

A complex network of white nodes and lines on a teal background, forming a shape that resembles a map of the United Kingdom. The nodes vary in size, and the lines connect them in a dense, interconnected pattern.

# Access and Conduct Standard.

## Document History

Version	Revision date	Changes made by	Summary of changes
0.1	12/08/14	Andrew Alexander	Initial draft
0.2	10/11/17	Andrew Alexander	Draft
0.3	20/03/18	AA and PA	Updated all sections
0.4	03/09/18	AA	Reviewed and ready for consultation
0.5	09/01/19	AA	Following consultation
2.0	03/01/2020	AA	Update to asbestos and template
3.0	10/02/2021	AA	Changes to OOB email address, Diseases inclusion, updated document throughout.

## Purpose

The information within this document relays Cornerstone Telecommunications Infrastructure Ltd's (Cornerstone) health, safety, quality and environmental information and requirements to allow those accessing sites to be informed and aware of the standards. This document does not affect the requirement owed to you by your employer, site owner or client outside of Cornerstone agreements.

## Scope

This standard is applicable to all persons visiting Cornerstone site's (free or lease hold) or equipment on third party site and includes all works including intrusive or non-intrusive. In cases where you are working on a Cornerstone site but for another client e.g not directly for Cornerstone this document does not affect the requirement for you to meet your own client requirements and those requirements should apply providing they do not lessen Cornerstone standards or fail to meet them in any area.

This document includes site specific and general health, safety, quality and environmental arrangements applicable. This information is limited to the site and does not cover works taking place other than relaying legislation and arrangements that should be adhered to. The works being conducted must be planned in accordance with legislation and be specific to the nature of the works or activities.

This information is for the site demise, relations, equipment and access. In some cases other access information will be available, this is common place on multi-site agreements (MSA). MSA operator's/ landlord's procedures must apply providing they do not lessen Cornerstone safety standards and all controls are in place to a recognised up to date standard.

Cornerstone's Assurance, Safety and Risk Department complete governance activities at site level and will audit against this document as a standard.

In most cases this document will be used in conjunction with other documents especially when accessing a site provider owned property. This document has many considerations to prompt you to assess and control access and works on site.



## Definitions

**Asbestos Containing Material (ACM)** - 'Asbestos-containing material' (ACM) is defined as any material that consists of greater than 1% asbestos by weight. Whether or not a material is ACM, it cannot be determined by visual inspection. If in doubt, assume a suspect material contains asbestos until proven otherwise.

**Operator/Access Databases** - This term refers to Cornerstone, Vodafone and Telefonica databases or that of another operator or tower company.

**Cornerstone Enterprise Portal** - The Enterprise Portal is the Cornerstone integrated management system for all health, safety, quality and environmental governance.

**Cornerstone Siterra Portal** - The Siterra Portal is the database of all sites and access/lease details.

**Work at Height** - Any work taking place which could result in a fall of some kind.

**Multi-Site Agreement** - Multi-Site Agreement (MSA) is a collection of sites owned or managed by one group e.g Arqiva.

**Cornerstone Site** - The site is defined as the perimeter fence and anything within it. On a rooftop and site is any area that the equipment touches. (This is not to be confused with a construction site).

**Structure** - The structure is any enclosure or steel work holding equipment.

**Construction Design and Management** - Construction, design and management (CDM) is the works/pre-works for any activity on a Cornerstone site that meets the construction definition.

**Waste** - The generation or removal of an unwanted item.

**Breach** - A violation or infraction, as of a contract, law, legal obligation, or agreement.

**Employees** - A direct employee or contracted person directly to Cornerstone.

**Foreseeable** - The facility to perceive, know in advance, or reasonably anticipate that damage or injury will probably ensue from acts or omissions.

**Supplier** - A legal entity trading under a company name that completes work on behalf of Cornerstone or under Cornerstone instruction.

**Significant Event** - A breach in Health, Safety, Quality or Environment that was foreseeable or any loss, serious injury or threat to life and the means to prevent were available.

**Visitor** - Any person going to site to conduct any type of works or activity.

**Workers** - Any one visiting a Cornerstone site to conduct a work or task activity.

**Competence** - Skills, knowledge and training to complete activities.



# Table of Contents

1	Access and Egress.....	6
1.1	General Access Arrangements.....	6
1.2	Risk Assessments .....	6
1.3	Multi-Site Agreements.....	6
1.4	Booking & Visiting .....	6
1.5	Leaving Site.....	7
1.6	Out of Bounds and Restrictions .....	7
2	Site Rules & Behaviours .....	7
2.1	Onsite behaviours .....	7
2.2	Site Requirements.....	8
3	Personal Protective Equipment .....	8
3.1	High Visibility Clothing.....	9
3.2	Foot Wear .....	9
3.3	Head Protection (dynamic risk assessment as needed) .....	9
4	Site Emergency Procedure .....	9
4.1	First Aid.....	9
4.2	Fire.....	9
5	Parking and Vehicular Access.....	10
6	Asbestos .....	11
6.1	Asbestos Information .....	11
7	Work at Height .....	12
7.1	Structures.....	12
7.2	Climbing and Access .....	13
7.3	Work involving ladders and scaffolds .....	13
7.4	Mobile Elevated Work Platforms (MEWP) .....	14
7.5	Fixed Safety Equipment.....	14
7.6	Working Adjacent to Excavations.....	15
7.7	Rescue Planning.....	15
7.8	Radio Frequency & Health.....	15
7.9	Other Lifting Equipment.....	15
7.10	Abseiling .....	16
7.11	Fall Protection Equipment .....	16
8	Lone Working .....	16
9	Incident Reporting .....	17
9.1	Incident Categories .....	17
9.2	How to Report .....	17
9.3	Investigations .....	17
9.4	Business Continuity and Disaster Recovery (BC/DR) .....	18



10	Site Defects .....	18
10.1	Site Maintenance and Issues .....	18
10.2	Health and Safety Issue .....	18
11	Competence and Company Memberships .....	18
11.1	Climbing .....	18
11.2	Electrical Competence .....	19
11.3	Working in Highways .....	19
11.4	Lifting .....	19
11.5	Air-conditioning .....	19
11.6	Company Memberships/Registrations .....	19
11.7	Company Accreditations .....	19
12	Site Arrangements .....	20
13	Health .....	23
13.1	Health Assessments .....	23
13.2	Radio Frequency (RF) .....	23
13.3	Fumes & Chimney Emissions .....	23
13.4	Invasive Species .....	23
13.5	Sharps .....	23
14	Infrastructure located on the Highways .....	24
15	Infrastructure Located Remotely .....	24
16	Drugs and Alcohol .....	24
17	Documentation .....	24
18	Security .....	25
18.1	General Security .....	25
18.2	Specific Security Threats .....	25
18.3	CCTV and Monitored Sites .....	25
19	Signage .....	26
19.1	Site Signage .....	26
19.2	Construction Signage .....	26
20	Design .....	26
20.1	Design Information .....	26
20.2	Design Basics .....	26
21	Supplier Authorisation & Monitoring .....	27
22	Construction, Design and Management .....	27
22.1	Construction Requirements .....	27
22.2	Construction (CDM 2015 Regulation 2 Definition) .....	27
22.3	CDM Appointments .....	28
22.4	Appointed Roles Requirements .....	28
23	Environment .....	28
23.1	Control of Pollutants .....	29
23.2	Waste Disposal .....	29



23.3	Waste Recycling .....	29
23.4	Recovery of Hazardous and Non-Hazardous waste.....	30
23.5	Generators .....	30
23.6	Wildlife, Flora and Fauna.....	30
23.7	Air Conditioning Works .....	31
24	Communications.....	31
25	Works Completion.....	31
25.1	Safety File (BHOP).....	31
25.2	Defects .....	31
25.3	Handover to Operations .....	31
26	Consequence Management .....	32
27	Maintenance .....	33



## 1 Access and Egress

### 1.1 General Access Arrangements

Access to any Cornerstone site (Including MSA's) must be pre-authorized and arranged. Access must be booked with the site provider as required or permitted as needed (this includes symology noticing). Access information for the building is available on Cornerstone Siterra Portal and operator databases. The portal will indicate specific routes to take and any access restrictions.

