

Arqiva Site Access Standard

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1 Purpose

The purpose of this document is to set out Arqiva's strategy for controlling and managing access to its operational sites to ensure the safety of visitors.

As a site owner, Arqiva recognizes its duty of care to all visitors to its sites whether they be employees, customers, contractors, or others. It recognizes that work activities undertaken by the site visitors may potentially impact Arqiva's neighbours and the public outside a site boundary. It also understands that in allowing visitors to access its sites there is a risk to Arqiva's and its customers', assets, and operations.

The nature of Arqiva's business is the transmission of Radio Frequency (RF) signals and providing site share facilities including the use of masts towers and rooftops as a platform from which customers transmit RF signals. These operational activities are supported by equipment installation and removal, fault response and maintenance activities which are undertaken by or on behalf of Arqiva and its customers.

These activities may present several hazards to individuals accessing Arqiva's sites and to the wider public outside its site boundaries. Arqiva recognizes that as the owner of these premises it holds the primary responsibility for putting in place controls to ensure that the risks to staff visiting site, other site visitors and the public are minimized.

2 Scope

This standard applies to all Arqiva employees, customers, contractors, and all other persons undertaking visits to Arqiva owned and managed sites.

3 Overview

The following Statement is intended as a high-level summary outlining Arqiva's position for this standard:

Aims:

- To ensure the safety of all persons accessing Arqiva operational sites
- Providing a structured system of control for access to minimise the risk of injury to persons by limiting access to those who are competent
- Providing a process by which all visitors to Arqiva sites can be advised of all known permanent and temporary hazards present on site
- To set out the processes to be followed which will ensure that all competent and legitimate visitors to Arqiva sites can obtain safe access with minimal delay
- To provide a single point of reference for all persons wishing to access Arqiva sites

Arqiva is committed to ensuring that risks: to its neighbours and the wider public; to both Arqiva's employees and its customers; to assets and operations, are controlled as far as is reasonably practical. To meet our commitments, we will apply the following principles:

- Take all realistic steps to meet reasonable access requests in line with contractual Service Levels
- Protect our environment through the employment of considerate working methods
- Set clear standards and measuring subsequent compliance
- Work closely with site providers to maintain a productive and harmonious relationship
- Assess visitor competence and provide accreditation to ensure they can safely complete

- the tasks they have been set
- Provide attendance at sites with significant hazards which cannot be reasonably mitigated by other means
- Deconflict site activities to ensure a safe working environment
- Document residual hazards and make available via the Access Request Portal
- Management of breaches to understand and take the actions necessary to prevent reoccurrence

Arqiva actively promotes continual improvement by:

Continuous review of its policies, processes, rules, and procedures; identifying areas of potential improvement and putting in place changes to affect those improvements

Actively seeking alternative, more effective, and efficient methods by which it can reduce risk to site visitors

Implementing periodic audits that ensure breaches of access arrangements are identified, subsequently investigated and where necessary, further steps taken to ensure compliance in the future

4 Access Standards - Summary

- All site visitors must be pre-accredited through the Arqiva Accreditation process
- Arqiva will make reasonable endeavours to provide timely access to site for its customers and their approved contractors.
- All visits to all Arqiva sites must be supported by an approved access permit
- All access to site must be in accordance with the site access provisions for the site
- Arqiva will manage the timely resolution of any site access issues which prevent an accredited company or persons with an approved access permit to access site
- Any works undertaken on site must be in accordance with the relevant Agreement
- All site visits are to be planned to take account of the published residual hazards for the site.
- All site visits for structures and rooftops are to be carried out in accordance with Arqiva's SHE rules and requirements
- All potentially overlapping site activities will be identified, and risks mitigated.
- Arqiva will provide site attendance to oversee higher risk site visits or operations.
- All site visitors will ensure that the site environment and relationships with neighbours and local site providers are protected.
- All work undertaken on Arqiva sites or Managed sites will be undertaken against Arqiva's SHE rules and requirements
- Any accidents, incidents or near misses (Don't Walk Bys) at site must be reported to Arqiva at the earliest opportunity
- All visits to Arqiva to portfolio sites will be made aware of the site status and act strictly in accordance with the access rules that apply to those specific portfolios
- Non-compliance with the above will be dealt with using the process for the management of site access breaches
- The accreditation process does not remove responsibility of the contract company to ensure the ongoing competence of their employees or onsite supervision to ensure that work is carried out safely.

5 Arqiva Accreditation Process

5.1 Overview

The Access Accreditation Process ensures as far as is reasonably practical that visitors to Arqiva sites hold appropriate training and can demonstrate that they understand and can implement Arqiva's access requirements. Entry to Arqiva sites is permitted by pre-accreditation of their company and all persons who require access to Arqiva sites.

To achieve this, Arqiva will require both companies and individuals to become accredited through the Access Accreditation Process prior to accessing an Arqiva site. Different levels of assessment will be required dependent on the work types to be undertaken, for example, ground or structural based work and/or the site types to be visited. In addition, further requirements such as security vetting will be needed if access is required to certain portfolio types, for example, MOD.

