

argiva

Access Regulations

v.2

Table of Contents

- 1. Introduction**
 - 1.1 Objective
 - 1.2 Summary
 - 1.3 Definition of Terms
 - 1.4 Scope
 - 1.5 Supporting Documentation
- 2. Accredited Access Company & Accredited Access Individuals**
- 3. Safety and Environmental**
- 4. Access Process**
 - 4.1 Permission to Access a Site
 - 4.2 Site Attendance
- 5. Consent for Works on Site**
- 6. Accessing Sites**
 - 6.1 Access Confirmation
 - 6.2 Hazards
 - 6.3 RF Hazards on Structures
- 7. Audits**
- 8. Housekeeping and Neighbour Relations**
- 9. Security and Keys**
- 10. Incidents**
 - 10.2 Accidents and Emergencies
 - 10.3 Environmental Hazards
 - 10.4 Damage
- Appendix A Arqiva Contact Details**
- Appendix B Role of Site Representative**
- Appendix C Site Access Booking Process**
 - i) Principles
 - ii) Making a Site Access Request
 - iii) Invoicing
- Appendix D Access Accreditation Process**
 - i) Access Accreditation Process
 - ii) Accreditation Process for Companies
 - iii) Amalgamation of Companies
- Accreditation Process for Individuals**

1.0 INTRODUCTION

The Arqiva Access Regulations defines the processes to be followed and the requirements that must be met by all parties and by all visitors to Arqiva operational sites.

This document forms part of the Arqiva Site Access Policy which has been put in place to ensure that

- The safety of all site visitors is assured
- Arqiva and customer assets and services are protected
- Arqiva fulfils its legal obligations as a site provider.

The Arqiva approach to the management of Site Access is to pre – accredit the competence of companies, and in addition for higher risk activities, individuals. This ensures that suitable standards of health and safety management will be observed by site visitors. Once accredited, companies and individuals are then given a large

degree of freedom to undertake work on Arqiva sites without supervision. However if this trust is breached either through poor health and safety management on site, or if other requirements set out within the Access Regulations are not observed, Arqiva may remove Accreditation temporarily or permanently.

Arqiva will provide any known hazard and risk information to the Requestor Company in the Access Authorisation document and Gateway Risk Register. It is the responsibility of the Requestor Company to ensure that all works are planned taking into account the information which has been provided by Arqiva.

The purpose of providing attendance on site is to mitigate health and safety risks. Should attendance be required by the Accredited company for other reasons, such as not possessing keys, then Site Access must be notified by telephone/email.

1.1 Objectives

The objective of these Access Regulations is to ensure that Arqiva performs its legal obligation in ensuring that safety on Arqiva operational sites is positively managed, so that potential hazards are made known and that visiting persons are Competent.

The specific aims of these Access Regulations are:

To provide a single point of reference for all persons wishing to access Arqiva sites to ensure that full compliance with the Arqiva Site Access Policy can be achieved by all site visitors.

- 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 ensure Arqiva compliance with the Health and Safety at Work Act 1974 and all other relevant legislation by:

-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.

1.2 Summary of Access Regulations

Compliance with the Access Regulations will be achieved by visitors to Arqiva sites if all the requirements below are met.

1. All companies working on Arqiva sites must be accredited by Arqiva. Unless working within an equipment cabin at ground level all individuals entering an Arqiva site must be accredited by Arqiva.

2. All access must be prior approved.

3. Access must be booked by the company entering the Arqiva site. Any supervision fees must be met that company and the Purchase Order number must be that of the company applying for access.

4. All relevant Arqiva safety policies, as listed in this document, must be adhered to as a minimum standard.

5. All persons entering an Arqiva site must have immediate access to the Access Authorisation covering their visit.
6. The Access Conditions listed on the Access Authorisation must be strictly observed. The work to be undertaken must be planned to take account of the specific risks listed on the Access Authorisation.
7. Any unexpected visitor to site, or other works being undertaken that have not been pre-authorised by Arqiva must be reported.
8. Any near misses/incidents on site must be reported.
9. Suitable PPE must be worn at all times taking into account the site specific requirements.
10. Only persons specifically listed on an Access Authorisation can enter a site.
11. All site visitors must observe orderly conduct at all times and be courteous to site providers and neighbours.
12. Site visitors must immediately remove from site all materials arising from their work.
13. RF monitors must be worn by all climbers at all times.
14. Security passes/swipe cards must only be used by those to whom they have been issued.
15. Works to be undertaken must be accurately described in the Access Authorisation.
16. Non compliance with the Access Regulations may result in the loss of accreditation of the company, individual or both, or other restrictions on access being approved.
17. Arqiva sites are only to be accessed for the purpose as detailed in the Job Description of the Access Authorisation.

1.3 Definition of Terms

'Access'

The right to access and enter a Site pursuant to the terms and conditions contained in these Access Regulations.