The operators and Cornerstone hold data from previous builds which will include as built design drawings which may also assist in access.

If you are accessing into radio frequency areas you will require an outage. This can be done directly through the applicable operator.

### 1.2 Risk Assessments

Due to the nature of the sites and changing circumstances through uncontrolled access a dynamic assessment should be made of the site at the earliest opportunity.

On work completion residual risks from works or site provider issues must be reported and included in your documentation for submissions.

Cornerstone will provide as much risk information as possible to you. It is your duty to ensure you have access to the operator databases, Cornerstone Siterra Portal and Enterprise Portal to identify the required information.

All risk information you receive must be included in your safe systems of works and controlled. Should risk information be missing please contact your client or [Cornerstone.access@cluttons.com](mailto:Cornerstone.access@cluttons.com). If it relates to site providers property.

### 1.3 Multi-Site Agreements

Multi-site agreement (MSA) sites require you to book access via a variety of means. Each site owner also requires a differing level of documentation and supervision.

Some MSA's have very specific access arrangements and the need for specialised equipment and supervision for working at height. These are with companies such as Arqiva, Western Power, London Fire Brigade and Transport for London. It is essential you understand the requirements of these site providers as they are very specific and, in many cases, permitted.

You must make yourself aware of the requirements before booking onto a site. Information can be found on the operator systems or Cornerstone's Siterra Portal.

If you identify an issue onsite contact the MSA directly and record on the Cornerstone Enterprise Portal.

### 1.4 Booking & Visiting

Site access must be booked with the site provider to ensure they can accommodate the works you are undertaking. Please ensure you are clear regarding the works you are completing and avoid deviation.

In the case of a site provider of MSA requesting information pre-the visit please ensure the details are accurate. Only send engineers that are nominated as part of the access.





On arrival to site meet with the site provider so they are aware of your presence. Request an induction from the site provider or agent and any other relevant information.

Book into site using the appropriate operator or site provider systems e.g man on site or text system. Please contact the Operators for more details.

## 1.5 Leaving Site

All sites must be left in a good serviceable and tidy condition. Any equipment used to access the site must be locked away (e.g portable ladders) and any anti climb devices returned to a locked position.

All doors used for entry must be locked or reported to the site provider if attendance required to lock access ways before leaving.

Site access will be maintained to allow continued use. You must use the designated access in accordance to Siterra portal. All access must be maintained and reinstated to the same condition after use.

## 1.6 Out of Bounds and Restrictions

Cornerstone have an out of bounds and restricted access procedure for any site that has a severe health and safety issue making the site inaccessible. The process is initiated by a call to Mitie 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host), this will put the site out of bounds. The call needs to be followed up by completing the out of bounds and restricted access notice document (Appendix 1) and sending it to [outofbounds@ctil.co.uk](mailto:outofbounds@ctil.co.uk) and [CTIL.SiteHazards@mitie.com](mailto:CTIL.SiteHazards@mitie.com).

If you are visiting a site that has a major structural defect please call into Mitie on the above numbers and inform the site provider. Please stay at a safe distance from the site until a Mitie or Cornerstone representative arrives (if possible).

## 2 Site Rules & Behaviours

### 2.1 Onsite behaviours

Cornerstone have a level of expectation of those who enter our sites and how they conduct themselves in line with the landlord pledge to be tenant of choice. Cornerstone have Life Saving Rules which must be followed at all times when working on a Cornerstone site.

Cornerstone expect everyone who is going to site to dress appropriately and professionally in accordance with the trade or work. Clothing with the company logos on are desired and an identification should be worn at all times.

Cornerstone expect you to introduce yourself to the appropriate person at site and inform them of the works you are onsite to conduct.

Whilst on site all must comply with Cornerstone and site rules, not use abusive language and conduct themselves in a professional manner.

You should display an appropriate working sign board which will indicate your organisation and contact details. Additional signage will be required for specifics such as PPE requirements and drop/exclusion zones.





## 2.2 Site Requirements

Cornerstone have developed site requirements for all Cornerstone premises that must be followed. The site rules are mandatory and must be followed

- Comply with Cornerstone company health and safety documents and those of the site owner and operator.
- No smoking on site and full compliance with site provider requirements.
- No exposure to drugs or alcohol consumption on site. (No persons to be under the influence of drugs or alcohol on site).
- No horseplay, running or fighting.
- No sleeping on site premises.
- Appropriate Personal Protective Equipment to be worn in the site areas at all times.
- Any obvious site defects must be reported.
- All signs/notices to be obeyed at all times and the use of appropriate signing lighting and guarding to be used for your works.
- Plant/equipment to be used by competent/trained personnel only.
- Site to be kept tidy at all times and all waste removed and no flammable materials/substances to be stored.
- Fire and first aid provisions to be observed and in place.
- No radios/personal stereos are to be used on site.
- Only trained and authorised persons allowed on site.
- Parking of vehicles must be kept to a minimum and grass verge damage must be avoided.
- Children and animals are not permitted on site.
- No offensive language.
- No food or drink is to be kept or consumed in the work areas at the time of works.
- Welfare provisions to be agreed prior to site access.
- No urinating or defecating on site.
- Carry an identification badge.

## 3 Personal Protective Equipment

On Cornerstone property it is a basic requirement that when working, setting up or in the vicinity of the site a basic level of PPE is worn. This applies to every activity, however this should not impede your own risk assessment of needs. Each task you complete must consider the PPE you require and any fall protection equipment you need.

Due to the wide variety of site types and locations a consideration must also be to the type of terrain, conditions and weather that can be encountered.

The below PPE is mandatory, further PPE maybe required subject to your own task and risk assessment and current circumstance, COVID controls are currently required in the form of face coverings etc.



### 3.1 High Visibility Clothing

High visibility clothing must be worn on any Cornerstone site. The level of adequacy of this clothing must be reviewed by your own organisation e.g if on a 50MPH road, high visibility clothing must meet current requirements of the area you are working within.

It is recommended that any clothing used is of adequate strength and warmth as well as being waterproof for use in poor weather. The style and design of the clothing should meet British standards recommendations in accordance to the type of work that is being completed.

It should be noted that some sites require differing colours of clothing e.g orange when on rail track land.

### 3.2 Foot Wear

Any boot used for climbing should be well fitting with ankle protection, have a strengthened sole and a distinct heel. Reinforced toe protection boots should be to BS EN 344:92 standard.

Cornerstone do not allow safety trainers on sites.

### 3.3 Head Protection (dynamic risk assessment as needed)

Head protection shall be either safety helmets to BS5240, with chinstrap, or climber's helmets to BS4423 or UIAA, and should be selected depending upon the environment where worn and in date (i.e. protection against falling objects or against close impact on the structure).

## 4 Site Emergency Procedure

Fire and first aid must be considered for any person entering a Cornerstone site. Although you will have your own procedures for assessing the risks of fire and first aid there is some information you should be aware of.

### 4.1 First Aid

- Due to the risks associated with locations of sites Cornerstone require trained first aid cover to be implemented as a matter of course when visiting a site. Should any incident occur the speed of response is paramount
- Cornerstone do not hold first aid equipment at its sites so you must have your own kit available appropriate to the numbers of workers on site
- No clinical waste is to be left on site should an incident occur
- Planning must be considered for a more serious scenario which may require emergency services, you must consider a method prior to site works to save as much time in an emergency.

### 4.2 Fire

Due to the nature of site provider buildings and the duty of assessment being held by the site provider Cornerstone does not always hold the level of fire life safety systems or control at each site however, Cornerstone will try to obtain and hold fire information on Siterra and is now running a programme to complete fire risk assessments for our owned areas. Cornerstone hold fire risks assessments for the equipment and the fire precautions from a manufacture requirement which can be requested from Cornerstone design or Assurance, Governance, Safety and Risk team.