Access Accreditation Process:

The process is operated by a two-tier system:

- Companies
- Individuals

Accreditation in both tiers will be valid for a period of two years and individual accreditation will only be possible for direct employees of accredited companies. Site activity is defined as one of six generic types:

Access Level	Description of activity
Structure work	Any activity which involves the climbing of a mast, tower, stub tower or climbable pole on a roof, a pylon or any similar structure
Rooftop work	Any activity which involves work on a roof
Rooftop- cabin	Any activity which involves working within a sharer's cabin on a rooftop
Satellite Antenna Field	Access to or in close proximity to ground mounted satellite dishes
Ground – other	Any activity which involves working outside of a building without working at height. e.g. grass cutting, trenching, fence repairs, etc.
Ground – cabin	An activity which involves working inside the Site Sharer's equipment building/cabin.

Each accredited company, and its employees, must be accredited to the appropriate level for the work they wish to carry out. All persons visiting site must be registered by the accredited company.

Arqiva recognizes that there may be occasions where a company may be required to attend a site as a one-off visit only and therefore it is not practical to undergo the accreditation process.

Where a MEWP or scaffolding company is required to attend site, Arqiva appreciates that these companies may be sourced locally or on an ad-hoc basis and therefore accreditation is not practical. A one-off permit request must be completed and the company instructing this activity must be sufficiently accredited, will be required to arrange the access and take ultimate responsibility for the company being used. RAMS must be supplied and Site Attendance that may be required under the site access provisions.

5.2 Accreditation Process for Companies

A company wishing to either apply to Arqiva for or renew its accreditation to become an approved access company will need to fully complete the relevant application form, available on the Arqiva website. Arqiva will then review and assess the information provided, along with any history of activity where a previously accredited access company is applying for re-accreditation.

Following successful assessment by Arqiva, a two-year accreditation to the company shall be granted. At this point Arqiva will request details of persons who require an Access Request Portal login. This will allow the company to submit requests for access through the Access Request Portal. Logins are issued per individual and are not permitted to be shared. Any breaches in the use of logins shall result in their termination.

Accredited companies need to add that they need to demonstrate a competency & supervision programme for the people they are using on our sites to ensure the work is carried out safely.

5.3 Merger/Amalgamation of Companies or Transfer to Employees from Two Accredited Companies

In the event of companies merging or employees being transferred from one accredited company to another, Arqiva shall require written confirmation from both companies, detailing the required transfers and effective date. Any access requests and Post Work Reports must be completed in the Access Request portal prior to completing the transfer. Arqiva may carry out management system audits at its discretion.

5.4 Accreditation Process for Individuals

All individuals who require access to site must be accredited. Engineers must be requested via the Access Request Portal. Please note that access to rooftops, satellite dishes or structures for engineers between the age of 18 and 21 will be subject to additional approval, engineers between the age of 16-17 are not permitted to access rooftops, satellite dishes or structures.

If a mandatory certificate of competence expires within the two-year accreditation period, to ensure accreditation continues, evidence of re-certification must be supplied to Arqiva. Please refer to the Arqiva website for a list of accepted training providers. As a prompt, the Access Request Portal will issue an automatic notification to the accredited access company to warn of the imminent expiry of an individual's certificate. For certain site activities for example; abseiling, additional evidence of competency must be supplied to Arqiva.

An individual may only be accredited to one company at any one time.

Refer to the Arqiva website for relevant application forms.

5.5 Accreditation Process for Island Agents

All Island Agents (people who act on Arqiva's behalf on island sites) special provision in regard to Island Agents

- Channel Island (Sure) and Isle of Man (Manx Radio) will be accredited – based on size of company
- Small companies / one person companies will not be required to be accredited they will be listed as an Arqiva engineers
- If there is a reason for an Island Agent to attend site out of hours the on call engineer will arrange with the BOC a Service Now permit SAR and inform them of the permit number
Access Standards – Detailed and accompany the Island Agent.

6 Use of Temporary Resource/Agency Employees

Arqiva recognizes the requirement for temporary resources to be used from time to time. Arqiva will permit an accredited company to use temporary employees providing the below conditions are satisfied:

- The accredited company assumes responsibility for the induction of the individual and ensuring

they work in accordance with their companies' policies and procedures,

- The accredited company provides all relevant PPE such as RF monitors.

Where an accredited company requires the use of temporary resource for works individuals must become accredited.

Should an accredited company wish to use the resource of another accredited company or agency in conjunction with their own access request, then this must be stipulated in both parties' access requests. The company supplying the temporary resource must include the Access Request ID of the accredited company to which they are supplying the resource.

There is a possible exception to this. On managed site portfolios there may be circumstances in which employees of the portfolio owner require access into the Arqiva-managed demise. This eventuality will be managed on a case-by-case basis. The granting of access for non-accredited persons will be approved on a case-by-case basis by Arqiva.