'Access Authorisation'

Formal agreement in writing by the Site Access Team allowing Access to a Site.

'Access Diary'

Diary showing any existing Access booked for a Site.

'Access Regulations'

The regulations governing access to Sites as contained herein, including any appendices attached hereto forming part of this document.

'Access Accreditation Process'

The process by which any company or individual gains accreditation by Arqiva to become an Accredited Access Company, or Accredited Access Individual.

'Accreditation Team'

The team responsible for arranging accreditation for companies and employees. This team also assist with the

issuing of keys and arrangement of security clearances.

'Accredited Access Company/Companies'
Company/companies accredited by Arqiva to the Access Accreditation Process.

'Accredited Access Individual(s)'

A suitably qualified individual, Arqiva accredited via the Access Accreditation Process, directly employed by an Accredited Access Company.

'Breach Management Process'

Process to manage contraventions of the Access Regulations.

'Clear Working Day'

Normal Site Access Team hours of working 8am-6pm in a Working Day. Refer to the definition of Working Day, below.

'Competent'

The attainment of the required qualification through experience and training to undertake a particular task or activity, or to meet particular Arqiva requirements in relation to Access to a Site.

<p>‘COSHH’ Control of Substances Hazardous to Health Regulations 2002 (COSHH).</p>	<p>buildings managed by Arqiva on behalf of third parties.</p>
<p>‘Gateway System’ Arqiva’s electronic database system for submitting access requests to book Access to a Site.</p>	<p>‘Site Access Team’ The team authorised to deal with requests and confirmation of Access to Sites on behalf of Arqiva.</p>
<p>‘ICNIRP’ International Commission for Non Ionising Radiation Protection.</p>	<p>‘Site-Activity’ As detailed in Appendix D – Access Accreditation Process.</p>
<p>‘Method Statement’ A written statement detailing a safe system of work for the planned activity, cognisant of Site, and task hazards at a Site.</p>	<p>‘Site Attendance’ Requirement for Arqiva employees, agents or Site Owners to attend a Site for the purposes detailed in Appendix B.</p>
<p>‘Post Work Report’ Form to be filled in and submitted via the Gateway System following an Access to a Site</p>	<p>‘Site Representative’ An Arqiva employee, agent or Site Owners attending a Site as for the purposes detailed in Appendix B.</p>
<p>‘PPE’ Personal Protective Equipment being industry standard protective equipment for works on Sites.</p>	<p>‘Site Owner’ Owner of the Freehold or the Leasehold at a Site.</p>
<p>‘RF’ Radio frequency.</p>	<p>‘Site Residual Risk Register’ Register of known hazards on Sites.</p>
<p>‘Risk Assessment’ A written assessment of the safety and environmental risks associated with the activities being carried out on a specific Site, taking into account the hazards present.</p>	<p>‘Site Share Agreement’ The relevant agreement containing the terms and conditions under which site-sharing rights are granted to a Site Sharer.</p>
<p>‘Rooftop’ Any Site located on the roof of a building.</p>	<p>‘Site Sharer’ Any customer of Arqiva that shares use of a Site.</p>
<p>‘Safe Roof Access Area’ An area at a Site enclosed by handrails or a parapet, with a safe means of access and egress.</p>	<p>‘Structure’ Any mast, tower or antenna support located at a Site the access to which permits ascent beyond 2m above ground or roof level.</p>
<p>‘Site(s)’ Any site(s) from the Arqiva site portfolio of land and/or buildings owned by or leased or licensed to Arqiva as well as all land or</p>	<p>‘Visitor’ Any person visiting and Arqiva site to undertake work of any type.</p>
	<p>“Working Day” Any day excluding Saturday, Sunday and public holidays.</p>

1.4 Scope

These Access Regulations apply to all Arqiva staff, Site Sharers, Accredited Access Companies (also including Accredited Access Individuals), contractors, agents, maintenance staff and any other party requiring Access to a Site. Work practices required to avoid injuries to

Visitors, damage to property and interruptions to services are outlined within the appendices of this document, and in the following documents published by Arqiva from time to time (including any amendments thereto);

1.5 Supporting Documentation

To obtain these documents, please refer to your Arqiva representative.

2. Accredited Access Companies & Accredited Access Individuals

All companies or individuals wishing to Access Sites must be either an Accredited Access Company, or an Accredited Access Individual (respectively), in accordance with the Access Accreditation Process. It is a condition of accreditation that Accredited

Access Companies and Accredited Access Individuals abide by these Access Regulations and any future amendments, which may be notified to the Accredited Access Company by Arqiva from time to time.

