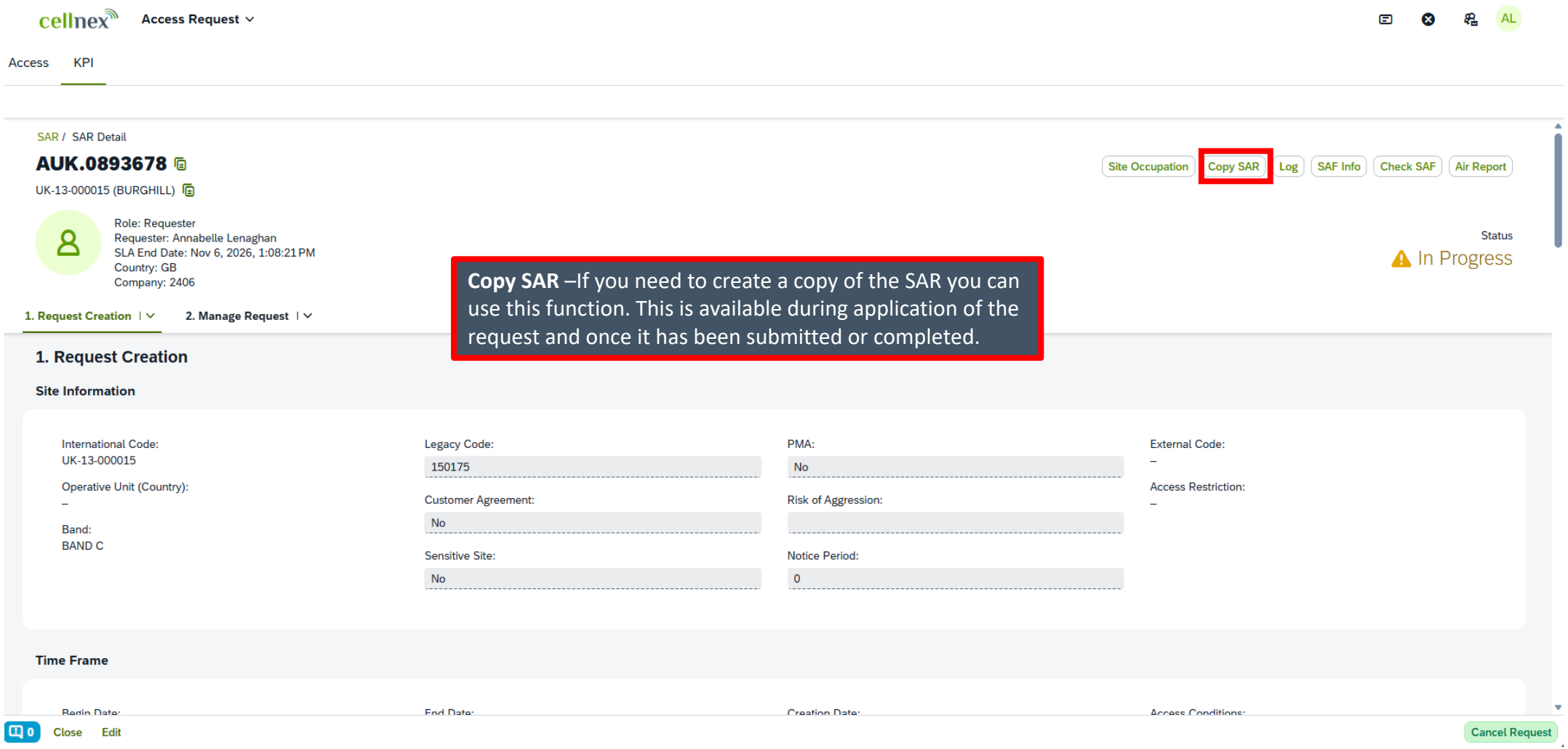


Scenario	Email Notification (to)
Site Access Request (SAR) Raised	Requester & Technicians
Approved	Requester & Technicians
Refused	Requester & Technicians
Cancelled	Requester & Technicians
Engineer Change	Requester & New Technicians