6.1 Providing Timely Access

Arqiva's access process is designed to ensure that an access authorisation can be issued to a customer with minimal delay. The access requests portal differentiates between fault response and more routine visits, Arqiva ensures that priority is given to the processing of fault response access requests. All requests for access must be made via the Access Request Portal by the accredited company requesting the access.

All access requests will be approved according to the access provisions detailed in the site lease agreement and access portal; all access requests must be submitted in accordance with these provisions. It should be recognised that sites have varying access restrictions e.g. site opening hours, safety restrictions, site attendance requirements, notice period requirements, and that approving access for these sites may take longer due to adherence to these access provisions.

Any block bookings with the exception of Principal Contractor should not exceed 5 days unless a valid reason is provided.

This policy recognizes that at times access to some sites may be restricted for long periods due to major re-engineering works being undertaken. During these construction periods the access control of some sites may be handed over to delivery partners. Arqiva will take all reasonable steps to negotiate access particularly for customers with service affecting faults during the restricted period. If not successful and the Requester believes that access is being unreasonably denied, then the matter can be escalated following the escalation process set out in Appendix B.

Arqiva operates a Site Access team responsible for processing access requests through the access request portal, during working hours site access requests are reviewed regularly. Any requests for site access submitted outside of working hours (Monday to Friday 07:30 – 18:00) must be called through to the Site Access team as per appendix A.

6.2 Site Access Permits

Access to site is not authorised without a valid approved access permit in the name of the persons and company undertaking the works on site, this must be available on site by the person accessing site as either a hard or soft copy.

Access to an Arqiva site without a valid approved access permit will be deemed as unauthorised access and a breach of this Policy. Arqiva will investigate any instances of unauthorised access, if an accredited company is found to be taking access without a valid approved access permit then Arqiva will take action which may including revoking accreditation.

Access to site is permitted solely for the purpose detailed in the job description details on the approved access permit, no other works should be undertaken on site. Any works undertaken on site not detailed in the approved access permit will be deemed as a breach of the access permit and will be investigated by Arqiva and action taken in line with the Accreditation breach process.

Annual Site Access Permits (SAR) are created for internal Arqiva Field Engineers who belong to the Maintenance team for the specified site only (as defined in Siterra). These SAR's will be created yearly by the Scheduling and Access team and are for Ground Level only. Engineers can attend site with a valid annual SAR. In the event of others being on site when they arrive, the agreed business process is for the relevant parties to work together and determine if the works can go ahead at the same time. A dynamic risk assessment must always be conducted. There will be no automated checks completed by the Site Access team to determine if there is a date conflict with another team already booked on site. Even though it is an Arqiva site, the on-site Team have priority over access. You are responsible for having a discussion with the on-site Team to determine if it is safe for you to access the site.

If you have arrived on site to deal with a fault, ensure the onsite team are aware so works can be coordinated safely.

Please be proactive and check any other on-site team's SAR details. Ensure it's for the correct site, date and the work they are undertaking matches the SAR. If the SAR is not correct, please raise a Don't Walk by Report and politely ask the Team to leave site and not to return until they have the correct approved SAR. This also includes engineers attending sites under CDM.

In the event that there is any push back from the on-site Team please contact the Arqiva Site Access Team who will be able to escalate the situation.

6.3 Specific Access Policy for Circuit Providers and BT

An exceptional policy is in place for providers of circuits which is detailed in Appendix C.

6.4 Site Access Provisions

Site access must only be taken in accordance with the access provisions detailed on the access permit, following the designated access route, all visitors are expected to take a common-sense approach to changing conditions at site e.g. weather, seasonal crops or moving of livestock, visitors should use the Post Works report to provide feedback.

Arqiva will investigate any instances of access taken at site outside of the access provisions detailed on the approved access permit, if an accredited company is found to be taking access to sites without following the access provisions set out on the approved access permit then accreditation can be revoked.

Access keys or cards provided from an authorised Arqiva source must be kept safe and secure at all times and returned within the relevant requested time scales. Keys and access cards must only be used by the person to whom they have been issued. Where non-Arqiva locks are fitted, it is the responsibility of the visitors on site to ensure that they do not impede other users, and that where required, padlocks are fitted in a way to allow all locks to be opened. Fences, anti-climbs and gates must not be climbed over or removed under any circumstances. Site keys can be requested via the Keys team, notice periods are required to allow for keys to be sent prior to the site access.

Arqiva operates CCTV on some sites, the approved access permit will detail the process upon entering site and advising the CCTV operator that persons are entering site with an approved access permit.

6.5 Site Access Issue Resolution

Arqiva will endeavor to work with the site provider, landlord, portfolio owner and/or agent to resolve site access issues preventing an accredited company or persons carrying out works in accordance with an approved access permit.

6.6 Site Share Agreements

Arqiva will provide authorisation to access site in accordance with the access provisions on site. Prior to accessing a site, it is the responsibility of the site sharer to ensure that Arqiva has confirmed any relevant third-party consents have been obtained and the sharer will ensure it has the necessary rights

and/or consent from Arqiva under the relevant Site Share Agreement before carrying out any works on site. An approved access permit does not provide confirmation that the proposed works are permitted under the relevant Site Share Agreement.

