Thames Water Site Access Request Process

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Thames Water Introduction

1 Thames water Introduction and Purpose

- **Introduction**
  This guidance provides a clear process for telecommunications maintainers and contractors requiring access to Thames Water sites. It sets out the checks and requirements that must be completed before attending site and undertaking works.

- **Purpose**
  The purpose of this guidance is to ensure that the appropriate Thames Water Operational Safety Authorisation (TWOSA), access approvals, supporting documentation and Agora Site Access Request (SAR) are in place before works commence.

- **Scope**
  This guidance covers routine maintenance and fault repair TWOSAs, as well as site-specific or “One off” TWOSA requirements for specialist activities and works.

- **Key Principle and arrangement**
  Appropriate authorisation must be obtained before attending site or commencing works. All keys now arranged via accreditation submitting a ticket to our Service Desk.



Verification Process

2 Maintainer Verification Process

- **Verification**
  Before requesting access to a Thames Water site, the Maintainer must be verified against the appropriate operator and subcontractor lists.

- **Confirm the Operator**
  Check that the company requesting access is listed with the appropriate operator:
  - MBNL
  - Cornerstone
  - Airwave

- **Confirm Subcontractor Status**
  All companies attending the Thames Water site must be listed on the relevant subcontractor list for the applicable TWOSA arrangement.

- **Unaccredited maintainer One off TWOSA/One off Site Access Request**
  Where a company is not accredited under one of the approved operator/subcontractor arrangements stated above, a One off Site Access Request and One off TWOSA must be obtained before attending site, including for routine maintenance and fault repair works.
  One off Site Access Request form.



Routine Maintenance & Fault

3 Maintenance & Fault - 6 monthly TWOSA

The following requirements apply to all telecommunications Maintainers attending Thames Water sites to carry out routine maintenance or fault repair works.

- **MBNL – Three / Hutchison 3G and EE – Orange / T-Mobile**
  All telecom Maintainers working on MBNL telecommunications equipment must be listed on the MBNL approved subcontractor list before attending any Thames Water site.

  New Maintainers not currently on the MBNL approved list:
  Please contact MBNLSHQE@turntown.com to arrange approval.

  All MBNL TWOSAs (Thames Water Operational Safety Authorisations) are uploaded to Sitenet. If you experience any issues downloading a TWOSA, please contact the Ericsson Estates Team at ericsson.estates@ericsson.com.

- **Cornerstone UI Infrastructure– VMO2, Vodafone and Mitie**
  All telecom Maintainers working on behalf of Cornerstone, VMO2, Vodafone, Mitie must be on the Cornerstone sub-contractors list before attending any Thames Water sites.

  For all new contractors not on the cornerstone sub-contractor list, please email Andrada Stroe: andrada.stroe@unitedinfrastructure.com
  To obtain a Cornerstone TWOSA please email cornerstone.twosa@unitedinfrastructure.com

  - **Airwave**

  Please email becky.tew@motorolasolutions.com; aisha.younis@motorolasolutions.com.



One off TWOSA

4 Site Specific / One off TWOSA

- A ticket must be raised in the UK Service Desk including the requirements outlined on Access guidance – TWOSA Form

  If the scope of work includes any of the activities listed below, it will be classified as a “One off” TWOSA. This permit is issued by Thames Water via the Cellnex Site Access Team.

  Cellnex SHE approval is required before raising a One off TWOSA. Once raised, Site Controllers require a minimum of 10 clear working days’ notice for approval. Please allow sufficient time when planning the works.

  Requests must be submitted along with the relevant supporting documentation for each work type with the access form mandatory required:

  - Upgrades
  - New installations
  - Use of cranes, MEWPs, cherry pickers, or drones
  - Borehole drilling
  - Excavation
  - Scaffolding
  - Hot works
  - Dish work



Support Documentation

s

One off TWOSA

5 Requirements for each work type.

- **Plant Access (Crane, MEWP, Cherry Picker, Hiab)**

  - Berthing Plan
  - IPAF (not required for Cranes)
  - Liability Insurance/Employers' Liability (Confirmation of Insurance limit of Indemnity GBP 10,000,000 each)
  - Rescue Plan
  - Site Specific RAMS from Principal Contractor detailing the use of the Plant onsite
  - Site Specific RAMS from Plant Company (not required if Self Drive)
  - If Plant is to be berthed on a Public Road, need to see Council Permit and Traffic Management Details
  - Dates when Plant is onsite for (if project is over multiple days)
  - If multiple Companies attending, I require a list of Companies with a brief description (one liner) in terms of what works they are going to carry out
  - Please complete the Thames Water access From