8.4 Site Access Request (SAR) Log

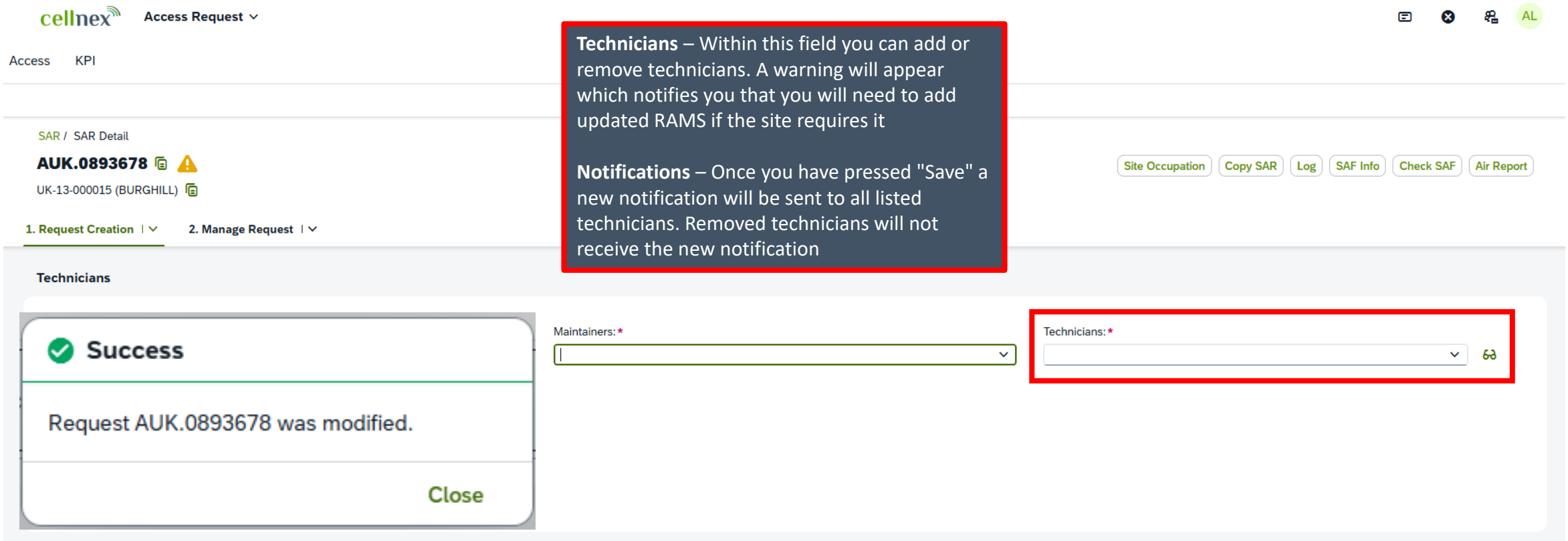


8.5 Site Access Request (SAR) - Copy SAR



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 submitted or completed.