For project works the Arqiva Project Team undertaking the works will ensure that consent has been granted by the Site Provider to undertake the works.

Anyone accessing a site shall not carry out any unauthorised works or otherwise tamper with or cause any damage to any Site or Mast or Other Sharer's equipment:

- physically disrupt, interrupt, or interfere with the emissions of any other sharer.
- permit any act at any Site which causes or is reasonably likely to cause any nuisance, annoyance, disruption, loss or damage to the Arqiva, Other Sharers and any Landowner or Owner or Occupier of any property adjoining or nearby

6.7 Published Residual Site Hazards

Arqiva will collate information relating to residual hazards that exist on its sites, these will be listed in the approved access permit. Arqiva encourages all site visitors whilst on site to note and pass back to Arqiva any additional residual hazards that they encounter whilst on site. All urgent hazards should be escalated following Appendix B, all non-urgent hazards this should be reported by completing a post works report. The Arqiva Access Portal is the central repository of residual hazards will be updated as new information is provided.

All visitors to Arqiva sites are required to ensure that the Residual Hazard information provided with the approved access permit is used in the detailed planning of the work to be undertaken on site.

For site access requiring site attendance the representative will hold a site safety meeting before the work starts, this will record the condition of the site and all relevant safety matters that have been discussed and agreed.

Method Statements (RAMs) and Risk Assessments may be requested as part of the access request process if required by the site access provisions or if a special activity is due to be undertaken on site.

Special activities include:

- lifting and lowering of dishes which have a diameter of 1.2 metres or more;
- use of derricks;
- use of a crane;
- use of a helicopter for installation activities;
- use of an erection and person riding winch;
- use of a capstan winch for lifting and lowering Equipment;
- excavations at the MF and platinum classified sites;
- hot works on structures;
- installation of generators (whether temporary or permanent);
- removal of a structural member;
- electrical works which impact distribution boards or circuits owned by the Site Provider; and
- installation of scaffolding at a Site

If applicable a purchase order will also be requested to cover any Site Attendance fees. The release of the approved access permit may become delayed if the Risk Assessment and Method Statement (RAMs) are incomplete/unsatisfactory or not submitted in a timely manner. In addition, Arqiva may supply these documents to a Site Provider or Landlord as they may require these documents. These documents must be made available on site by the accredited access company/persons for a site inspection by the site attendance.

Guidance on RAMs is available on the Arqiva website.

6.8 Structures and Rooftops Visits

All site visits for structures and rooftops are to be carried out in accordance with Arqiva's SHE rules and regulations. For further information refer to the Arqiva website.

6.9 Identifying and Mitigating Overlapping Site Activity Risks

Often, due to the nature of the work carried out with respect to installation, maintenance and fault response, the coincidence of activities being undertaken by different parties at the same site may present significant hazards. It may not be practical for Arqiva to permit more than one party to undertake work at a site, simultaneously. Arqiva will review overlapping access requests and attempt to deconflict, if the activity is low risk Arqiva may allow multiple activities to be undertaken at the same time on the same site by different accredited access companies ensuring all parties are be informed in advance. Where one or more of the activities are higher risk, it may be possible for the overlapping activities to proceed, as long as all parties on site work together to mitigate risks and ensure works are delivered safely. The first company on site is deemed as responsible for coordinating and cooperating with subsequent parties

Overlapping activities are often required due to access requests for urgent fault works, Arqiva will to the best of its abilities coordinate the access requests to ensure that higher priority works are able to go ahead as requested through the access request portal.

Arqiva will provide an online site diary for each site, visible to all accredited companies when requesting site access through the access request portal.

If persons are encountered on site unexpectedly then the escalation process as detailed in Appendix B must be enacted immediately.

6.10 Site Attendance - Higher Risk Site Visits or Operations

The majority of access to Arqiva sites can go ahead without requiring site attendance, however Arqiva requires site attendance if the planned site works present significant risk or if the site access provisions require.

To manage an elevated level of risk access will be provided in the form of site attendance by a competent person, this ensures that Arqiva mitigates the risk to persons on site during the access period.

Arqiva may require site attendance for the following activities:

- Managed portfolios
- High levels of RF present (red structures) and/or sites where antenna shut downs or reduced power is required
- MF sites
- Power lifting:
 - Use of cranes
 - Use of MEWPs
 - Lifting large items (including dishes of 1.8m or greater)
 - Use of winches
- Site activities requiring person riding
- Lifting by Derrick or Helicopter
- Self-installation of Antennas, Feeders and Ancillary Equipment
- Unaccredited companies
- Priority broadcast transmitters and the link sites which feed them
- Other hazards or abnormalities
- Community relations issues
- Site type and site provider requirements

- Site security
- Excavation on all MF and Platinum classified sites, or where deemed necessary by Arqiva
- Hot works
- Structure painting

In addition, please see appendix D D.1 to this document.

In addition, site attendance can be requested via the access request process for reasons such as not holding keys or security clearance.