3. Safety and Environmental

All activities being undertaken by Visitors at Arqiva Sites shall at all times be consistent with the provisions of the Health and Safety at Work Act 1974 (including any amendment, alterations, and additions thereto) and other relevant legislation safety and environmental legislation. In addition, all visitors are required to conform to the relevant parts of the current Arqiva policies, as listed in section 1.5 supporting documentation. Whenever permission is

granted to Access a Site, it remains the responsibility of all visitors to plan their visit and work activity taking into account all hazards associated with Access to broadcasting and telecommunications Sites. It is the Accredited Access Companies' responsibility to ensure that their staff comply with the contents of these Access Regulations at all times when planning or undertaking activities on Arqiva sites.

4. Access Process

4.1 Permission to Access a Site

Access to any Site must be approved in advance by Arqiva to the Accredited Access Company through the Gateway System as detailed in Appendix C.

Access can only be requested by an Accredited Access Company for its own employees.

Notice

Access to most Arqiva sites, those without any safety restrictions, supervision requirements or landlord notice periods, can be booked on same day basis. However users of the Gateway booking system are advised to check in Gateway for site specific notice periods in advance to ensure that sufficient time is allowed for the Arqiva Site Access to make the necessary arrangements prior to the Access being Authorised. Please note that in the case of Access requiring supervision, the notice period commences on the submission of a

fully completed access request including a purchase order number where required.

Typical Notice Periods:

- Site Access supervised by Arqiva = 5 clear working days.
- Sites requiring supervision by a third party, e.g EDF sites, police sites, MoD, operational gas sites. 5 clear working days
- Pylon Sites= 7 clear working days
- Wireless Infrastructure Group sites= 7 clear working days
- Access by BT Managed tenants to BT Reach sites= 5 clear working days

For all sites notice periods do not apply for Access to attend a service affecting fault. Access will be arranged on a best endeavours basis.

Method Statement and Risk Assessments

Arqiva will not permit Access until the proposed works are agreed by Arqiva. For specific high risk activities, the Visiting company is required to submit a risk assessment and method statement in advance for approval by Arqiva prior to Access being authorised. For guidance on the detailed requirements refer to BOP168 Site Access Method Statement and Risk Assessment Review Process. This documentation will be reviewed by Site Access on receipt of a valid Access Authorisation and purchase order covering the supervision fee. The release of the Access Authorisation may become delayed if the Risk Assessment and Method Statement are incomplete or not submitted in a timely manner.

For the avoidance of doubt, in accordance with normal practice is expected that all works undertaken on an Arqiva site will be supported by a Risk Assessment and Method Statement.

When Arqiva undertakes random audits of Accredited company activity on Arqiva sites, the auditor will request to inspect these documents.

Overlapping Activities

Under normal circumstances it may be possible for several activities to be undertaken at the same time on the same Site by different Accredited Access Companies. All parties will be notified of this in advance on each occasion. Therefore if persons are encountered on Site unexpectedly then all works must cease and the Site Access Team must be informed immediately. It will be the duty of the Site Access Team to expediently resolve this issue before work can proceed, minimising the disruption to legitimate Visitors. Any contravention of the Access Regulations will be subsequently investigated by an Arqiva senior manager in accordance with the Breach Management Process.

4.2 Site Supervision

The Arqiva Access Policy is designed to ensure that most visits can go ahead without Arqiva supervision.

Arqiva will deploy a site representative where there are significant risks to be managed. For example

- High levels of RF fields
- Priority broadcast transmitters and the link sites which feed them
- Other works in progress
- Other hazards or abnormalities
- Community relations issues
- Where heavy lifting or mobile elevated working platforms are used
- Site type
- Site Owner requirements
- Site security
- Isolations and planned work

This is set out in more detail in Criteria for the Provision of Site Attendance. Please refer to Section 1.5 Supporting Documentation. Arqiva and/or the owner/landlord will levy a charge for site attendance, which charge will be payable by the Accredited Access Company requesting

Access. An Authorised Access involving Arqiva supervision can be cancelled without incurring a charge, provided that one clear working day's notice is given between cancellation and commencement of the Access. For example, an Access commencing on a Wednesday morning can be cancelled up to 6pm on Monday evening with out incurring a charge. Supervision fees for a planned supervised access will be charged in full if cancelled within the last clear working day. If the access is cancelled by the Arqiva Site Representative due to inclement weather or other safety concern outside of Arqiva's control, any supervision fees will be charged in full.

Gateway is designed to ensure that wherever possible, unsupervised access can be given. Attendance shall be imposed for those reasons outlined as above. If attended access is required for reasons such as not holding keys, then Site Access must be advised of this via telephone or email.

5. Consent to undertake works on Site

Any Site Sharer's rights to carry out works on a Site are detailed in their Site Share Agreement. It is the responsibility of the Site Sharer to ensure that they have the relevant rights and/or consents from Arqiva under the relevant Site Share Agreement to carry out any works on a Site. An Access Authorisation issued in relation to a Site neither warrants that the proposed works are permitted under the relevant Site Share

Agreement, nor represents consent from Arqiva where such consent for the proposed works is required under the relevant Site Share Agreement. Any such consent for works on Site required under the relevant Site Share Agreement should be requested by submission to Arqiva of an appropriate application under the relevant Site Share Agreement.