The following is the general requirements of fire safety on site:

- Cornerstone require fire arrangements to be assessed and work controls implemented as a matter of course when visiting a Cornerstone site before you arrive
- Cornerstone do not hold firefighting equipment at site so you must have your own controls available appropriate to the numbers of workers on site in the area and appropriate to the nature of the working risks
- Some site providers premise do not have life safety systems (alarms) throughout the buildings or on the rooftops you will be visiting. You will need to ensure you have proper controls in place as part of the design phase or risk assessment process for your works. Please inform Cornerstone of sites with no alarm
- If you conduct any works that could constitute a fire or starting a fire, risk controls must be put in place e.g fire extinguisher in the working area for hot works, permit etc
- Emergency lighting should be assessed before accessing site
- Your works must not impede the site providers fire arrangements and a full assessment of fire arrangements are to be included in the build handover documents. Cornerstone design guidance are to be followed. This information can be reviewed on the design SharePoint site: <https://ctil.sharepoint.com/sites/FTP/Design%20Team/SitePages/Site%20Design.aspx>
- The equipment you install must not impede or directly affect any site providers fire systems or arrangements and all fire stopper that is disturbed must be made good.

## 5 Parking and Vehicular Access

Information regarding vehicle access is available on the Cornerstone Siterra Portal and will determine the site providers preferred access arrangements. Please ensure you make yourself aware of these access arrangements and follow them.

Whilst visiting a Cornerstone site, parking restrictions must be identified and controlled. All visitors must park in designated areas.

You must not:

- Park/unload on double yellow or restricted zones
- Park excessive amounts of vehicles at site
- Park over footways/cycleways outside a controlled area e.g not in the traffic or pedestrian management zone
- Damage curbs, edging or verges
- Block residents parking

Some access requirements include roads with weight restriction on them, this should be identified as part of site reviews.

Before entering privately gated roads, access permission must be obtained. Ground damage must be avoided by using track matting or equivalent. Damages must be rectified.

Some sites require specific equipment to access, this can include all-terrain vehicles. A number of risks should be considered on these sites including the weather and terrain.



## 6 Asbestos

### 6.1 Asbestos Information

Asbestos information will be available to all persons entering Cornerstone sites. The information is available in three ways: Either through the site provider directly, via the Cornerstone data system Siterra (The operator databases also hold information which need to be checked) or by completing a new survey. The information available will be the survey and, in some cases the Cornerstone management plan, if the site falls into the Cornerstone duty holder liability. Some sites will have removal/age statements or other documents eg registers. Any document associated with the site will be stored on Cornerstone designated Database unless the site provider retains a physical copy at site which will be recorded in Siterra.

#### Asbestos Information (what to look for)

Access routes to the cell site must be assessed for asbestos risks as part of the overall dynamic risk assessment process in all cases. This requirement is necessary due to the potential changes in site conditions.

#### Asbestos Surveys

Cornerstone will:

- complete local refurbishment and demolition surveys (with sampling) across the UK to current standards including:
  - reasonably practicable attempt to locate and record the location, extent and product type of any presumed or known ACMs against the requesters scope of works;
  - inspect and record information on the accessibility, condition and surface treatment of any presumed or known ACMs;
  - determine and record the asbestos type, either by collecting representative samples of suspect materials for laboratory identification, or by making a presumption based on the product type and its appearance etc;
  - Include the access to equipment and equipment areas.
- provide details as to whether the risk posed by the asbestos directly impacts the radio equipment, access or radio room,
- escalate any real threats where the surveyor believes asbestos may be disturbed by works and make the site out of bounds,
- Upon receiving a survey request, Cornerstone will undertake its own review on the Cornerstone, operator and tower company databases and will send back any findings to the requester who will be expected to review the information and state it is adequate or not before the new survey is processed,
- upload all surveys and complete the applicable site information fields for each site (other documents including the site providers) to the data system.

Cornerstone will complete a localised asbestos refurbishment survey carried out in alignment with the site specific work you are proposing. Detailed design drawings must be provided that encompass all elements of work being undertaken at the site. The information provided shall detail all rooms affected within the building, any external areas such as roof tops, cable routes, proposed fixings of new equipment etc, i.e., are new wall mounted poles being erected that require through bolting in masonry walls. Locations of new cabinets / equipment must be shown on the drawings with suitable details of their intended fixing method that would enable a surveyor to assess those areas.



## Asbestos Management Plans

Cornerstone will:

- complete management plans across the property portfolio to current standards,
- complete actions from the plan whilst on site in the Cornerstone controlled room eg asbestos warning stickers etc,
- deliver management plans for any internal controlled Cornerstone room and any other area deemed to be controlled by Cornerstone and make available via the data base or QR scanning on site,
- complete the applicable site information fields for each site in database,
- review the management plan and update it based on risk and works. (This will be done from a desktop).

### When Asbestos Information is Not Available

In some cases where Cornerstone does not hold any historical information for the site, it will be deemed as having no information. Where there is no asbestos information available from the landlord's/site provider's or Cornerstone's databases, visitors must always presume that material found on site and within the fabric of a building may contain asbestos unless there is strong evidence to suggest it does not.

Where a survey (or other document) has been completed by a third party (Landlord), which does not provide the level of detail required, an additional survey should be instructed specifically covering access and egress to and from the point of works and include the work area considering the full scope of works. In cases where the Landlord has failed to carry out duties under the Asbestos Regulations, Cornerstone are to be instructed to resurvey the site.

Any new asbestos surveys commissioned must be added to the build hop and sent to [cornerstone@asbestosrequest.co.uk](mailto:cornerstone@asbestosrequest.co.uk). Cornerstone will always send the site provider surveys, so they are aware of any risks in the general areas of the building.

If there is an internal room and no management plan is in place please contact [cornerstone@asbestosrequest.co.uk](mailto:cornerstone@asbestosrequest.co.uk) and request that a Management Plan is completed.

## 7 Work at Height

Working at height is a high-risk activity and can include any scenario where a fall can occur. The following precautions are being enforced at site.

### 7.1 Structures

All ladders and structures must be assessed by the person climbing in accordance with the working at height legislation and training (rooftop access or advanced climber) along with the equipment you plan to use. All equipment used for climbing or lifting must be assessed by a competent person and official inspection record held.

Structures owned by Cornerstone will have a safe to climb tag clearly displayed with a check completed within the last two year. Structures owned by site providers will be assessed in accordance with their own procedure, please check with the SP what the procedure is and ensure you have this as part of access booking. If the Cornerstone site does not have a safe to climb tag on it, please contact [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com). It is possible to self-certify in strict conditions which are highlighted in SDN3011 Cornerstone guidance for Structure Certification and Climbing.



Fixed fall arrest/restraint equipment must be tagged, and an inspection completed with the last 12 months in all cases.

Access ladders are common place in the Cornerstone property portfolio. Access ladders must always be risk assessed before using and will have a yearly inspection. If the ladder is owned by Cornerstone it will be tagged, if it is a site provider ladder Cornerstone will inspect it to the same standard as a Cornerstone owned ladder but no tag will be applied.

If you have identified any of these inspections missing or a defect please contact Mitie 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host) or email [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com).

## 7.2 Climbing and Access

Cornerstone do not prescribe how works are undertaken, however due to different standards throughout the industry we do set a minimum requirement in the area of climbing. Access and climbing is a key hazard of telecoms sites and the following requirement has been set.

### Advanced Climbing

Defined by climbing towers or steel structures on a regular basis as a routine element of a job role.

Advanced climbing competence will be required if access is 5 metres or over in height on an open structure climb e.g. tower. Fixed ladders may require advanced climbing competence if over the 5 metres or a risk assessment dictates.

### Rooftop Worker

Defined by those who access flat rooftop areas. This could involve gantries, portable ladders and fixed access ladders. Your rooftop training may dictate a level of height of access ladders you can climb. You must not access above the permitted training height. Some fixed ladders may require advanced climbing competence and additional rescue needs which you must assess for risks prior to access.

## 7.3 Work involving ladders and scaffolds

### Scaffolds (including Mobile)

Fixed scaffolds must only be installed by approved and competent contractors. All fixed scaffold must be inspected and a Scaffold-tag attached indicating inspections and period. Where accessing a scaffold, the following inspection guidance must be completed and recorded on the structure by a competent person:

- Inspect before first use
- Inspect at intervals of no more than every 7 days and thereafter
- Inspect following any circumstances liable to jeopardise the safety of the installation e.g. high winds.
- Ensure the scaffold is locked and the public cannot gain access
- Ensure there is appropriate drop zones and netting to prevent falling objects Mobile Scaffolds

Mobile scaffolds must have appropriate guard rails and must be inspected before use. All works should be assessed and completed in compliance with the Work at Height Regulations by competent persons.