- **Dig/Borehole/Ducting**

  - Photo/Drawing of the proposed Dig/Borehole
  - Will it be inside or outside of the Compound (If outside of the Compound, this requires a Wayleave)
  - Hand or Mechanical Dig
  - If Mechanical, what Plant/equipment will be used (State Name & Model)
  - Depth/Width of the Dig/Borehole
  - Will CAT Scan be taking placed prior to the dig to check for Pipes/Cables underground
  - Liability Insurance//Liability Insurance (Confirmation of Insurance limit of Indemnity GBP 10,000,000 each)
  - Site Specific RAMS from Principal Contractor covering all works to be carried out
  - If multiple Companies attending, I require a list of Companies with a brief description (one liner) in terms of what works they are going to carry out
  - Please complete the Thames Water access From

- **Drone**

  - Pilot's Licence
  - Drone Insurance
  - Pilot's Flying Certificate (normally UK Civil Aviation Authority)
  - Proposed area where Drone is taking Off and Landing
  - Site Specific RAMS from Drone Company
  - All companies attending must be accredited in Agora and must submit their own Agora permit
  - Please complete the Thames Water access From

- **Scaffolding**

  - Berthing Plan of the Scaffolding - Photo/Drawing
  - Liability Insurance
  - Site Specific RAMS from Scaffolding Company
  - Date when Scaffolding will be erected
  - Date when Scaffolding will be removed
  - All companies attending must be accredited in Agora and must submit their own Agora permit
  - Please complete an Access Request Form (see embedded document)
  - Site Specific RAMS of all companies attending
  - If multiple Companies attending, I require a list of Companies with a brief description (one liner) in terms of what works they are going to carry out
  - Please complete the Thames Water access Form in Appendix 1



Agora Site Access Requests

6 Agora Site Access Request (SAR) Requirements

- All companies attending a Cellnex site must comply with the Agora SAR requirements before attending site.
- Each company attending a Cellnex site must submit its own Agora SAR.
- Companies must not submit or raise an Agora SAR on behalf of another company.
- Before submitting an Agora SAR, the company must be appropriately accredited and registered within the Agora system.
- Access requests for all companies attending site must only be raised once the relevant One off TWOSA has been approved.
- Once the required permits have been created in Agora, the customer must include the relevant AUK numbers on the One off Site Access Request TOW.
- The One off Site Access Request TOW will be closed by the coordinator after all the permits associated with the work have been received.

Appendix 1:

ACCESS REQUEST FORM FOR ALL CELLNEX THAMES WATER SITES

Site Name	[Add Site Name]
Address	[Site Address]
Operator & Cell Reference No	[Add Operator] & [Add Operator Cell Ref]
Company Attending	[Add ALL Companies attending]
Company Office No	[Add main contact number]
Name & Mobile of lead Engineer/Surveyor	[Add Lead names/contact info]
Date, Time & Duration of Visit	[For each company add the dates they will be attending along with duration on site] – example – *Cellnex – 01/01/25 – 10/01/25 each day 8hours.*

Brief Details of Works	[Under every companies attending add a detailed work description of the works they will be commencing on site]
Number of People Onsite	[Add each date and then how many engineers attending] – Example 01/01/25 – 4 engineers 02/01/25 – 4 engineers 03/01/25 - 7 engineers and so on..
Working at Height…….Yes/No	[Add yes or no]
Working at Ground Level……Yes/No	[Add yes or no]
Bringing a Plant Onsite……..Yes/No	[Add yes or no along with special equipment listed]
Valid TWOSA…….Yes/No **(Thames Water Operational Safety Authorisation)**	[Add yes or no]

Does Contractor have Telecom Operator key?.....Yes/No	[Add yes or no]
Make, Model, Registration & Colour of Vehicle	[Add all vehicle details]

The request will be sent to access@cellnextelecom.co.uk with the supporting documentation under each work type. Please do not raise an Agora Access Request until you have an approved 'One off' TWOS.