6. Accessing Sites

6.1 Access Confirmation

Access to a Site is not Authorised until the Visitor is in possession, either hard or soft copy, of an approved Access Authorisation.

Please note that access to site is permitted solely for the purpose described in the Job Description of the Access Authorisation.

Under no circumstances should persons remain on site after working hours and Arqiva sites are not to be used for accommodation purposes.

6.2 Hazards

Any relevant additional hazard information will be listed on the Access Authorisation. For access requiring Site Attendance, the Site Representative will hold a Site safety meeting before the work starts. This will record the condition of the Site and that all the relevant safety matters have been discussed and agreed. Site specific Method Statements, Risk Assessments and

COSHH information for all activities must be produced and made available on Site by the Accredited Access Company for inspection by the Site Representative, taking into account both generic and Site specific hazards. Visitors have an opportunity to feed back any hazards via the Post Work Report.

6.3 RF Hazards on Structures

An Arqiva approved RF meter or monitor is to be used at all times when accessing a Structure. Visitors ascending a Structure must ensure that they do not stray outside the area specified on the Access Authorisation for that Site. Arqiva specify that all climbers on our structures, and one per team on rooftops, must use a personal monitor with a shaped response that is designed to alarm at 50%

of ICNIRP occupational. This is because of the broad range of broadcasting and telecommunications systems found on our sites. Units that meet this specification are, Nardalert XT D8845, Nardalert 8845-E and Radman Monitors. Other equipment may also be fit for purpose but this must be verified by Arqiva prior to use on site.

7. Audits

In order to ensure compliance with these Access Regulations, Arqiva reserves the

right to carry out a rigorous programme of audits on site. Anyone found not conforming

to these Access Regulations will be subject to the Breach Management Process which forms part of the Access Accreditation Process in Appendix D.

8. Housekeeping and Neighbour Relations

Arqiva is fully committed to maintaining good relations with its site portfolio owners, site owners, landlords and neighbours. Arqiva will not tolerate any unreasonable disturbance, damage or nuisance caused, including but not limited to; blocking access, speeding or driving discourteously along Arqiva or neighbouring vehicular or pedestrian (where applicable) access routes, littering, not removing materials, cable drums and packaging used in any replacement programme or new installation, shouting from Structures on Sites with close neighbours, and the use of offensive language. All Visitors 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 notify the Site Access Team or complete the relevant section on the 'Post Work Report' page contained in the Gateway System providing as much information as possible. Sites must only be accessed for the purpose detailed in the Access Authorisation.

9. Security and Keys

Where access keys or cards are provided from an authorised Arqiva source, these must be kept safe and secure at all times and must be returned within the relevant requested time scales. Also, any Visitors issued with access keys or cards are responsible for their use until such times as they are returned to Arqiva. 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 series. Fences, anti-climbs and gates must not be climbed-over or removed under any circumstances. If any damage to fencing, buildings, or the Structure, or any evidence of trespass, is found on arrival at the Site, this information must be entered onto the relevant section on the 'Post Work Report'

page in the Gateway System, providing as much detail as possible. 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. OBASS cards must be used in accordance with BT's terms and conditions including only being used by the person to whom the card is registered and also ensuring the PIN number is kept confidential.

10. Incidents

10.1 Accidents and Emergencies

The Site Access Team must be informed immediately of any accident or dangerous occurrence at the Site, and the incident must be reported as soon as is practical. All work is to be ceased until Arqiva have made any necessary enquiries and are satisfied that it is safe for the work to continue.

Before work commences, provision must be made to ensure that any Visitors on Site are able to contact the emergency services in the event of an accident. A first aid kit must be available at all times during work on Site. Everybody present must be informed of the location of the first aid kit. Site Access must

be notified as soon as is practicable of any visits by the Health and Safety Executive. This must also be reported in the Post Work

Report with as much information as possible.

10.2 Environmental Hazards

If during the course of any works on a Site asbestos or any other environmentally hazardous material that has not been previously identified, or any materials suspected to be asbestos or environmentally hazardous, are found, then work in that area must stop, and the Site must be vacated (with the Site being

secured on exit), and the Site Access Team must be informed immediately. Arqiva will prevent any further Access, where possible, to any persons until the hazardous issue has been resolved. Any other environmental impacts must be reported immediately to Arqiva.

10.3 Damage

Where the works to be carried out at the site do not require site attendance, personnel should first check for any damage at the site, which should be recorded in the relevant section on the 'Post Work Report' page in the Gateway System, providing as much information as possible including photographs of the damage. Visitors on Site must make good to the reasonable satisfaction of Arqiva, any minor damage caused during installation and/or equipment/ Site modification. Should any

major damage occur during the works then the responsible Visitors must notify the Site Access Team immediately in order that the owners of any equipment can be informed. Climbers must be alert to the possibility that a dangerous condition may exist in this case (for example, if a high power broadcast feeder is damaged). All costs associated with the rectification of any damage caused by any Visitors will be in accordance with the relevant Site Sharing Agreement or licence (as the case may be).