## Fixed Ladders

Fixed ladders must be reviewed before use. They firstly must be checked for test and inspections, followed by your own visual inspection. All work at height activities regardless of height of equipment, must be risk assessed before access is attempted. The following points must be observed if using a fixed ladder:

- Fixed ladders must be risk assessed to determine controls and the level of fall protection and rescue required. Personal protective/fall equipment is required as soon as you are in a position where you can fall from height.
- Fixed ladder training can vary and the appropriate training must be assessed and in place prior to any works taking place along with rescue planning including trained people to undertake rescue at height
- All work at height activity requires appropriate rescue planning. Access ladders, where a suspended rescue is a potential, requires additional certified training and must be assessed and planned accordingly.

## Portable Ladders

Portable ladders must be inspected and tested by a competent person. Details of the inspection must be available for inspection whilst the ladder is being used. This may be via certification of ladder tag. A risk assessment and method statement is required for each element of work and equipment erection.

Portable ladders are only to be used if it is not reasonably practicable to use a safer method of access. Working from a ladder can only take place for short durations and for light works. If this is not achievable, podium steps are to be used. Ladders should be footed for stability. Portable ladders must comply with EN131 and any additional standards depending on the work activities.

### 7.4 Mobile Elevated Work Platforms (MEWP)

When working with MEWPs, appropriate fall restraint and personal protective equipment is to be worn. Operatives and workers using the equipment must wear a certified fall arrest harness and attach within the basket itself to the appropriate attachment point. The equipment itself must be deemed fit for work through a 6-monthly inspection. All operators must be competent to use the equipment and the equipment must be used within the manufacturers guidelines.

All overhead work taking place must have appropriate signage and guarded demarcated drop zone below the work area, which can be achieved with physical barriers and appropriate signage. In some cases a banksman/spotter may be required.

Assessment of overhead hazards must be made before any lift is to take place and must be considered at planning stages of site works. Rescue must also be assessed and planned before the works.

### 7.5 Fixed Safety Equipment

Any fixed safety line, eye bolt or fall restraint or arrest equipment found on site must have been inspected within the previous 12 months, details of the inspection must be present whilst the system is in use. This could be in the form of a tag. Systems that are not inspected or the inspection has expired, must not be used. In the case of non-usable fixed safety equipment, other climbing techniques can be used if a risk assessment has been completed and the risks reduced to an acceptable level.

Guard railing and parapets for protection should conform to building regulations. Guard rail should be in place up to 950mm (1100 mm on new building) in height (with mid rail to leave no bigger gap





than 450 mm) to protect the building edges or parapets where a fall could occur which could cause significant harm.

In some cases there are access routes where a walk route might have limited edge protection but will have a reasonable distance from the leading edge. In this circumstance you cannot work in this area and it must be treated as a short duration to get to a means of safety. Do not at anytime lean through or over edge protection.

## 7.6 Working Adjacent to Excavations

Any work taking place next to an excavation at ground level with the potential to fall into the excavation must be controlled under Work at Height Regulations; this may include exclusion distances from the excavation for removed soil and signing/guarding to protect open excavations. All controls to be risk assessed specifically for the work to be undertaken. Excavations are not to be entered however, if there are occasions when this is necessary all relevant controls are to be put in place to prevent entrapment and being struck. Please refer as a minimum to Health and Safety Guidance 150 & 47.

## 7.7 Rescue Planning

Any activity at height that can potentially leave a person suspended must have a rescue plan in place. Any person that completes work at height activities must assess the risks and ensure a rescue plan with required resources are in place.

The rescue plan must always be considered in the planning of work and assessed for adequacy. Training must be appropriate to the rescue equipment in use.

## 7.8 Radio Frequency & Health

Any site requiring climbing or accessing a site provider area e.g rooftop, must have a RF Personal Monitor of an approved type appropriate to the frequency range being exposed to available. Rooftops must be assessed for dedicated safe walkways and risk information and a risk needs assessment must be completed for the use of personal monitors. The alarm must be calibrated (within date) and switched on. Training must be completed to under pin knowledge for those going to site.

Further information can be found in the health section of this document.

## 7.9 Other Lifting Equipment

If the site requires mobile lifting equipment to access the equipment the site must have appropriate access for the equipment. The ground conditions must allow for the equipment to be positioned and stabilised.

Some sites are restricted to lifting equipment only and this information can be found on the operator's databases and Siterra Portal.

Equipment can only be operated by trained personal and Cornerstone will not tolerate a lack of drop zone or any danger caused to the public due to lack of signing and guarding.

Exiting the mobile lifting equipment whilst at height is prohibited unless it is an absolute last resort.

When using this equipment review the surrounding area and environment which will include hazards such as low cables and location near protected areas such as railway links.

Any Derrick works must be controlled as per Cornerstone guidenace (using Derricks on radio structures).



## 7.10 Abseiling

Abseiling is a last resort but, in some cases, the only access method. In the case of an abseil please contact Mitie 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host) to have the appropriate anchor checked. Cornerstone's eye bolt anchors are locked off with a Cornerstone notice. Please do not get these confused with site provider eye bolts.

Those using abseil technique must have appropriate competence to the correct levels such that of IRATA.

## 7.11 Fall Protection Equipment

All work at height must be planned, assessed and identify equipment to do so safely. The equipment levels vary for the type of work taking place.

Formal inspections of all personal equipment is to be completed and records held. Copies of the Summary of Examination Certificates are to be held or accessible by the employee who has been issued with the equipment. Inspection regimes are to be put in place and will usually be in line with:

- Every time by user and on first use of equipment
- Designated timescale by competent assessor (normally 6 monthly)

## 8 Lone Working

Cornerstone sites do not have lone working monitoring or stress alarms. It is for this reason all those visiting must control the risk directly.

Lone working can take on many forms which need to be assessed and controlled. The scope of lone working can include, but not be limited to:

- Working alone at a fixed cell site
- Being separated from others, e.g. on a rooftop
- Working away from their base or at remote locations, e.g. designers and surveyors

Site visits must consider the access and potential for lone working and the controls necessary for safe working onsite. All lone working risk assessments that are undertaken shall be suitable and sufficient which will address two main risks:

- Whether the work can be done safely by a single person
- What arrangements are required to ensure the lone worker is at no more risk than employees working together
- High risk work is eliminated.

The risk assessment should prescribe arrangements for systematic monitoring of the hazards identified by lone working personnel to maximise safety.

Further considerations of assessing lone working:

- Staffing levels – can the job be done safely by a single person?
- Remoteness and isolation – timescale of work, safe means of travel to and from the location, access to adequate rest, hygiene, refreshment, welfare and first aid facilities, procedures for responding to emergencies.
- Condition of the workplace – safe means of entry and exit, adequate lighting, heating and ventilation.



- Communications – employee provided with mobile phone and adequate communications to be maintained
- Prevention of violence – provisions may include mobile phones, adequate building security especially when working out of hours.
- Medical suitability - two points need to be determined: does the job impose extra demands on the lone workers physical or mental stamina? Does the lone worker suffer from any illness that may increase the risks of the job?
- High Risk Works – Any works where a failure of equipment or process could result in death or life changing injuries.

All lone working procedures must escalate should a failure in communication or a failure to establish communication to the lone worker occur.

- A lone worker is in distress (Call 999 immediately)
- Lack of contact over a prescribed period of time should be escalated
- Any person who was meant to arrive at work and did not regardless of lone working must have an escalation procedure.

## 9 Incident Reporting

Cornerstone request that all incidents are reported to the Cornerstone Enterprise Portal. This is not a procedure that voids your client's requirements. It must be done in conjunction with your clients reporting system. This is to allow Cornerstone to investigate and put in place corrective actions if required.

### 9.1 Incident Categories

Cornerstone categorise incidents as the following:

- Accidents/Ill Health (Physical harm, damage to property or equipment)
- Near Miss (An incident that could result in physical harm)
- Environment (Actual chemical spillage)
- Security (Burglary and anti-social)

### 9.2 How to Report

If you are involved in an incident at a Cornerstone site, please report on the Cornerstone Enterprise Portal. The portal is Cornerstone's governance tool and holds much of the Cornerstone HSQE information.