8.6 Site Access Request (SAR): Edit a Technician



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

09

Cancel a Site Access Request (SAR) Including Pylons

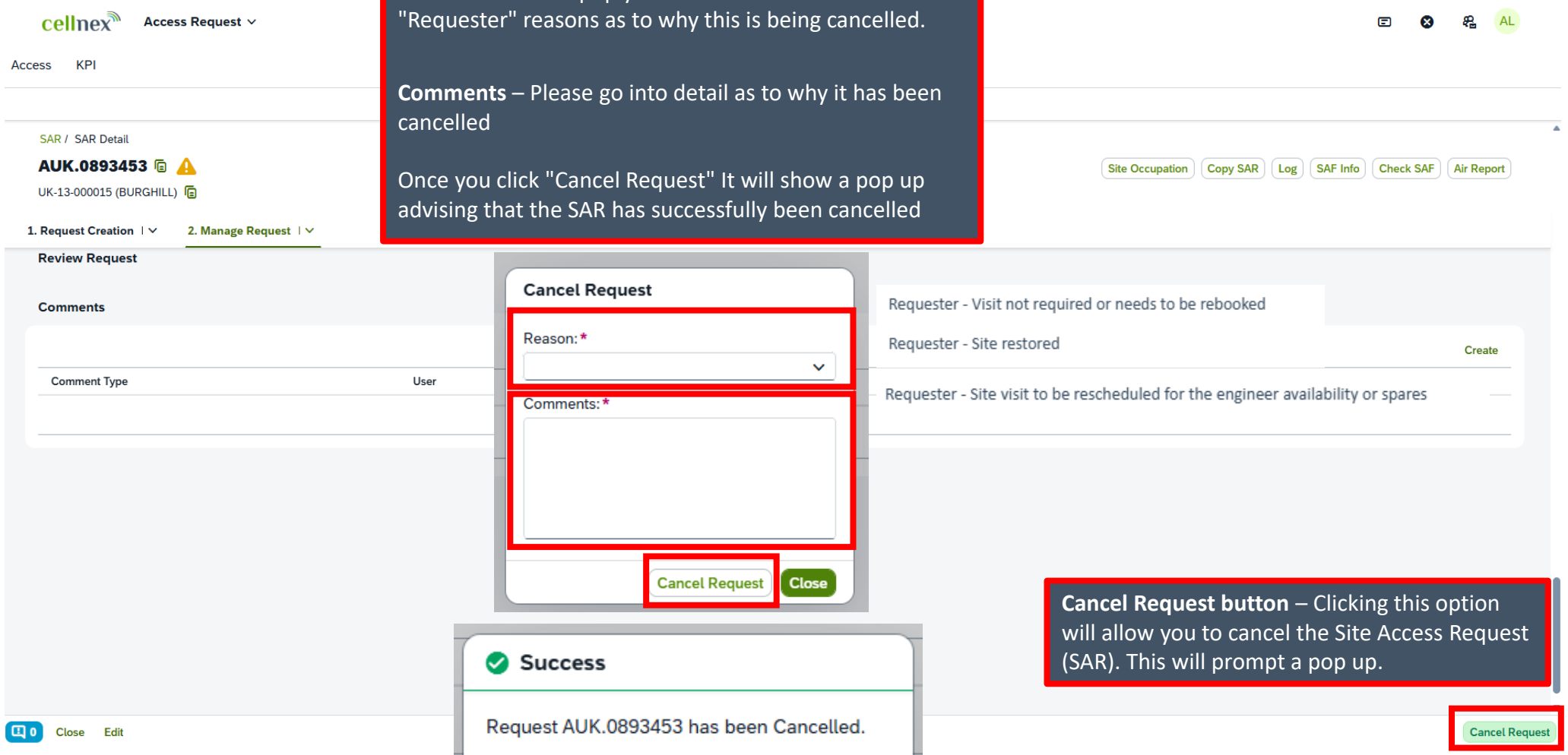


9.1 Cancel Request Reason

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" It will show a pop up advising that the SAR has successfully been cancelled