Site attendance shall be charged to the accredited company requesting access and a valid purchase order number must be supplied in order for the site attendance to be booked if the access is organised by Cellnex or is not for Arqiva customers and contractors. The method of invoicing will be agreed between Arqiva and the accredited access company through the accreditation process.

An approved access permit requiring site attendance can be cancelled without incurring a charge, provided that one clear working days' notice is given between cancellation and commencement of the access. If the approved access permit is cancelled due to inclement weather or other safety concern outside of Arqiva's control, any site attendance fees will be charged in full.

6.11 Environment, Neighbours and Local Site Providers

Arqiva is fully committed to maintaining good relations with its site portfolio owners, site owners, landlords and neighbours. In order to ensure continued good relations, all visitors are required to plan their visit, ensuring that it can be undertaken without causing unreasonable disturbance, damage or nuisance caused, including but not limited to:

Straying from prescribed access routes, blocking access, speeding or driving discourteously.

Physical damage or defecation to land either on the permitted access route or not.

Littering, failing to remove materials, cable drums and packaging.

Shouting and the use of offensive language.

All persons accessing a site must be sensitive at all times to local circumstances and the local environment and community. If visitors to a site are approached by neighbouring residents with complaints, then dependent on the circumstances, they are to invoke the escalation process as detailed in Appendix B or if non-urgent, complete the relevant section on the post work report page through the access request portal. Sites must only be accessed for the purpose detailed in the Access Permit.

It is the responsibility of the persons attending site to ensure that no damage is caused to the site or neighbouring area. Any minor damage found on site must be reported via the Post Work Report in the Access Request Portal, and photographs supplied where possible. Major damage, such as missing gates/fences must be reported to Site Access as soon as possible and a Don't Walk By event raised as necessary.

Should any damage occur whilst on site then Site Access must be notified immediately for further guidance it is the responsibility of the accredited company to rectify or reimburse the portfolio owner, site provider, landlord or neighbour for the damage. Arqiva advise that in the event that damage is caused at site the persons on site take an accurate record of the damage, including pictures of the damage.

6.12 Works at Arqiva sites or Managed sites

All works at Arqiva or Managed sites shall be undertaken in-line with Arqiva's SHE rules and guidelines. For further information, refer to the Arqiva website.

6.13 Accidents, Incidents and Near Misses

Any accidents or serious incidents on site must be reported to Site Access at the earliest opportunity. All work must stop until Arqiva have made any necessary enquiries and are satisfied that it is safe for the work to continue. Any accidents, incidents or near misses must be reported to 03330 328555.

Should any environmental hazards be found or suspected on site, then work must cease immediately and if requested by Arqiva, the site vacated. A Don't Walk By must be raised following the process set out as above and Site Access must be informed immediately to ensure that any further access can be restricted until the issue has been investigated and resolved.

Any damage to fencing, buildings, or the structure, any evidence of trespass or theft at site must be reported to Arqiva as a Don't Walk By following the process set out above. All visitors must ensure that they do not facilitate access to the site for any other individual either intentionally or by accident, and that the site is kept secure during and upon completion of all works. If any part of the site cannot be locked and secured, the Site Access Team must be informed before leaving the site; visitors may be required to remain on site until the site is secured.

6.14 Strategic Sites – Specific Portfolio Rules

The Arqiva site portfolio is large and varied. Large elements comprise sites owned by landlords with whom Arqiva has valued strategic relationships. Often, the core operations undertaken by landlords are not broadcasting or communications. Those landlord operations present residual hazards to site visitors over and above those related to dedicated communications sites. Arqiva has committed to work with those landlords to put in place safeguards and processes to ensure that access restrictions to those sites are minimised for mutual benefit.

As part of its undertakings with its strategic landlords, Arqiva is responsible for providing an approved access request via the access request portal to be used by or on behalf of Arqiva or its customers.

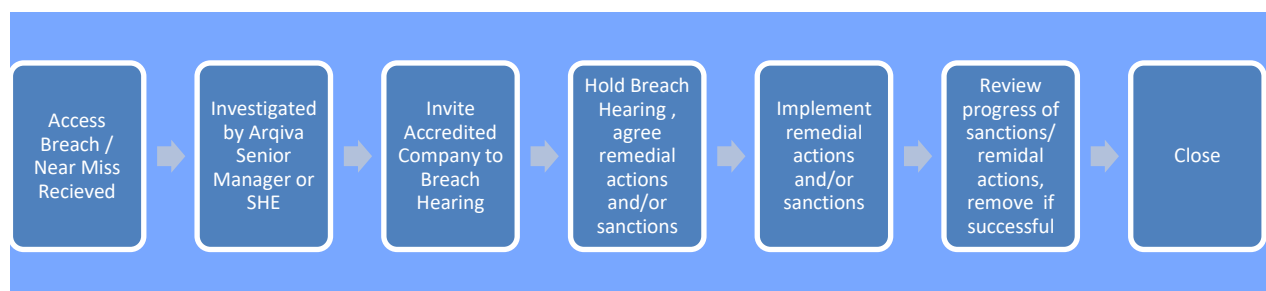
Arqiva will work with site providers through its Portfolio Management team to ensure that in each case it agrees a procedure with the landlord for the granting of individual site access authorizations. This will also include details of the competences required by both individuals and companies requiring access and the definition of documentation to be presented to the landlord for approval, prior to the access commencing.