If you don't have access to the system, please contact [HSQE@ctil.co.uk](mailto:HSQE@ctil.co.uk) and request access. All incidents must be reported within 24hrs of the event taking place.

### 9.3 Investigations

If you are involved in an incident you will be required to investigate. Cornerstone have the functionality to automatically allocate corrective actions from the Cornerstone Enterprise Portal.

All investigations must be completed within 7 working days of the incident taking place and uploaded to the Enterprise portal to be reviewed. Where the work is for other Clients please contact them directly.



## 9.4 Business Continuity and Disaster Recovery (BC/DR)

Cornerstone have BC plans which are accredited to ISO22301. The plans cover Cornerstone offices and cell sites.

**Office** – In the event of an office shut down a communication will be cascaded to all staff who will manage their own stakeholders. Stakeholders will be made aware and communicated to at regular intervals.

**Cell Site** – Should an incident occur which effects a number of sites (single sites managed through out of bounds) deemed as a (BCDR) event a crisis/incident management centre will be established between Cornerstone and Mitie. An incident management team will identify control plans and mitigations which will be communicate through the communication systems e.g email and forums to all stakeholders. Site information and access restrictions will be done through the operator databases and Siterra portal.

## 10 Site Defects

### 10.1 Site Maintenance and Issues

Cornerstone requests that any site defect is reported to allow maintenance or project teams to resolve. Issues include:

- Maintenance Issue (Person safety line out of date)
- Air conditioning fault (High temperature)
- Safe to climb (Certificate/tag missing)

If it is a maintenance issue it should be reported to Mitie Reactive Team  
Cornerstone.Reactive@mitie.com or 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host).

### 10.2 Health and Safety Issue

If you notice a health and safety issue on site, please contact Mitie immediately on 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host). Please make the site provider aware of the issue and make the site safe if possible.

## 11 Competence and Company Memberships

### 11.1 Climbing

As a minimum work at height activities for rooftops requires the following training:

- Rooftop Access Course must be completed (every 3 years)
- RF Awareness Course must be completed (every 3 years)
- First Aid Emergency Course must be completed (every 3 years)

Any structure over 5 metres requires additional training:

- Advanced Climber course to be completed (Every 3 Years)
- Rescue Training course to be completed (Every 12 months)
- First Aid at Height course (Every 3 Years)



Structures over 5 metres require additional training as mentioned above and additional safe systems of work e.g. rescue planning

## 11.2 Electrical Competence

Those designated as an electrically skilled person must be trained as appropriate to the nature of the electrical work to be undertaken. Adequate education, training and practical skills, and who is able to perceive risks and avoid hazards are minimum requirements for those completing works. Cornerstone design department hold electrical requirements on SharePoint where all documents are available for you review and information:

<https://ctil.sharepoint.com/sites/FTP/Design%20Team/SitePages/Site%20Design.aspx>

## 11.3 Working in Highways

Those working in the highway must be:

- Must be trained at all appropriate levels by a recognised education authority
- Supervisory role on site recognised to new roads and streetworks act
- You must only raise notices under the relevant statutory undertaker you are working for
- All penalty notices must be cleared on the appropriate system e.g Symology immediately
- Temporary instatements must be made permanent with given timeframes.

## 11.4 Lifting

- All lifting activates must be completed by competent persons and appropriately to the type of activates being undertaken
- Supporting roles such as banksman and slingers must have appropriate training
- Mobile lifting operators must hold appropriate competence e.g IPAF
- Specific training is required for roles when using Derrick equipment, check guidance
- Methods to prevent falls and falling objects are to be put in place.

## 11.5 Air-conditioning

- Air conditioning installers must be trained to the correct level of Fgas depending on the activity being undertaken
- Records and registers of install and removed gas are to be held and supplied to Cornerstone.

## 11.6 Company Memberships/Registrations

- All organisations should be accredited for specialist areas e.g Fgas registration, NICEIC etc.

## 11.7 Company Accreditations

- All those accessing site should hold management systems that are in line with ISO standards. All major organisations should hold ISO 14001 Environmental Management, ISO 45001 Health and Safety Management and ISO 9001 Quality Management.



## 12 Site Arrangements

Cornerstone have a general expectation that anyone working on site will have arrangements to control all activities on site. Areas that you must have arrangements for are below. At any point Cornerstone reserves the right to inspect our property and the activities taking place. Arrangements will be reviewed in accordance with Cornerstone requirements and legislation.

### Approvals / Permits

- The visitor must use an approval and permit systems when the work is deemed as high-risk or the potential for injury is present from other workers on site. A procedure will exist to manage this area in accordance with legislation.

Any notices for working in the highways are to be completed through the appropriate systems which must be maintained. Any fines are to be actioned quickly and resolved.

### Confined Spaces

- The visitor shall not enter confined space unless with the necessary skills, training, planning and rescue equipment. The visitor must have procedures that meet legal standards.

### Electrical Safety

- The visitor shall only work on electrical systems if competent, trained and certified and have procedures that meet legal requirement. Electrical visitors must be registered to a recognised authorising trade body e.g. NICEIC.

### Electromagnetic Fields (EMF)

- The visitor shall comply with all EMF guidelines and legislation. The visitor will also comply with Cornerstone requirements.

### Emergency Arrangements

- The visitor shall have appropriate emergency arrangement on site and in the office that meet legal and best practice as well as ISO standards.

### Equipment and Tools

- The visitor shall be responsible for ensuring staff and the tools, equipment and access materials that they are required to use are all in accordance with Health and Safety Regulations.

### Gas

- The visitor shall only use safe and competent visitors register to an appropriate trade membership and have procedures to meet legal compliance.

### Hazardous Substances

- The visitor shall ensure all substances are identified on a register and controlled in accordance to legal requirement.

### Hot Work

- The visitor shall be conducted in accordance to legal standards.



## **Ladder Safety**

- The visitor shall adhere to guidance, standards and legal standards when using ladders.

## **Lifting operations and Equipment**

- The visitor shall comply with legal standards when performing any lift and have procedures that meet this standard. Drop zones are to be carefully considered and assessed appropriately for the risks.

## **Lighting**

- The visitor shall risks assess lighting and consider task lighting for installs and works at site.

## **Lock-Out / Tag-Out**

- The visitor shall have procedures that reach legal standards.

## **Noise at Work**

- The visitor shall have procedures that adhere to legal standards.

## **Occupational Health and Hygiene**

- The visitor shall have an OH department for any medicals and services that are required.
- Diseases and hygiene management in place for all workforce.

## **Portable Appliance Testing**

- The visitor shall have testing and monitoring regimes in line with legislation and other standards.

## **Protection of the Public**

- The visitor must consider requirements for protection of the public in the health and safety plan. (Where appropriate state requirements for the erection, maintenance or removal upon completion of hoardings with gantries, fans, safety screens, barriers, access gates, covered gangways, etc. as necessary for the works or portions thereof.

## **Safety Harnesses and Fall Protection Equipment**

- The visitor shall align all safety inspections with legal requirement and have procedures in place to do so.

## **Site Management**

- The visitor shall have procedures in place to allow all site works to meet legislation for install and maintenance tasks.
- A person in charge of works is to be in place for all works and trained as per the tripartite working group training pack.
- Visitors are expected to perform daily pre-task planning to identify potential hazards and the corresponding mitigation measure(s) to eliminate or minimize the risk associated with performance of the work.
- Hygiene controls and management of diseases (e.g COVID) must be in place.
- No equipment resulting from the work is to be left onsite once work is completed e.g. temporary barriers.





- The work site and access are to be left safe and accessible in all cases.
- The visitor must rectify or escalate any major health and safety or environmental issue and supervise the site until resolved.

### **Site Inductions**

- The visitor shall ensure all person on site have a full and proper signed induction as per regulations.
- A record off inductions must be held and cover all site risk information, welfare and emergency details.

### **Site Housekeeping**

- The visitor shall maintain good levels of housekeeping and not affect the public.

### **Scaffolding**

- The visitor shall have capabilities and procedures in place to meet legal standards.