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

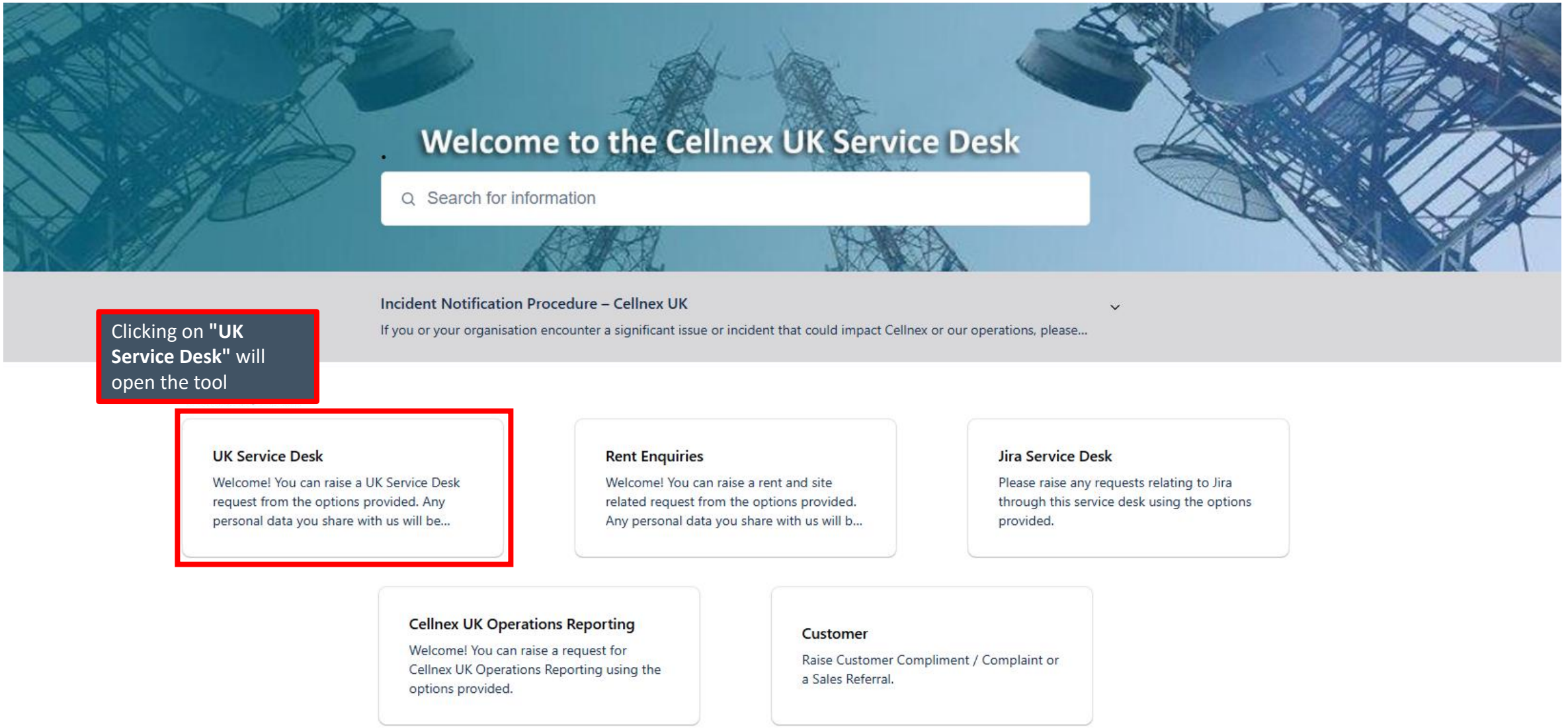
10

Post Work Reports (PWR)