6.15 Breach Management

A breach management process is required to ensure site access breaches are investigated and remedied in a consistent manner.

The aim of this document is to provide the methodology which will be applied by the Arqiva person responsible for the investigation of breaches. It will set out the investigation process and provide examples of mitigation measures that are applied by Arqiva.

6.15.1 Breach Management Flow Chart



All breach(es) will be investigated by an Arqiva investigator on a case by case basis. Any access related near miss or accidents will be investigated in conjunction with the Arqiva SHE team.

Access breaches are usually brought to Arqiva's attention by way of public or landlord complaint, other visitors on site, and comments via Post Work Report. Most access breaches will be recorded as a Don't Walk By, these will be recorded internally and investigated as part of the accident, incident or near miss process.

The company responsible for the breach(es) will be invited to a Breach Hearing to discuss the breach(es), understand root cause and mitigating actions implemented to ensure further breaches do not occur.

Depending on the severity of the breach or in the case of persistent breaches, Arqiva may put in place requirements for additional supervision at the cost of the company at fault. The ultimate sanction shall be for a company or an individual to be permanently banned from accessing Arqiva sites.

6.15.2 Example Breaches

The following is not an exhaustive list of occurrences that Arqiva deem as a breach, but to be used as an indication of the situations that Arqiva would deem as a breach.

- Providing the incorrect PO
- Non-payment of supervision fees
- Improper use of site access account
- Non-completion of post work reports
- Unintentionally leaving a gate / building open on site
- Accessing site without a valid access permit
- Incorrectly categorising or significant omissions in the description of the work type/ work being undertaken
- Incorrectly describing lifting operations
- Omitting to declare the use of crane or MEWP
- Causing legitimate complaint from landlord, neighbour
- Use of offensive language or threatening behaviour being used on site
- Fraudulent use of the site access system, such as attempting to carry out climbing works on a ground level permit
- Using unsafe or unapproved practices
- More severe permit breaches, such as unauthorised persons accessing site
- Fraudulent submission of certification
- Using grossly unsafe practices e.g. climbing whilst not attached at all times
- The occurrence of a serious accident or fatality

6.15.3 Example Sanctions

- Invitation for senior representatives of the accredited company invited to Breach Hearing
- Audit will be undertaken of company H&S management processes and process for adherence to the Access Regulations
- Supervision of all visits for a specified period, costs are to be met by the accredited company
- Temporary loss of accreditation of company and/or individuals
- Permanent removal of Company and Individual Accreditation

6.15.4 Appeal

If at the conclusion of a breach investigation and breach hearing the company or individual or company concerned believes that the matter has not been dealt with reasonably, as defined by this

procedure, within 28 days of the breach hearing, they may appeal the decision by writing to the Director of Resilience & Risk.

7 Measures

The effectiveness of and compliance with the Site Access Standard will be continuously assured and measured through the following activities:

Access Breach Management

Investigation of Don't Walk Bys

Trend analysis of site access data

8 Related Documents

Document No:	Document Title:
SHE-GH-013	SHE Rules for Contractors
SHE-GH-011	SHE001 Arqiva RF Safety
SHE-GH-008	SHE002 Risk Assessment and Method Statement
SHE-GH-009	SHE003 MEWPS Cranes Lorry Mounted Cranes
SHE-GH-014	SHE004 Asbestos
SHE-GH-012	SHE005 Contractor Electrical Safety Rules
SHE-GH-015	SHE006 Excavations
SHE-GH-016	SHE007 Reporting and Investigation of Unexpected RF Personal Monitor Alarms
SHE-GH-010	SHE008 Climbing & Working at Height on Masts & Towers
SHE-SD-001	Health and Safety Manual
DN-SD-008	Structural Design Governance Standard
EI-SD-005	Control of Equipment on Masts, Towers and Rooftops Standard
N/A	Accreditation - Loan of keys Terms and Conditions Inc. Legal June 2015
EI-SD-003	Self Install Standard

Documentation is available on the Arqiva website.

9 Definitions and Abbreviations

Item	Description
Appendix A	Site Access Rate card A.1 Site Attendance fees
Appendix B	Access Escalation Process
Appendix C	Exceptional Policy – Circuit Providers
Appendix D	Attendance Criteria

Appendix A Site Access Rate Card

Please note that all purchase order numbers supplied must be that of the accredited company. Arqiva do not accept third party purchase order numbers.

A.1 A.1 Site Access Site Attendance Fees

Site Attendance will be provided in exceptional circumstances to manage site specific H&S risks, due to the nature of the work being undertaken, or to meet some site provider requirements.

Where an access request is cancelled, any Site Attendance fee will be waived providing more than one full working days' notice has been provided.