### **Traffic management**

- The visitor shall have capabilities and procedures in place to meet legal standards.
- All work must have agreement and approval with necessary authorities.
- Static barriers are to be used when in the highways and all street furniture removed.
- The correct level of training and supervision is to be made available.

### **Welding/Cutting**

- The visitor shall have procedures which meet legal standards.

### **Welfare**

- The visitor shall provide adequate welfare facilities at work in accordance with legislation.
- Additonal welfare and hygiene requirements are to be held in place.
- Controls for the management of diseases (e.g COVID) must be applied and complied with.

### **Lift Motor Rooms**

- No equipment is to be installed in lift motor rooms without assessing legislation and Cornerstone design guidance
- As a visitor you need to assess if you need training to access a lift area. As a minimum you must request an escort from the site provider competent/appointed person to escort you through the area safely and provide induction information.



## 13 Health

### 13.1 Health Assessments

Due to the physical nature of climbing it is necessary to ensure climbers have completed an occupational health medical assessment. The below table indicates durations for climbers to complete health medicals.

Age	Climber Medicals
< 40	Health Assessment every 3 years
41 – 49	Health Assessment every 2 years
> 50	Health Assessment every year

Employees who are absent from work through illness or injury, temporarily unfit to work at height for longer than the self-certification period is required to provide their line manager with a medical certificate signed by their GP. The GP should provide on the medical certificate a recommended date for return to work.

### 13.2 Radio Frequency (RF)

RF radiation is present on most rooftops due to operator antennas and other sources of RF.

Training must be received regarding basic RF safety awareness and exclusion zones for any person climbing or entering a roof space. It is also important that operator shut down procedure is used when completing work activities where RF contact is foreseeable. The Cornerstone AGSR RF Specialist will support with RF questions and issues.

### 13.3 Fumes & Chimney Emissions

It is essential to understand what chimneys and flues are emitting on the roofs to be accessed, this is especially vital if working on a hospital, academic research centre, residential property or any laboratory. This risk is to be captured as part of the planning of a site for acquisition and design.

### 13.4 Invasive Species

Any site with invasive species must be reported into Cornerstone through [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com). If the weeds impact the SP please contact [Cornerstone.Access@Siterra.com](mailto:Cornerstone.Access@Siterra.com).

If you are removing invasive species, you must be competent to do so. All legislation and advice is to be followed when removing.

If the invasive species in Giant Hog weed and it is in the compound of the site the site must be place out of bounds due to the injury that can be caused to the skin.

### 13.5 Sharps

Any site with evidence of sharps (hypodermic needles) must be reported to Cornerstone. It must be reported to Mitie Reactive Team [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com) or 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host).



## 14 Infrastructure located on the Highways

Due to the nature of streetworks and proximity to the road site and the accessibility risks all work must be done under strict control.

Works in the highways must have a council approval in place which may extend to works on the pavement. The extent of works you are completing will vary on notices and local authority involvement.

All works must be completed in compliance with New Roads and Street Works Act and consider all members of the public regardless of the vast or limited amount of work taking place. Each local authority must be complied with also, no work is to take place on a Cornerstone site that is not authorised and has the full extent of control in place.

Defects must be rectified on first request and any surface material deemed as temporary must be replaced with a permanent solution.

If you require any information or you need to report an issue, please contact [Cornerstone.NRSWA@ctil.co.uk](mailto:Cornerstone.NRSWA@ctil.co.uk).

## 15 Infrastructure Located Remotely

Some Cornerstone sites are in remote locations. These sites require specialised equipment to access them and there is a high likelihood the weather will be inclement and you will be isolated. Please ensure you plan adequately for these jobs with proper lighting and communication plans especially through the seasons.

Please review Siterra Portal before accessing sites to ensure you have the correct and agreed route. These sites are not to be accessed alone due to the risks and potential difficult rescue.

## 16 Drugs and Alcohol

Whilst on a Cornerstone site the use of alcohol or drugs is not permitted in any circumstances. Any person entering a site must not be under the influence of drugs or alcohol from the previous day or night's usage.

If you are found to be using substances or alcohol you will be removed from Cornerstone premises.

## 17 Documentation

Documentation relating to the site will be available in the form of inspections records (contact Mitie) [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com) and a safety file (Operator Databases and sharepoint in some cases) is available with the previous site build information along with Siterra for site access information.

Safe system of works documentation is to be implemented prior to build as part of the Cornerstone and operator governance steps. If you are working for a customer outside of Cornerstone/VF/TEF you will need to follow their working arrangements and document submissions. Documents must be suitable and sufficient and only contain relevant information to that site build. In some cases

documents are to be sent to Cornerstone for review e.g Network Rail. These documents will be rejected if the quality is poor.

A clear safety file is to be produced following works so an up to date log of information can be stored. This will be stored in the Clients designated location.



## 18 Security

### 18.1 General Security

The security of Cornerstone sites is paramount. Cornerstone protect against lawful and unlawful visitors via fences, anti-climb and hard locks.

The site must be secured throughout the duration of your works and activities. All gates and doors are to be locked and secured.

Keys to sites are requested through Mitie, the request must be accompanied with the competence checks for the level of works you are completing.

Defects to site security must be reported to [Cornerstone.Reactive@mitie.com](mailto:Cornerstone.Reactive@mitie.com) and all security incidents to be recorded on the Cornerstone Enterprise Portal.

### 18.2 Specific Security Threats

If you discover a pirate radio site you must report it to Mitie and Cornerstone. It must be reported to Mitie on 01329 33 2884 (VF Host) & 01329 33 2886 (TEF Host).

Some sites have been known to be in locations prone to anti-social behaviour. The operator databases and Cornerstone Siterra Portal will highlight this risk and determine the level of security. This may involve a no lone working environment of a full security escort.

Terrorist threats are becoming very common, if you feel unsure of a situation or witness anything suspicious report it to 999. If an event takes place in the area you are working, move away from the area and call the threat in to Cornerstone and your own organisation.

### 18.3 CCTV and Monitored Sites

Some sites have CCTV and are monitored. This will be recorded on Siterra Portal. Please follow the instructions given.



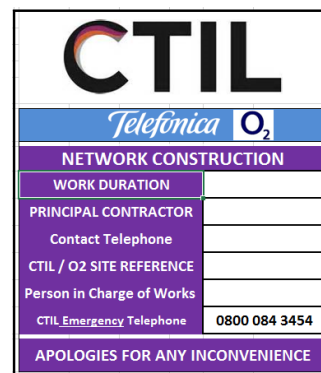
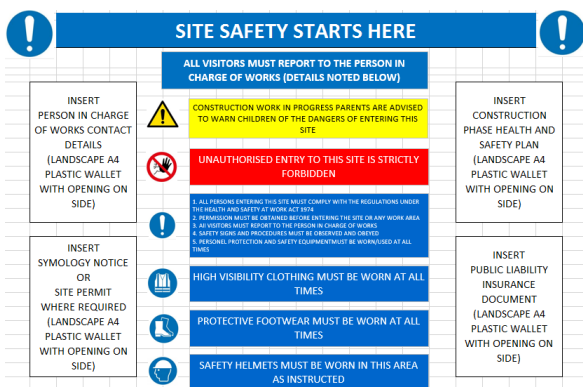
## 19 Signage

### 19.1 Site Signage

Cornerstone supply site signage for all its sites, at the site you can expect to find site operator, site number and a direct phone number to Cornerstone maintenance. It is also a requirement to have security and warning signage at the site which explains radio frequency details. The following document holds the details of the site signage details. SDN0002 RF Site Signage on Telefonica UK and Vodafone Sites.

### 19.2 Construction Signage

Cornerstone sites are largely located in areas where public have access to or near. Cornerstone require all works to be conducted in a professional manner and communications to third parties is a key element to this. Cornerstone require all works to have specific site signage displayed which must meet basic safety signage standards and client information as below:



\* Shown as an example of the standard

## 20 Design

### 20.1 Design Information

All sites are to be designed in accordance with the Cornerstone design guidance. All design information can be found at

<https://ctil.sharepoint.com/sites/FTP/Design%20Team/SitePages/Site%20Design.aspx>.

To gain access to this SharePoint please contact [sitedesign@ctil.co.uk](mailto:sitedesign@ctil.co.uk).