Appendix A

Arqiva Contact Details:

Site Access Team
Tel: 01926 416236
Fax: 01926 416767
access.gateway@arqiva.com

Site Access Escalation Process:
Tina Guerra 07852 719019
Kate Jones 07939 507 273
Bob Storey 07818 013557

Site Access Accreditation Team
01926 416895
accreditation@arqiva.com
security.vetting@arqiva.com

Incident Reporting Line
Tel : 01926 416550

IT'S Service Desk
01926 416555

Appendix B

Site Supervision Criteria & Duties of a Site Representative

In summary, the role of the Site Representative, as required in clause 4.2 of these Access Regulations will be to manage specific risks to persons, assets or services. For example:

- Manage specific risks eg. RF, heavy lifting, use of cranes or MEWPs
- Ensure planned work is implemented where required
- Ensure that work is undertaken in a manner that ensures that others equipment is not damaged.
- Protect the Structures and Sites from third party activities where the activities are hazardous

The duties to be undertaken by an Arqiva Site Representative have been defined depending on the risk they have been deployed to manage and include:

- Completing a safety briefing at the start of the works and on a weekly basis when projects are in excess of one week duration

and ensure that this process is recorded and signed for by all Visitors attending the Site.

- Ensuring that works are undertaken in the agreed manner
- Inspecting the certification of plant being used.
- Ensuring RF exclusion areas are not breached.
- Agreeing the location of new equipment to be installed.
- Ensuring that all incidents, accidents and near misses are reported through the Incident Reporting Line (the number for which is detailed in Appendix A).
- Undertaking site safety tours to ensure that Visitors are completing their tasks as safely as possible

For legal and insurance purposes, Site Representatives or agents are specifically instructed not to assist directly with any works on Site.

Appendix C

Site Access Booking Process

i) Principles:

The Access Regulations make it a mandatory requirement for Access to any Site to be requested and booked in advance. The mechanism provided by Arqiva to perform this requirement is the Gateway System. Once logged onto the Gateway System it will automatically guide the user on how to book Access to a Site. The following explains the process behind the use of the Gateway System and the checks and controls made by Arqiva in ensuring that the requested Access is safe and permitted. Arqiva will only authorise Accredited Access Companies and Accredited Access Individuals to Access a Site. To this end, only Accredited Access Companies will be granted a log-in to the Gateway System. Further, the Gateway System will not allow an Access request to be made by one party on behalf of another. Therefore, any party requiring access to a

Site will need to be accredited in its own right, and hence be an Accredited Access Company and make its own Access booking. Where Site Attendance is required, and a charge is to be levied by Arqiva, it is the Accredited Access Company who will supply their own purchase order. Arqiva will not accept third party purchase orders.

Work on a Site is split into five generic categories; and each of these categories of works can be carried out either on the ground or at height. The category of work will govern the process followed in assessing the relevant request for Access and identify any restrictions that may need

to be applied. The categories of works are:

- Maintenance- routine maintenance of kit
- Installation- installation and replacement
- Survey- eg Line of Sight survey, preliminary survey
- Fault- service affecting faults only
- Decommission- removal of equipment

Dependent on where on the Site the relevant works will be taking place the category of the work is further split into:

- Structure
- Rooftop
- Rooftop-cabin
- Earth station
- Ground-other
- Ground-cabin

This categorisation is used in defining the level of accreditation required by the Accredited Access Company and the

Accredited Access Individuals carrying out the works. (Please refer to the Access Accreditation Process Appendix D).

On completion of a visit to a Site the Accredited Access Company will be required to log back into the Gateway System and complete a 'Post Work Report'. This is a mandatory step for any Access categorised as "Structure", "Rooftop", "Rooftop-cabin", "Earth station" or "Ground-other" and will be optional for Access categorised as "Ground-cabin" unless there is any health and safety issue that Arqiva need to be made aware of. Arqiva must be notified of any urgent issues, such as evidence of break-ins or landlord complaints. These must be communicated to Site Access.

ii) Making a Site Access Request

The following process is designed as a "one-stop" solution such that there will be no requirement for the Accredited Access Company to make contact with any third party in arranging access to an Arqiva Site. The process describes the underlying process that is used to assess access requests. It may appear lengthy but most applications take less than 5 minutes to be completed and a significant proportion of requests are approved within 15 minutes.