Category	Fee £	Period
More than 5 working days' notice	534.41	Per day
Less than 5 working days' notice	801.62	Per day
Rescheduling of site attendance due to poor planning (third reschedule onwards)	50.00	Per reschedule

Appendix B Access Escalation Process

Reason For Contact				
• Site Access blockages • Permit Chasers • Health & Safety Issues • Cellnex queries	• Site Access team are unable to resolve. Email to be sent showing any previous email correspondence including any calls made, giving visibility of action taken prior to escalation	• Refer straight to Estates team so that they can be involved to review the lease and legal documents – liaise with the Site Provider, Landlord or Managing Agents	• Senior escalation if the issue is preventing access or is a major fault or if Estates escalation has not resolved the access issue – all email trails to be forwarded to Management to determine correct procedure has been followed	• Director Level on P1 and P2 escalations

Site Access Team Contact Details

Telephone: 03330 327895

Email: access@arqiva.com

Appendix C Exceptional Policy – Circuit Providers

C.1 Scope

This policy applies to providers of circuits only namely BT, BT Openreach BT Wholesale and Virgin Media. Any new suppliers will be assessed before applying this exceptional policy.

The policy applies to ground cabin and ground other work categories only. It does not apply to rooftop, mast and tower or satellite dish access.

C.2 Background

Circuit providers work for Arqiva or access and work on Arqiva sites in the following scenarios:

- Arqiva instructs the supplier to install a circuit or attend a fault. The supplier may carry out this work or subcontract it. This maybe on an Arqiva, Cellnex or Third Party site.
- The supplier has a co-location agreement with Arqiva and therefore needs to access an Arqiva site. Co-location are at the following sites: TBA
- The supplier is instructed by a third party (eg mobile operator) and needs to access an Arqiva site to carry out the work

Each of the supplier companies have a large engineering field force. The resourcing teams within each organisation will not necessarily understand or have the information about who is instructing the work and why. Also the exact engineer that will undertake the work is not normally known until the day of the work.

Arqiva's site access policy requires all companies and engineers to be accredited and for the accredited company to raise their own site access requests detailing the engineer who will be attending site. Due to the size and complexity of the supplier organisations this exceptional policy has been created to facilitate access.

C.3 Policy

C.3.1 Accreditation

Each company must complete the company accreditation process in accordance with Arqiva's policy. The company will have a profile on Arqiva's site access system. No access to Arqiva's site access system will be given to requestors within each Supplier organisation. Any correspondence will be undertaken by email. This will ensure that the suppliers only have access to Cellnex's site access system and therefore will not get confused as to which system should be utilised.

Subcontractors of the main supplier do not need to be accredited.

No ground engineers will be set up in Arqiva's site access systems.

No requestors for ground engineer access will be set up in Arqiva's site access system.

Note: If a supplier has rooftop or climber engineers the normal accreditation process will apply.

C.3.2 Site Access

The process for each site access scenario will be as follows:

Scenario	Who Raises Site Access Permit	Process
Arqiva instructs supplier to install new circuit	Arqiva Project Manager via Service Now	Project Manager raises a site access permit stating they are the lead engineer

Scenario	Who Raises Site Access Permit	Process
		Details of the supplier, the fact the Project Manager is raising on behalf of the supplier and the work must be in the work description Project Manager emails site access permit with the work order to the supplier
Arqiva instructs supplier to fix a fault	Arqiva NOC Engineer via Service Now or apply for access via Cellnex site access system	NOC Engineer raises a site access permit stating they are the lead engineer Details of the supplier, the fact the NOC Engineer is raising on behalf of the supplier and the work must be in the work description NOC Engineer emails site access permit with the work order to the supplier If the NOC do not raise a permit the supplier must go via Cellnex site access system
Supplier wants to access site to work on their equipment	Access via Cellnex site access system	Process is not under control of Arqiva
BT accessing equipment room behind reception at Crawley Court	Arqiva Site Access team	Annual permit provided to BT to use for this room only. B engineer sign in with reception on arrival
Supplier instructed by third party to access an Arqiva site	Access via Cellnex site access system	Process is not under control of Arqiva

C.3.3 Specific Notes on BT

BT Accessing an Arqiva (PMA) or Cellnex (MSSA) Site to do Any Other Work

- If BT need access to an Arqiva or Cellnex site to maintain / fix their kit they will apply for access via Cellnex
- If the site belongs to Arqiva this will follow the normal process between Cellnex and Arqiva, resulting in Cellnex issuing BT with an access permit
- It is Cellnex's responsibility to ensure that accredited companies and engineers have the ability eg keys to access the site gate
- It is Cellnex's responsibility to apply any site attendance criteria that applies to the site

Charging for Access

BT Links Microwave Contract

There should be no charge for BT to access these sites even escorted (as the work is for and on behalf of Arqiva - DSO)

DTV Distribution Agreement (DTT / Freeview)

This agreement is subcontracted to BT for BBC and there should be no charge for BT to access these sites even escorted (as the work is for and on behalf of Arqiva)

Upgrade to existing BT GMN Network (Vena)

Access to sites to upgrade their network should not be charged including escorted access, however 'Project Vena' is just for professional services and something entirely different and separate from site access.