### 20.2 Design Basics

At Cornerstone we require the following information for all design works at sites:

- Hold a process for the evaluation of safety in the design elements of the work package
- All design work is to meet legal and British Standard requirements and ensure the ongoing accessibility and risk control of all future visits
- Identify constructability and maintainability design issues that could increase the potential for injury during the execution of this work package
- You must design out risk as a matter of course
- You must follow regulatory requirements, British Standards and Cornerstone recognised practices in the review and survey of sites to ensure suitability
- The principal designer must sign off all works as per the Construction, Design and Management Regulations.



Any significant design changes that are not covered by any Cornerstone design guide must be escalated to Cornerstone for consultation as a concession.

## 21 Supplier Authorisation & Monitoring

At the forefront of good supplier management is a management review of the systems in use to control, govern and conduct themselves. Cornerstone require all suppliers to be audited and to ensure competence and capabilities are adequate. You are required to be safe contractor approved with principal designer and principal contractor (Cornerstone also require telecoms) accreditations. You are required to ensure that any supplier entering Cornerstone sites are properly vetted and furnished with all the information at all levels.

All should have access to the relevant databases and have knowledge of telecoms and the competence to complete works with appropriate equipment and planning.

## 22 Construction, Design and Management

### 22.1 Construction Requirements

The CDM Regulation 2015 and other specific Regulations, British Standards and other Approved Codes of Practice's apply to all construction, maintenance and design works undertaken on behalf of Cornerstone. Visitors must ensure compliance with all applicable Regulations and accept they can meet regulatory and Cornerstone/Vodafone/Telefonica requirements for the roles and project they accept.

Projects where the Principal Designer and Principal Contractor (PD/PC) roles are awarded to the same visitor; the visitor must demonstrate a clear difference between the two roles in ownership and accountabilities (in line with CDM). If the PD role is separate, collaboration between the PD and PC must take place. A clear relationship must exist between the Pre-Construction and Construction stage and risks must be controlled using the hierarchy of control.

All pre-construction information must be in place before any physical works take place. Cornerstone/Vodafone/Telefonica will provide information or access to systems to obtain current safety risks and previous safety file information. All who work on the sites must have means of access to the supplied tools. All projects must have a suitable and adequate Construction Phase Plan in place before physical works are undertaken. Safety File information must be agreed and implemented for all projects and assessable to Cornerstone.

### 22.2 Construction (CDM 2015 Regulation 2 Definition)

Construction Work means the carrying out of any building, civil engineering or engineering construction work and includes—

(a) the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure, or the use of corrosive or toxic substances), de-commissioning, demolition or dismantling of a structure;

(b) the preparation for an intended structure, including site clearance, exploration, investigation (but not site survey) and excavation (but not pre-construction archaeological investigations), and the clearance or preparation of the site or structure for use or occupation at its conclusion;

(c) the assembly on site of prefabricated elements to form a structure or the disassembly on site of the prefabricated elements which, immediately before such disassembly, formed a structure;



(d) the removal of a structure, or of any product or waste resulting from demolition or dismantling of a structure, or from disassembly of prefabricated elements which immediately before such disassembly formed such a structure;

(e) the installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas, compressed air, hydraulic, telecommunications, computer or similar services which are normally fixed within or to a structure.

### 22.3 CDM Appointments

It is foreseeable that works taking place on sites will require appointments being made. Please ensure you are compliant with the legislation and you have been appointed if conducting a Principal Contractor/Designer.

### 22.4 Appointed Roles Requirements

Principal Designers are designers appointed by the client in projects involving more than one visitor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role. They plan, manage, monitor and coordinate health and safety in the pre-construction phase of a project. This includes: identifying, eliminating or controlling foreseeable risks and ensuring designers carry out their duties. Preparation and provision of relevant information to other duty-holders. Provide relevant information to the principal visitor to help them plan, manage, monitor and coordinate health and safety in the construction phase.

Principal Contractors are contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor on site. They plan, manage, monitor and coordinate health and safety in the construction phase of a project. This includes: liaising with the client and principal designer; preparing the construction phase plan; organising cooperation between contractors and coordinating their work. They must ensure suitable site inductions are provided and reasonable steps are taken to prevent unauthorised access. Workers must be consulted and engaged in securing their health and safety. Site welfare facilities must be assessed and provided.

## 23 Environment

Cornerstone is environmentally conscious organisation and believes in sustainability. The following requirements must be met:

- You must ensure the protection of the environment when completing any activities.
- Site waste management plan will be required for high risk sites.
- The use of generators must be reviewed inline what the power requirements and the area it is to be placed in e.g. residential.
- Surveys must be completed on all generator deployment.
- All fuel storage and filling must be bunded and floor protected.
- No open fluids to be used on water table, flood plains or other environmentally sensitive areas.
- Noise must be kept below legal and industry standard limits.





## 23.1 Control of Pollutants

Cornerstone requires continually reviewed and renewed planning in line with legislation and current practices to ensure the control of pollutants is assessed, controlled and reduced. Procedures must exist to control all elements of environmental impacts. Cornerstone require you to consider (but not limited to):

- Water
- Land
- Air
- Waste

The visitor must consider all aspects of sustainable use of fuels and materials. Cornerstone requires continually reviewed and renewed planning in line with legislation and current practices to ensure any undertaken task or deployed product considers environmental sustainability. You must implement responsible decisions that will reduce your businesses' negative impact on the environment by developing processes that will lead to the business becoming completely sustainable in the future.

Cornerstone require you to consider:

- Water courses
- Long term Generators
- Size of generators
- Site clearing
- Environmental Restrictions
- Use of vehicles

## 23.2 Waste Disposal

- The visitor shall ensure all waste is monitored to its final point.
- Waste transfer notes are used and kept in accordance to legal requirements.
- A plan must be implemented to avoid landfill.
- All suppliers are audited by the visitor as a part of duty of care.

## 23.3 Waste Recycling

- The visitor shall recycle as much as reasonably possible.
- All suppliers are audited by the visitor as a part of duty of care.



## 23.4 Recovery of Hazardous and Non-Hazardous waste

The visitor shall have procedures in place to ensure the following areas (but not limited to) meet legal and other requirements when carrying, working with and disposing of:

- Packaging
- General
- Refrigerant
- Asbestos
- Soil and Rubble
- Contaminated land
- Glass
- Invasive species
- Vegetation
- Oil and chemicals
- Batteries
- WEEE
- Waste transfers and registrations
- Mobile
- Premises
- Producer

Returns procedures must be bespoke to the type of waste being moved and consider the risks of moving e.g. powering down Unlimited Power Supply before transporting cabinets.

## 23.5 Generators

Any generators used on a Cornerstone site must comply with legislation it must be designed that no part of the system is without a bunding to 110% capacity. All areas of the system including connections must be bunded.

A survey must be completed to ensure the generator is appropriate to the area including noise and fumes.

No generator is to be deployed near environmental vulnerable or sensitive areas.

## 23.6 Wildlife, Flora and Fauna

Any site operations must consider the environmental conditions of the area. This includes vegetation, trees and any other wildlife.

Protection of wildlife must be observed at all times. Please see out of bounds section.



## 23.7 Air Conditioning Works

Any site operations that involves working on the air-conditioning system must have:

Competent individuals in accordance to Fgas Regulations which includes fluorinated and Hydrofluorocarbons

- Company registration
- Provide Cornerstone with information of what system was deployed and removed (make, model)
- Provide in KG what gas was removed and how much
- Provide in KG what gas was put in and how much
- Provide the loss of gas from the old unit in KG. See competency section for further information.

## 24 Communications

Cornerstone will communicate, consult and offer suppliers and visitors the opportunity to feedback on the Cornerstone management system and arrangements. Cornerstone communicate in the following ways:

- Cornerstone communicate site information using the operator's databases and Cornerstone Siterra Portal
- Safety alerts, toolbox talk and standards can also be found on the Cornerstone Enterprise Portal
- Cornerstone have a SharePoint with a number of documents available for build and design
- Cornerstone have a website that contains information regarding the organisation
- Cornerstone use safety alerts for important changes.

## 25 Works Completion

Cornerstone require all works to be done to an industry standard and without risk or damage being left behind.