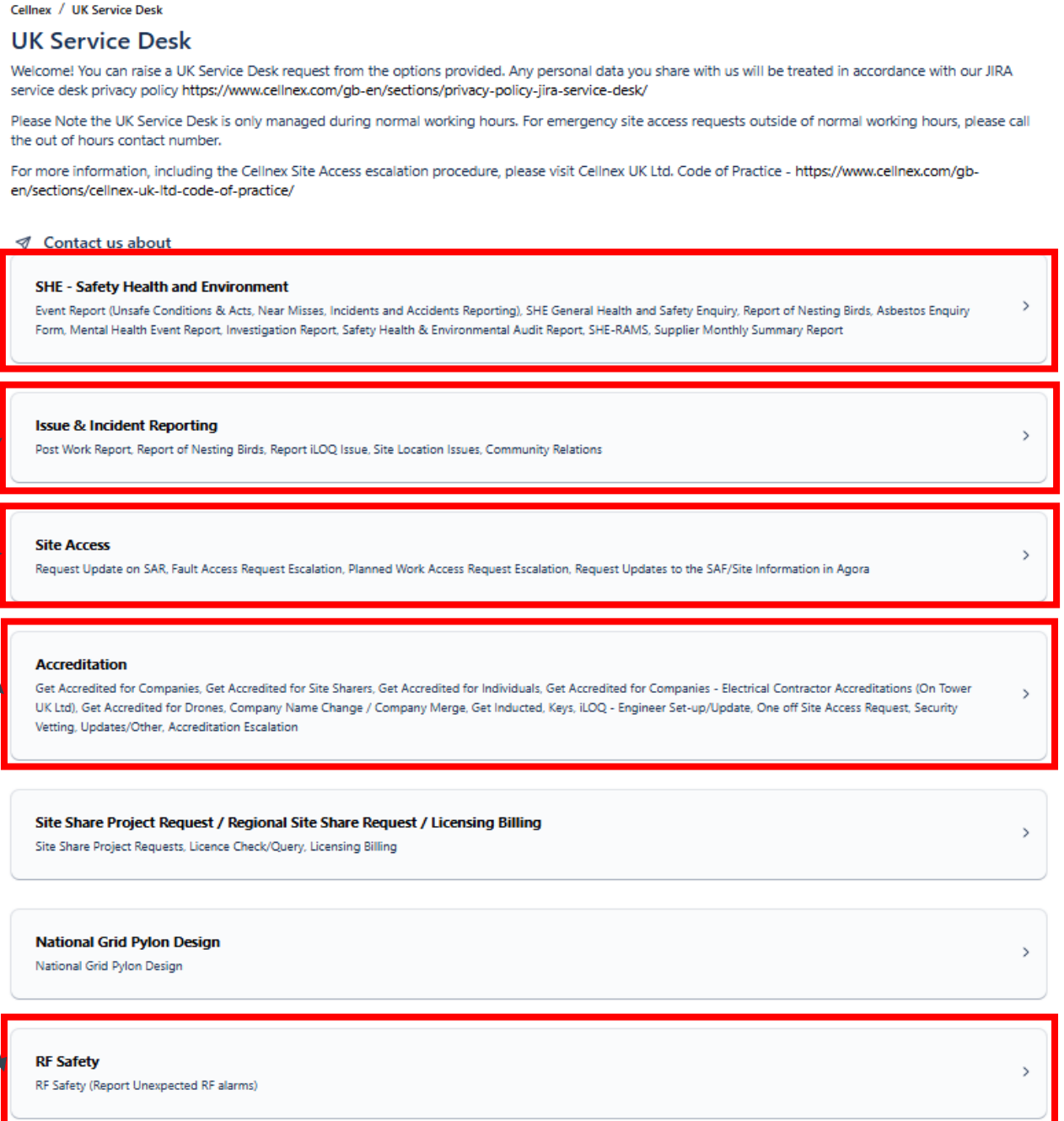
10.1 Cellnex UK Service Desk

To report an issue on site, visit the UK Service Desk
Cellnex - Jira Service Management