Process step 1:

The Accredited Access Company, wishing to request Access to a Site, logs into the Gateway System. The Gateway System will verify that the Accredited Access Company log-in is still valid and that no mandatory Post Work Reports are awaiting completion. If any "Post Work Reports" are outstanding, then a system message will be generated reminding the Accredited Access Company that completion is required. This will not prevent a new application for Access being made. The Gateway System will ask the requestor to confirm that they have selected the correct site.

Process step 2:

The Accredited Access Company will be requested to complete the second page of the Access request. The information required will be:

- The location of the works, i.e. on the ground or at height, and the structure ID if climbing is to be carried out.
- The generic work type (maintenance, installation, survey, fault or decommission),
- The name of the Site Sharer for whom the work is being carried out,
- Where the work is for Arqiva only, the tick box must be checked and a valid project reference provided.

Process step 3:

On submission of the second page, Gateway will validate that the Accredited Access Company is accredited to the correct level in order to carry out the required works. If there are any problems then Site Access will investigate and advise the requestor accordingly..

Process step 4:

When Gateway has checked that the Accredited Access Company is suitably accredited to carry out the works then the Site for which Access is being requested will be assessed. Arqiva will identify any lead times required in order to arrange Access dependent on the type of work planned and/or the site type. This information will then be made available to the Accredited Access Company along and be provided with visibility of the Access Diary for the Site.

Process step 5:

After reviewing the Access Diary the Accredited Access Company will be required to complete the third page of the request for Access. The information required at this stage is the proposed dates for Access. The Access Diary will show all bookings for Access to the Site, however, it will not identify the party who has made the booking. The Access Diary will also differentiate between those bookings that will limit further Access (e.g. working at height) and those where multiple visits might be permitted (e.g. "Ground-cabin"). The Accredited Access Company is required to enter the start and finish dates and times of the visit for which Access is being sought – ideally utilising un-booked dates as shown in the Access Diary. It will still be possible to request Access to a Site even if the Access Diary shows that it is already booked. In these circumstances the approval by Arqiva may take a little longer whilst Arqiva resolves any clashes.

Process step 6:

Upon submittal of the third page of the request for Access Gateway will review the dates for which Access is required. If there are no issues over the dates then Gateway will reserve the Site for the Accredited Access Company. Where the dates for which Access is requested are not available due to an existing booking Site Access will seek to find the most appropriate solution. If the reason for the new request is for immediate Access to clear a service-affecting fault, then Arqiva will contact any Accredited Access Company already on Site and arrange for them to stand down to permit the service-affecting fault repair. If the Accredited Access Company already on Site is also fixing a service-affecting fault, then Arqiva will ascertain if the faults can be repaired in parallel, or if not, the estimated finish time for the works being undertaken by the Accredited Access Company already on Site. Upon finding a resolution the Site Access Team will update the Gateway System and the provisional booking for Access will be made.

Where the request for Access is not in relation to a service-affecting fault and the dates for which Access is requested are not available due to an existing booking, then Arqiva will again seek to find a resolution. Where it is possible to allow parallel Access by adopting a change in Site working then this will be agreed and all parties will be advised. Where it is not possible, then

Arqiva will advise that the dates for which Access is requested are unavailable and close the request.

Process step 7:

Gateway will provide a free-form text box where the Accredited Access Company will provide sufficient information for Arqiva to assess the work requested. This includes full details of the equipment being worked on and its location on site. Any structural works will require full information to be supplied such as make and model details and where work is to be carried out on dishes and antennas the sizes, heights and bearings. Other information must be provided in the event of the following activities taking place;

- Man-carrying
- Heavy lifting
- Lifting of large items
- Powered lifting
- Use of cranes or MEWP's
- Abseiling

The full details of the job must then be submitted.

Process step 8:

The information required at the next stage is the list of staff that will be visiting the Site. For any works categorised as "Structure", "Rooftop", "Rooftop-cabin", "Earth station" or "Ground-other" Access will be restricted to suitably authorised Accredited Access Individuals. The Gateway System will present the Accredited Access Company with a drop-down list of its appropriate Accredited Access Individuals, from which the names of those going to Site can be selected. For work which is categorised as "Ground- cabin" access will not be restricted to suitably authorised Accredited Access Individuals but the Accredited Access Company will be required to advise Arqiva of a Site contact number. Please note that under the Management of Health & Safety Regulations, under 18's are not permitted to access sites except in exceptional circumstances. Where a minor is required to access site, such as for work experience, a full risk assessment must be provided to Arqiva.

Process step 9:

The final stage is to verify that all details are correct and this shall then be submitted. At this point there is advice from Gateway to the Accredited Access Company that a booking for Access has been reserved for them in the Access Diary. It is not

authorisation for the works to proceed, but Arqiva will honour this booking subject to all other approvals.