### 25.1 Safety File (BHOP)

All works require an adequate and suitable safety file. This must be completed in a timely manner and include all site information and manuals. The file must comply with the Construction, Design and Management Regulations. Some information is required to be sent to different governance bodies e.g asbestos. This information may need to be uploaded to Siterra/Sharepoint depending on projects requirements. Check with Cornerstone handover department for this information or project manager.

### 25.2 Defects

All defects must be identified and cleared as part of your own quality inspections. No defect is to be left open on site. All major works has a quality inspection, the report must be satisfied for the site to be accepted into maintenance. No site is to be left in an unsafe condition in build or once completed.

### 25.3 Handover to Operations

A review of the adequacy of sites and the work/documentation that has been completed is conducted. Only when a site has been passed will it be accepted into Cornerstone portfolio.



## 26 Consequence Management

Cornerstone has formally introduced a Consequence Management System (CMS). The system is not designed to penalise good reporting or be seen as a way to punish. Cornerstone rely on an open and honest relationship with suppliers and by working together to create changes. Cornerstone understands this only happens with a shared responsibility and openness about EHS related issues to find resolution. The system is designed to stimulate and support health, safety and environment within an organisation. If a supplier working for or under direction of Cornerstone is involved in an incident that is a clear breach of health, safety and environment control/governance or a clear risk to life the CMS procedure will be enforced upon the offending supplier.

The system has a three-staged approach. The first two stages focus on revitalising the culture and processes of the supplier by working with them and encouraging strengthening of their own systems whilst being supported by Cornerstone. The third stage has been created for a situation that is a clear threat of negligence. The system stages (not limited to one measure at each stage) are:

### (Stage One)

- A stage one warning will be awarded for a breach in health, safety or environment that was easily foreseeable and the offending supplier had the means to prevent. The stage 1 warning will last for a period of 3 months and a weekly director's report of performance and action log will be put in place (if the breach is significant stage 1 stage maybe by passed)
- Two non-compliances of the same nature may instantly promote the supplier to (Stage 2) regardless of outstanding warnings and timings of historic warnings depending on severity
- A second stage 1 warning for a (separate offence) whilst still serving a first stage 1 will result in a 6-month warning being placed on the company and a weekly director performance report to be supplied to Cornerstone
- In the case of a second stage 1 warning being given a requirement may be imposed for onsite inspection rates to be increased to 50% for all activities (at supplier's costs) and details supplied in the director's reports
- Any third stage 1 warning (depending on severity) is an instant progression two stage two.

### (Stage Two)

Stage two is initiated as a result of a significant breach/continued breach of health, safety or environmental process and/or client requirement or act/omission. Varying from stage one the focus is on the revitalisation of the supplier system and working together to resolve. Some or all (Decided by CMS Panel) of the following measures will take effect depending on severity:

- Re-audit of the management system and all previous supplied records/reports using monthly report data (where available) as a cross reference to understand if a true reflection and representation of the supplier existed
- New Instruction ban of 3 to 6 months
- Cornerstone site inspector imposed on the offending supplier for 100% inspections/supervision at the suppliers cost for a 3 month period (period extension based on supplier performance). All inspection or supervision reports will be sent directly to Cornerstone
- Weekly Meetings in Cornerstone Headquarters for the organisations Managing Director to report into Cornerstone a weekly report consisting of that week's performance and (if required) details of inspection and supervision.

(The above elements are examples and may differ slightly depending on the situation)



### (Stage Three)

Stage three is initiated as a result of a significant breach/continued breach of health, safety or environmental and/or process/requirement or act/omission that could have caused significant safety contravention or endangered life, the sanctions may include:

- An offending supplier has failed to improve after the first two stages which will result in a ban lasting for three months (A decision of current and outstanding work will be made by Cornerstone)
- An offence significant in nature to result in an immediate ban for three months

A major failing or complete lack of duty of care resulting in removal of Cornerstone approval status

Cornerstone have the right to suspend any individual or supplier from working at a Cornerstone site where an incident has occurred. Vodafone and Telefonica have different consequence systems that need to be followed. The above only applies to Cornerstone suppliers and anyone acting in an negligent way on site. Cornerstone have introduced life saving rules, any breach of these rules can lead to consqeurnt management.

## 27 Maintenance

Cornerstone hold the duty to maintain the passive site equipment, this includes the structure and enclosure. The maintenance is auditable through onsite inspection tags or through Mitie's databases.

Cornerstone pre planned maintenance includes but is not limited to the below:

Equipment	Legislation/Standard Reviewed	Legal and Standard Requirement
Fire Alarm/ Systems	The Regulatory Reform (Fire Safety) Order	12 monthly Inspection
Emergency Lighting	The Regulatory Reform (Fire Safety) Order	12 monthly Inspection
Anchor Bolts (abseil)	Lifting equipment and lifting operations Regulations 1998 (LOLER) and BS 7985	Tested as required for use, locked off otherwise
Anchor Bolt (Restraint)	BS 7985, BS EN 353-1 Personal Fall Protection	12 monthly Inspection
Fixed LadderAccess	The Machinery Directive standard BS EN ISO 14122-4 applies to fixed ladders used as "means of access to machinery", and BS 4211 applies to all the rest. Workplace (Health Safety and Welfare) Regulations and BS EN 395	12 monthly
Portable Ladder Access	Work at Height Regulations and INDG402	12 monthly
Electrical Testing	Electricity at Work Regulations	5 years or shorter depending on the site
Person Safety Line Latchway	BS EN 353-1 Personal Fall Protection	12 monthly Inspection
Person Safety Line Metreel	BS EN 353-1 Personal Fall Protection	12 monthly Inspection
Lifting Equipment and associated items	Lifting equipment and lifting operations Regulations 1998	12 Monthly (None Person)
Electrical Appliance Testing	Electricity at Work Regulations 1989	To ensure risks are managed.Self-assessment
Lighting (aircraft)	N/A	As per site provider request

If you discover a defect or a lack of maintenance please contact [Cornerstone.reactive@mitie.com](mailto:Cornerstone.reactive@mitie.com)



On MSA sites and site provider owned areas maintenance will be owned directly by them. Cornerstone do hold the relationship and maintenance inspections and issues can be escalate via: [Cornerstone.access@clufftons.com](mailto:Cornerstone.access@clufftons.com)

MSA Maintenance: Contact the MSA directly from the access notes on Siterra Portal.

### Legal and Other Requirements

- The visitor is responsible for complying with all applicable health and safety legislation, regulations, codes, HSE ACoPs, and the Visitor's own health and safety requirements as they apply to the scope of work.
- All works conducted by the visitor must be compliant with the Health and Safety at Work etc Act.
- Further Health and Safety legislation that will be applicable includes but is not limited to:
  - The Health and Safety at Work, etc Act
  - The Management of Health and Safety at Work Regulations
  - The Construction (Design and Management) Regulations
  - The Confined Spaces Regulations
  - The Control of Asbestos at Work Regulations
  - The Control of Substances Hazardous to Health Regulations
  - The Control of Noise at Work Regulations
  - The Control of Substances Hazardous to Health Regulations
  - The Control of Vibration at Work Regulations
  - The Electricity at Work Regulations
  - The Gas Safety (Installation and Use) Regulations
  - The Health and Safety (Display Screen Equipment) Regulations
  - The Health and Safety (First Aid) Regulations
  - The Health and Safety (Safety Signs and Signals) Regulations
  - The Lifting Operations and Lifting Equipment Regulations
  - The Manual Handling Operations Regulations
  - The Personal Protective Equipment at work Regulations
  - The Pressure Systems Safety Regulations
  - The Provision and Use of Work Equipment Regulations
  - The Regulatory Reform (Fire Safety) Order
  - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
  - The Work at Height Regulations
  - The Workplace (Health, Safety and Welfare) Regulations
  - Control of Pollution Act
  - Storm water management
  - Spill prevention and response
  - Erosion and sediment control
  - Air emissions and dust control



- Hazardous materials management
- Waste management
- Stop work procedures in the event of an unanticipated discovery (e.g., human remains, artifacts)
- Cleanup and restoration of disturbed areas

### **Appendix 1 – Out Of Bounds & Restricted Access Notice**



Out of Bounds and Restricted Access Not