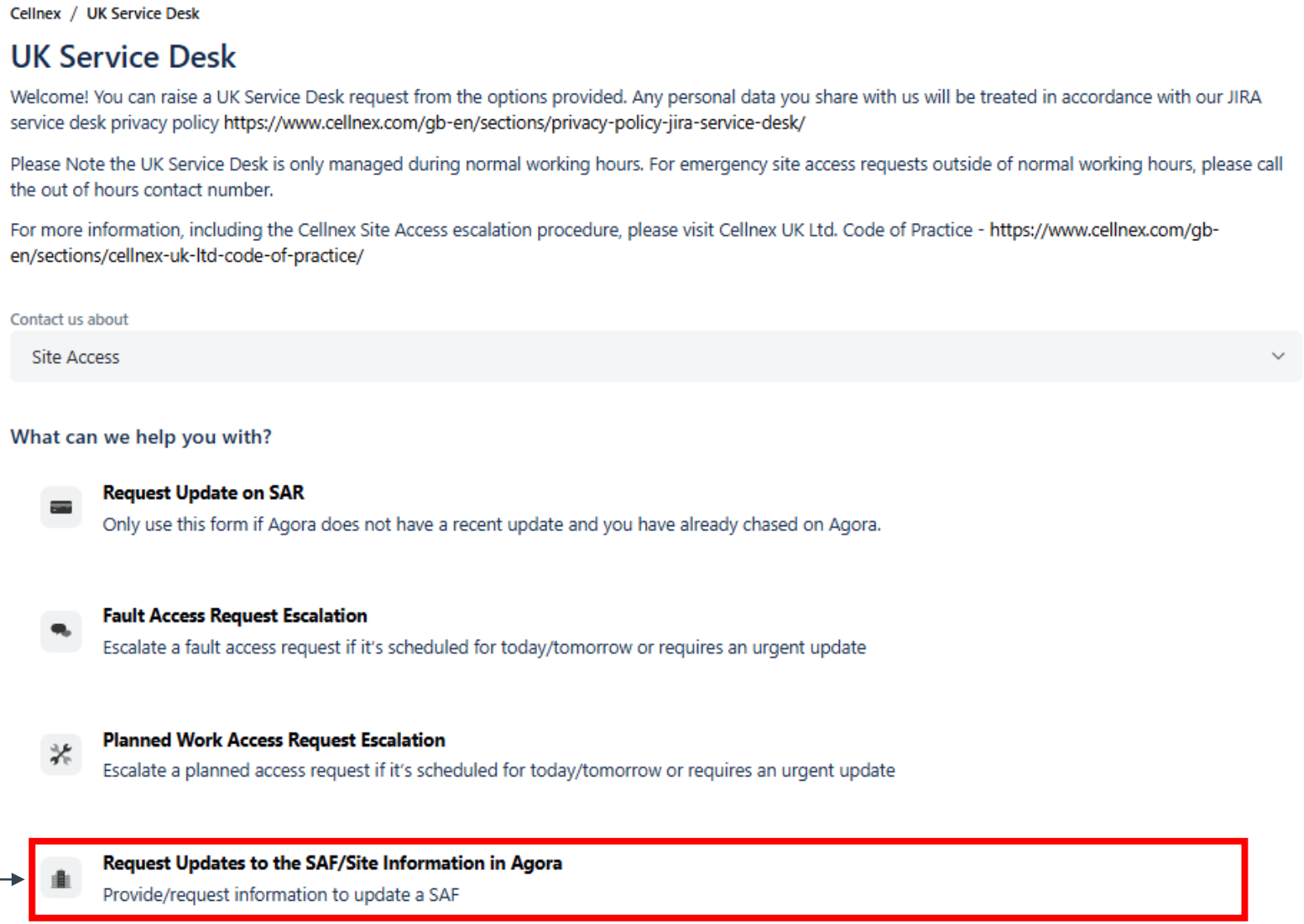


10.2 Cellnex UK Service Desk

Click on the relevant option to report an issue.

