

## Multi-Skilled Visit.

### Who is Cornerstone?

Cornerstone is the UK's leading mobile infrastructure services company. We acquire, manage and own over 20,000 sites and are committed to enabling best-in-class mobile connectivity for over half of all mobile phone customers. Our infrastructure helps keep our society well connected for today's needs and the future by being placed in urban and rural areas, including rooftops, street work sites and greenfield locations.

### What is a Multi-Skilled Visit (MSV)?

To keep up with the growing demand for mobile data and coverage, Cornerstone needs to identify areas where electronic communications apparatus, such as masts, antennas and dishes, can be installed to improve mobile phone services.

Upon identifying a potential location, Cornerstone will need to conduct an MSV to assess if the land is suitable for installing and operating the apparatus. Information that will need to be gathered and evaluated includes:

- Is there sufficient space to install the apparatus
- Are there any obstructions, such as nearby buildings or hills, which will affect the transmission of radio signals
- Is the building structurally capable of supporting the apparatus
- Is there sufficient power at the site, or is an additional power supply needed
- How we will install the apparatus on the site

### What happens before the MSV?

After selecting a site for an initial assessment, Cornerstone will make enquiries to confirm who owns or is responsible for the site and how it is occupied.

Once identified, Cornerstone or its appointed contractors will contact the landowner to obtain permission to access the site and agree on convenient times and dates for when the MSV can occur.

We will always give a minimum of 7 days' notice before accessing the site. We will also agree on any special access arrangements that must be complied with when accessing the site.

### What happens at an MSV?

Typically, an MSV is a survey that can include:

- Establishing the layout and potential location of apparatus on, under or over the land considering structural, radio and planning matters to enable us to produce detailed design drawings
- Understanding and testing the structural capabilities of any building or structure on the land to see if it can support the apparatus
- Identifying temporary working and storage areas for carrying out construction, maintenance and decommissioning works together with potential parking areas
- Verifying the routes of any existing (or potential) underground services at the land
- Understanding the availability, location and capacity of any nearby power supplies to see whether an additional power supply will be required
- Taking measurements and photographs using tape measures, cameras and drones

The first visit to the site will always be a non-intrusive inspection only, where the team will assess the land through a visual study. There may be times when additional investigative work is required to ensure we can produce accurate, detailed design

drawings for the relevant site. This requirement depends on the type of site, its location and what information landowners or occupiers can provide.

### **Fields or rural land**

Where we intend to install apparatus on a field or other land, we will need to conduct ground surveys to check the geotechnical properties of the soil and rock (for example, the physical properties, consistency, strength and permeability). This survey is relevant to laying foundations and enables us to design the site using the correct foundation type for the site-specific ground conditions. Such surveys may involve drilling out core samples (called a borehole survey) to determine the ground composition and structure. Cornerstone will advise you if we need to perform such work and provide you with full details before carrying them out. We have also produced a specific FAQ document on Borehole Surveys to explain more about what is involved and the timings.

### **Rooftop and buildings**

Where we intend to install apparatus on a building or a roof, we must determine if the construction can support the apparatus. Sometimes additional work is needed to assist the assessment. However, we can sometimes reduce or avoid this work if the landowner can provide structural drawings and calculations for the building.

Where additional work is necessary, it may include:

- Cutting roof coverings to determine the structural framework underneath
- Drilling holes in the roof to ascertain the location of any structural beams
- Removing plasterboard in the ceiling of the top floor below the roof to examine the roof's structural framework
- Removing cladding to identify the construction materials beneath

Cornerstone will always provide you with full details of any proposed works (including how we will 'make good' the site afterwards), listen to your feedback and seek to reach an agreement with you before carrying out such works.

### **What equipment is likely to be used at a visit?**

- Camera
- Drone (for photographs at height)
- Tape measure
- Ladder
- Harnesses and safety equipment

### **Will any masts, antennas or dishes be installed during the MSV?**

No. The purpose of the visit is to assess whether the site is suitable for installing and operating apparatus. We will not install masts, antennas or dishes during the MSV.

### **Is there any digging involved in a visit?**

Not usually, and never on a first visit. On the occasions this is required, we will speak with you before we visit, ensure we keep any disruption to a minimum, and ensure we 'make good' the site after we perform any work.

