

**Connecting with our partners
to deliver our promises.**



Working together with our partners to deliver the UK's mobile infrastructure.

Our Landlord Pledge, introduced in 2016, is a promise to our landlords to always work and effectively communicate with them. Together with our partners, we are committed to demonstrating the values and behaviours that our landlords expect from us.

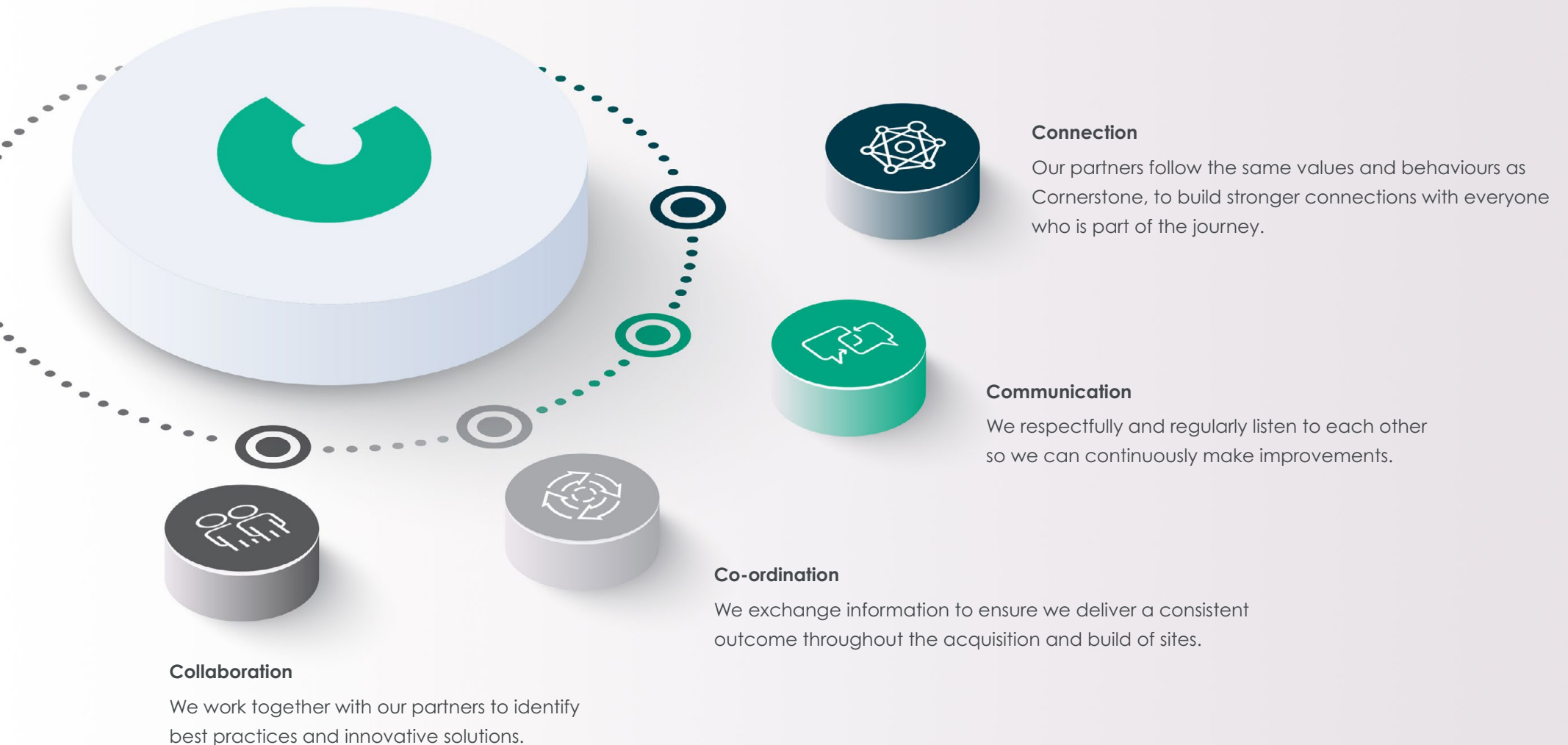
Cornerstone collaborates with various partners to support the acquisition, build and management of our sites. We work in close partnership to ensure we practice the right behaviours and remain compliant when dealing with our landlords.

At every stage of our partnership, on a day-to-day basis, we set the standards and regularly review these, overcoming any challenges together so we can constantly enhance our landlord's experience.

Our shared goal with our partners is to build stronger connections with our landlord community, who are crucial to our network. By connecting and working together, we bring digital solutions to your homes, organisations, businesses, and societies across the UK.



Our partnership.





Our promise to our landlords.

When acquiring sites, we promise to:

- Follow the Ofcom Code of Practice for positive engagement with landowners
- Communicate regularly and openly
- Provide landlords with helpful information to help them through the process, and be available to answer any questions 24 hours, seven days a week
- Have consensual discussions on new agreements
- Consistently follow the processes and procedures that Cornerstone have committed to in their Landlord Guide

When visiting our sites, we promise to:

- Give prior notice and agree a mutually convenient time with our landlords
- Carry ID so landlords know who is visiting their site
- Leave sites tidy and clean
- Not use offensive language
- Adhere to health and safety signs and notices
- Report and solve any issues immediately



We value the diverse expertise and experience our partners have in their specific areas. Knowledge sharing with them helps us to efficiently drive better outcomes, and we know it's important to have regular dialogue to keep our pledge promise to our landlords.

Belinda Fawcett
General Counsel and Director of Property and Estates