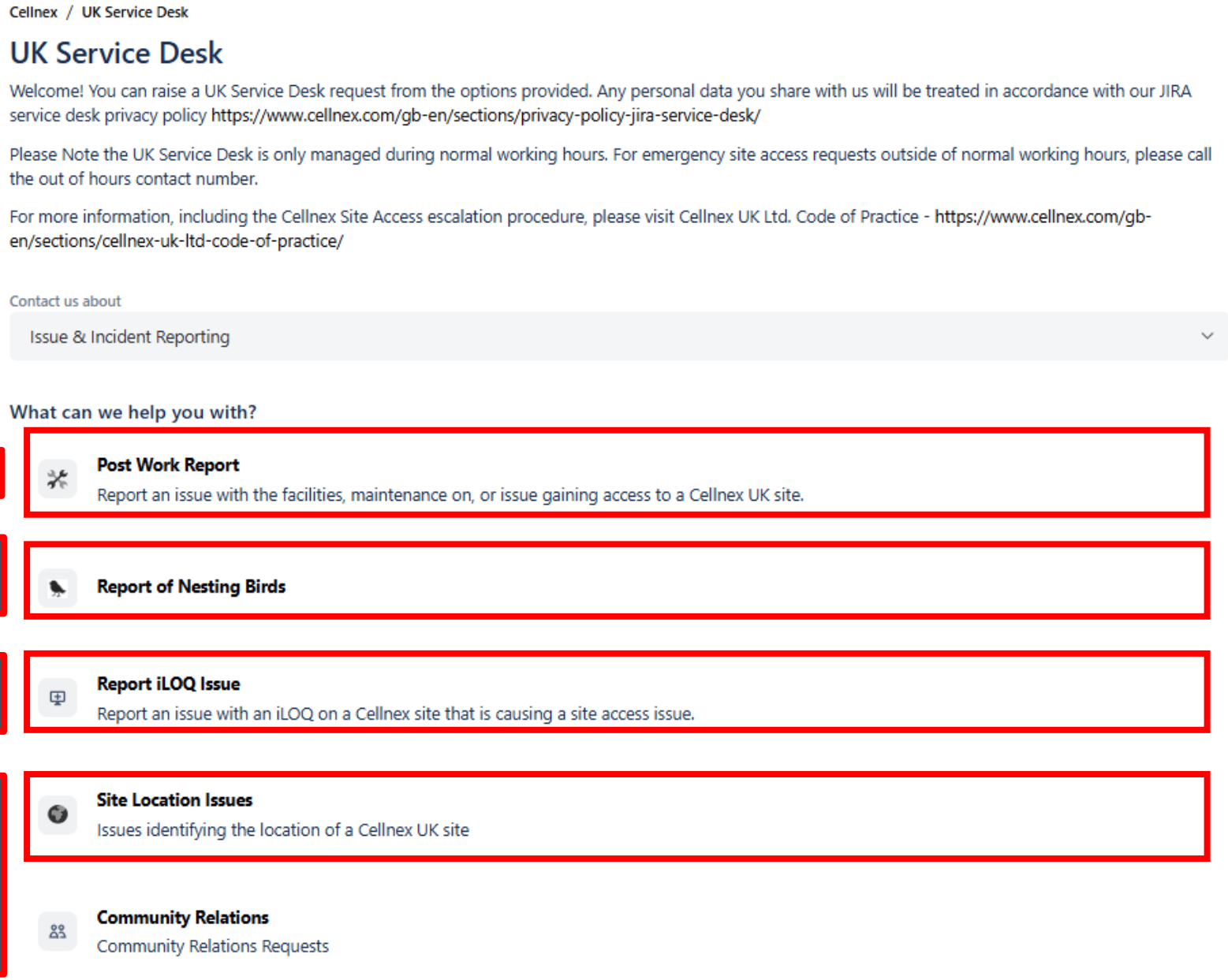


10.3 Request Update to Site Access Information



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 Issue and Incident Reporting



Post Work Report (PWR)

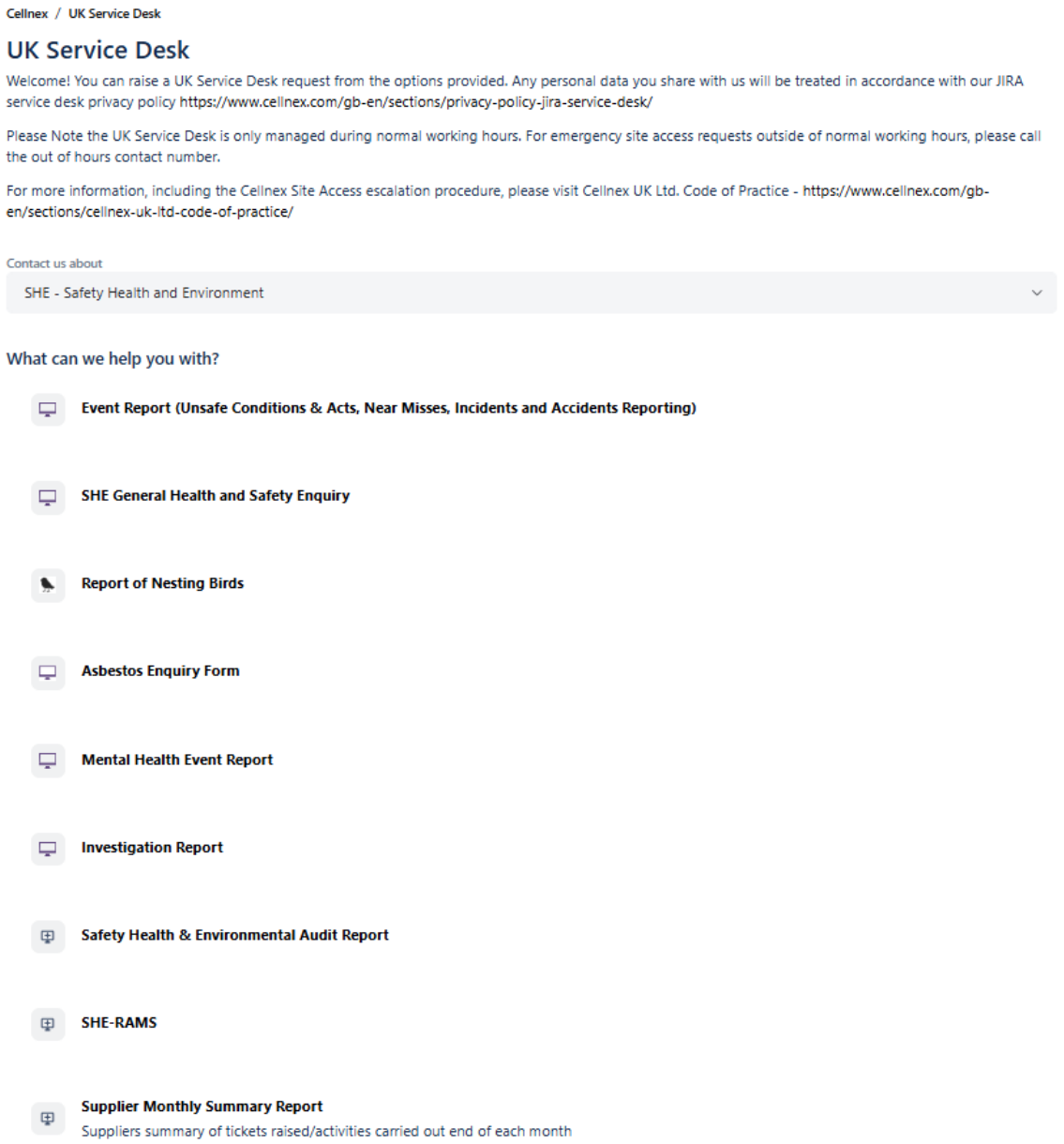
Report of Nesting Birds
- Nesting Birds on site