Process step 10:

Arqiva will review any Site Attendance requirements. The requirement for Site Attendance is at Arqiva's discretion, and if required, will be charged to the Accredited Access Company. Where Site Attendance is required, it will be arranged by Arqiva and will only be arranged once a valid Purchase Order number or Project Number has been added to the access request. Where Access requests are cancelled by the requestor with a minimum of one full working days' notice or more no charges shall apply. Supervision charges will apply where the access cannot proceed for any reason outside of Arqiva's control. For example weather conditions such as wind, rain, ice and snow, which give rise to unacceptable risks.

Process step 11:

In parallel with assessing any Site Attendance requirements, Arqiva will also assess the works to take place at the Site. If any issues are identified, then Arqiva will make contact with the Accredited Access Company and attempt to agree a resolution. As part of the works assessment Arqiva will also identify if, due to the nature of the work requested, any additional Competency checks of those nominated to Access the Site are required for specialist activity.

Process step 12:

As Arqiva both owns and manages Sites, some requests for Access need to be agreed with the Site Owner (e.g. Monterey for some BT Reach rooftop sites). Where agreement of the Site Owner is required, Arqiva will contact the Site Owner directly and seek to agree the dates on which Access has been requested by the Accredited Access Company. In some instances the Site Owner will insist on approving job specific Risk Assessments and Method Statements. Where this is the case the Accredited Access Company will be asked to submit this information via the Gateway System at this stage. In the case of any Site Owner approvals being required for Access it is possible that the dates for which Access has been requested may be changed. Should this happen, then Arqiva will liaise with all parties concerned and agree the most appropriate new dates.

Process step 13:

Some works on Site will require outages from other Site Sharers for reasons of safety. Where Arqiva is aware that certain works will require outages from other Site Sharers then Arqiva will contact the Site Sharer concerned and agree the outages as required. Again it is possible that dates may need to be changed due to notice periods being required for outages and Arqiva will liaise with all parties concerned.

Process step 14:

This final step is performed by Arqiva to ensure that approvals for Access, outages and any Site Attendances have been agreed.

Process step 15:

On completion of all approvals Arqiva will issue formal authorisation for the Access to proceed. The authorisation will include all requirements for Access and details of what has been approved. This must be taken to Site when performing the Access in either the form of a hard or soft copy. At all times throughout the request process the Site Residual Risk Register will be available to view. Where a booking has been made several weeks in advance the Accredited Access Company must re-check the Site Residual Risk Register just prior to the Access in order to identify any new risks that may have been added. At any time, prior to Access to the Site, the Accredited Access Company can, via the Gateway System, change the names of those individuals to Access the Site provided that they meet the required accreditation levels. Where a name change is required on an MOD or Police site the requestor shall need to advise the Site Access Team of this. If the dates for the requested Access or the works to be carried out on Site are to change then the Accredited Access Company will be required to cancel the Access Authorisation and re-submit a new request for Access, however if an extension to an existing permit is needed then this can be done via the option in the dropdown menu on the request.

Process step 16:

If the Accredited Access Company encounters any problems in physically gaining Access to a Site then they are required to immediately contact the Site Access Team on the contact number

detailed in Appendix A and also include this in the 'Post Work Report'. The Site Access Team will advise or try to arrange for Site Attendance to facilitate Access. If the Access is not possible then it will have to be cancelled and Arqiva will re-book at a mutually convenient date once the issue preventing Access has been resolved. If such an incident does occur then Arqiva will identify any other booked Access which may be affected and advise accordingly.

Process step 17:

It is mandatory for the Accredited Access Company to log back into the Gateway

System within 48hrs of the last day on Site and complete the Post Work Report. This is a means by which the Accredited Access Company is able to advise of any issues on Site which need to be brought to the attention of Arqiva.

Process step 18:

Arqiva will acknowledge receipt of all Post Work Reports submitted and take appropriate action on any issue raised, including the updating of the Site Residual Risk Register, if required.

iii) Invoicing:

The method of invoicing will be agreed between Arqiva and the Accredited Access Company at the time of accreditation. Arqiva only accept purchase order numbers

of the requesting Accredited Access Company.

Appendix D

i) Access Accreditation Process

In support of the Access Regulations, the use of the Gateway System for arranging Access to any Site will be limited to Accredited Access Companies only, and will be dependent on the Site-Activity, suitably qualified and accredited Access Individuals. The Access Accreditation Process operated by Arqiva is a chargeable two tier system:

- Companies
- Individuals

Accreditation in both tiers will be valid for a period of two years and individual accreditation for Accredited Access Individuals will only be possible for direct employees of Accredited Access Companies. Site-Activity is defined as one of four generic types:

1. Structure work.

(Any activity which involves the climbing of a mast, tower, stub tower on a roof, a pylon or any similar structure)

2. Rooftop work.

(Any activity which involves work on a roof)

3. Rooftop- cabin

(Any activity which involves working within a sharer's cabin on a rooftop)

4. Earth Station

(Access to ground mounted satellite dishes)

5. Ground - other.

(Any activity which involves working outside of a building without working at height. e.g. grass cutting, trenching, fence repairs, etc.)