BT Requiring Access to an Arqiva Room / Building

- Most BT kit is in a "other users room" and BT have their own access
- On the following Arqiva sites the BT equipment is located in the same room as the broadcast equipment – please note that JURBY on the Isle of Mann is not a PMA site. Access to this site will be coordinated with the local field team

Site Name	Owner
EBBW VALE PSB2 DSO	Arqiva PMA
EBBW VALE SOUTH PSB2 DSO	Arqiva PMA
GILLINGHAM PSB2 DSO	Cellnex MSSA
JURBY PSB2 DSO	Arqiva
KENDAL PSB2 DSO	Arqiva PMA
MYNYDD MACHEN PSB2 DSO	Arqiva PMA
ROUNCEFALL PSB2 DSO	Arqiva PMA
VOE PSB2 DSO	Arqiva PMA

- To access these sites in the short term Arqiva will provide these details to Cellnex. When BT apply for access, Cellnex will request site attendance by Arqiva to open the room (not the site)
- Longer term there are a number of options – provide this access using less expensive CTM outsource riggers and equip them with the right keys, install a key safe or move the equipment to another building cabin so BT are not dependant on Arqiva for access

Appendix D

D.1 D.1 Attendance Criteria and Attendance Type

Type of Site or Work Activities	Site Attendance Requirements	Attendance Type
Red Structures – structures with high RF levels present, or are business critical	All climbing activities being undertaken	Rigging Attendant
Antenna shutdown or antenna reduced power	- Outage or power reduction on any antenna system owned or managed by Arqiva e.g., TV, Radio or Smart Metering. - Regardless of whether the structure is classed as Red or Green - Access into compounds on MF/LF sites	Transmitter Engineer and Rigging Attendant
Use of a Crane	- On red structures - On MF LF sites - On any other site where the crane operator is not procured as a “Contract Lift*”, are carried out in accordance with the British Standard BS7121 and undertaken by a crane hire company which is a member of the Construction Plant Association	Rigging Attendant
Use of Hiab	On MF/LF sites	Rigging Attendant
Use of MEWPs	On MF/LF sites	Rigging Attendant
Lifting large items	Lifting or lowering of equipment (e.g., dishes) which are 1.2m or larger in size	Rigging Attendant
Use of a capstan winch	Any use of a capstan winch	Rigging Attendant
Use of Personnel Carrying Winch	All people carrying activities including the use of pilot bonds and people carrying baskets for the purpose of transporting climbers to the point of work on a structure	Rigging Attendant
Use of erection winch	Any use of an erection winch	Rigging Attendant
Lifting by derrick or helicopter	Any use of a lifting derrick or helicopter	Rigging Attendant
Excavation	- All MF and LF sites - The following specific key sites 12000 Belmont 10500 Black Hill 10100 Crystal Palace 10700 Divis 10400 Emley Moor 10900 Pontop Pike 10800 Rowridge 10860 Rowridge VP	Ground Attendant

Type of Site or Work Activities	Site Attendance Requirements	Attendance Type	
	○ 10200 Sutton Coldfield ○ 10600 Wenvoe ○ 10300 Winter Hill ▪ Any excavation being undertaken by third parties shall require RAMS to be submitted and upon review it may be deemed that attendance is necessary.		
Hot works	▪ Any hot work on a mast or tower	Rigging Attendant	
Structural changes	▪ Structural works – including member replacement/bracing/strengthening works	Rigging Attendant	
Emley Moor	▪ lift must be operated by a competent, trained lift operator	Rigging Attendant (with Lift Training)	
Unaccredited company dispensation	▪ Allowing certain non-accredited companies to undertake work however site attendance would be required for each site visit occurrence, with all bookings to be made via Service Now. Any dispensations will need Arqiva SHE preauthorisation.	To be agreed with Arqiva SHE dependant on type of work	
Structures on Sensitive Sites	▪ As per the Special site list ▪ Any other site identified in Service Now that is in close proximity to neighbouring property	Rigging Attendant	
Mechanical and Electrical Works	▪ Installation of any temporary M&E equipment on main stations, i.e. standby generator ▪ Installation of any electrical infrastructure or equipment in technical areas on main stations ▪ During all Commissioning, Testing and Handover of M&E equipment on main stations ▪ Planned maintenance of critical M&E equipment on main stations which results in loss of redundancy/reduced power, i.e. UPS systems, standby generators, switchboards ▪ Periodic Inspection & Test of electrical infrastructure	Power Systems Technician (PST)	
Electrical works and cable testing	Any works involving electrical systems, electrical infrastructure, power distribution equipment, switchboards, UPS systems, generators, cable testing, fault finding, commissioning, energisation, isolation or modification of existing electrical installations.	PST attendance required for all electrical works and cable	Power Systems Technician (PST)

Type of Site or Work Activities	Site Attendance Requirements		Attendance Type
		testing activities.	