Report iLOQ Issue
- Broken iLOQ"s on site

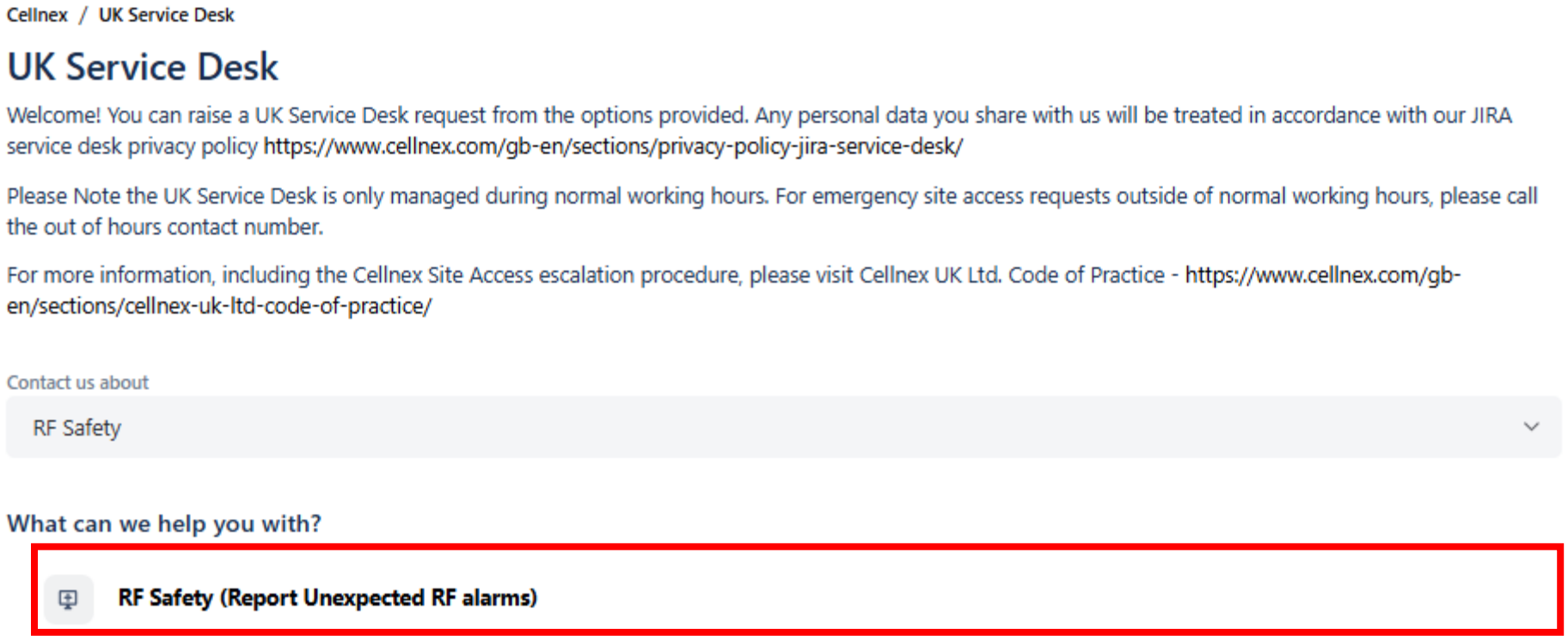
Site Location Issues
- **Unable to locate the site with the directions provided in the SAF**
- **Changes to the current access routes**

10.5 SHE – Safety Health and Environment

Click on the relevant option to report an issue.



10.6 RF Safety



RF Safety

- High levels of RF or Narda alarms sounding



11

Site Access Policies and Documents

11.1 Additional Guidance and Documents

- Cellnex Code Of Practice - for Cellnex Site Policies and Procedures

- eLearning Videos:
  - Customer Filters and overview results in SAR
  - How to create a Site Access Request
  - Site Access Requests Overview

Thank you