6. Ground - cabin.

(An activity which involves working inside the Site Sharer's equipment building.)

N.B. Where the cabin is on a roof this will be deemed rooftop work

Each Accredited Access Company, and its staff, will be accredited to the appropriate level for the work they wish to carry out. All Accredited Access Company staff visiting a Site to carry out Site-Activity in categories 1,2,3 and 4 above will be required to be accredited by Arqiva and registered on the Gateway System as Accredited Access Individuals. This requirement for an

Accredited Access Individual will not apply for any Site-Activity which is categorised as "6. Ground work cabin".

Arqiva reserves the right to take any appropriate action for breaches of the Access Regulations and this ultimately could result in the withdrawal of accreditation at any level or tier. Arqiva will also carry out audits as and when appropriate, and may or may not give notice of these.

Arqiva recognises that there may be occasions where a company may be required to attend a site as a one-off visit only and it is therefore not considered practical to undergo the accreditation process. Arqiva will issue a dispensation for accreditation for such occasions, but these may be subject to Arqiva supervision. Should this situation arise, please contact the Accreditation team for guidance.

ii) Accreditation Process for Companies:

A company wishing to either apply to Arqiva for, or renew its accreditation to become an Accredited Access Company will be required to complete an application form which can be found on the Arqiva website. The form is to be downloaded, completed, and e-mailed to the address contained therein, along with electronic copies of the supporting information requested. A detailed description of the types of work to be undertaken must also be provided. A fee will be charged for this accreditation by Arqiva, the details of which will be shown on the form. A purchase order is to be supplied at the same time as the submittal of the completed application form. On receipt by Arqiva of the completed form, supporting information and the purchase order, Arqiva will review and assess the information provided, along with any history of activity where a previously Accredited Access Company is applying for re-accreditation. Should Arqiva require further information then the applying company will be

contacted directly by an Arqiva representative. Following successful assessment by Arqiva and the receipt of payment of the application fee for accreditation, Arqiva will grant a 2 year accreditation to the company and issue logins and passwords to enable access to the Gateway System. Logins are issued per individual and are not permitted to be shared. Any breaches in the use of logins shall result in their revocation. Before an Accredited Access Company is permitted to work on a Site Sharer's equipment on a Site they will be required to provide Arqiva with evidence from the relevant Site Sharer that they are an authorised contractor of the relevant Site Sharer permitted to carry out such works. For each Accredited Access Company Arqiva will maintain a list of those Site Sharers for whom they have been authorised to work. It will be the Accredited Access Company's responsibility to provide this information to Arqiva.

iii) Merger/Amalgamation of Companies or Transfer to Staff From Two Accredited Companies.

In the event of companies merging, Arqiva shall require confirmation from both companies and confirmation of the requestors and engineers to be migrated. Any outstanding requests and Post Work Reports must be completed before the transfer can be completed. Once the migration has been completed, where a Purchase Order number is to be supplied,

this must be that of the new company. Arqiva do not accept third party purchase order numbers.

The re accreditation fee will be payable by the new employer.

iv) Accreditation Process for Individuals:

Only an Accredited Access Company will be permitted to nominate its own directly employed staff for accreditation to become Accredited Access Individuals and an individual can only be registered to one company at any given time. The Accredited Access Company will be required to log into the Gateway System and download the application form for accreditation to become an Accredited Access Individual. When completed, it is to be emailed to the address provided therein, along with electronic copies of the supporting information requested. A fee will be charged for this accreditation, details of which will be shown on the form. A purchase order is to be supplied at the same time as the submittal of the completed application form. The supporting information required (being evidence of the individual's Competency to carry out the Site- Activity requested) will be electronic copies of all relevant certification as advised on the form. Arqiva will review the certificates and enter the expiry dates into the Gateway System. Once sufficient evidence of Competency has been provided, and the application fee for accreditation has been received by Arqiva, all individuals will be required by Arqiva to attend an 'Access Induction Course'. Upon completion of the course accreditation will be granted to the individual. The

accreditation for Accredited Access Individuals will be valid for two years. During this period the Accredited Access Company will be required to maintain the certification held by Arqiva. If a mandatory certificate of Competence expires within the two year accreditation period then the accreditation will be suspended until evidence of re-certification is supplied to Arqiva and the Gateway System is updated. The Gateway System will issue an automatic notification to the Accredited Access Company to warn of the imminent expiry of an individual's certificate. For certain Site Activity additional evidence of Competency will be required, e.g. rigging of high structures and lifting heavy loads or 'man carrying'. For activities such as these, Arqiva will require additional evidence of Competence and will require the Accredited Access Company to provide suitable certification for inclusion in the Gateway System. Details are given on the application form for accreditation to become Accredited Access Individual. If an individual changes employer the individual must be re-accredited. The re-accreditation fee will be payable by the new employer.