### **Will there be a power cut during the MSV?**

No. Works carried out during the MSV do not require electricity to be switched off or connected.

### **Who is involved in the MSV?**

There will be a variety of individuals with different skills who will attend the MSV. These include telecom operators, acquisition surveyors, design and build contractors and fibre providers.

### **How long does a visit take?**

A visit will typically last between two to four hours.

### **How many times will you visit?**

We may conduct the MSV in several stages over the period of the access agreement. That will usually be a maximum period of 6 months to allow for preparation and late return visits. However, we conclude most MSV visits over the course of 2 months.

## Will I be notified before your visit?

Yes. Cornerstone will give you a minimum of 7 days' notice before accessing your land and will agree on a mutually convenient time and date for each visit.

If any special access arrangements must be complied with when accessing the site, we will agree upon them in advance.

## I am a tenant; do I need to notify my landlord of your visit?

Cornerstone wishes to ensure that it has contacted everyone who might be affected by the visit to obtain their consent, and much will depend upon:

- Whether your lease includes all the land over which Cornerstone requires access over
- The terms of your lease

If you provide us with details of any other parties, we can assist in identifying whether such permission is required.

## What is your Health and Safety process?

Health and Safety is a top priority at Cornerstone. We are certified by the British Standards Institute (BSI) with the ISO 45001 Occupational Health and Safety Management System (OHSMS) international standard. All attendees will:

- Be fully trained
- Competent in completing the tasks required
- Conduct appropriate risk assessments
- Wear appropriate Personal Protective Equipment
- Be required to adhere to strict guidelines when conducting the MSV

Risk Assessments and Method Statements will be prepared and carried out before visiting the site and shared with you before the visits. We may also request a site induction.

## What information do you need from me before the MSV?

To ensure we conduct the MSV safely, where appropriate and available, we will require Health and Safety information from you before the visit.

For buildings and structures, this will include an asbestos survey (for buildings built before 2000) and a fire risk assessment. These are documents that landowners are required to maintain under Health and Safety legislation.

In addition, we may also ask you for:

1. Any roof guarantees relating to the site
2. Structural designs and reports relating to any buildings at the site
3. Details of existing power supply at the site

If possible, we also find it helpful to have a technical point of contact that we can liaise with should any queries arise during or after the MSV.

We will only expect you to provide documents and information available to you. We will not expect you to prepare anything new.

## Why am I being asked to provide an asbestos survey?

Any buildings built or refurbished before the year 2000 may contain asbestos. If the asbestos-containing material (ACM) is in good condition and will not be disturbed, there is a negligible health risk. However, there is a health risk if the ACM is likely to be disturbed or damaged.

Under the Control of Asbestos Regulations 2012, duty holders are required to manage the risk from asbestos. If asbestos is present or presumed to be present, the duty holder must tell people who intend to visit and carry out works of its presence so they can adopt safe working methods.

If we ask you to provide an asbestos survey, we believe the building was built or refurbished before 2000 and may contain asbestos. If no survey is available, we may need to liaise with you so that we may complete our survey to facilitate the MSV. We will undertake any such survey before the MSV.

## **Why am I being asked to provide details of my current electricity supply and Letter of Authority?**

Cornerstone asks landowners to provide details and information about any power supplies at the site because we need to understand the availability, location, capacity and usage of any such power supplies to see whether an additional power supply to the site will be required. We ask for the Letter of Authority so that, if you do not have the complete information we are seeking, we can contact your Distribution Network Operator and Electricity Supplier for the site to obtain the data from them directly. This step avoids troubling you with those details and the need to directly connect and measure from the site's electrical system. The only other information we ask of you is to provide the MPAN number (found at the top of your electricity bill), which assists us when speaking with your Distribution Network Operator.

## **Why am I being asked to provide a fire risk assessment?**

This assessment helps Cornerstone to risk assess the site. If any site risks are known to the landowner, we ask that you tell us. We may also request a site induction.

## **Why am I being asked to provide structural drawings and calculations?**

Cornerstone will need to assess whether the building is structurally capable of supporting the proposed apparatus. These drawings and calculations assist Cornerstone in this assessment and can remove the need to undertake investigative works.

## **Does Cornerstone maintain insurance?**

Yes. Cornerstone maintains insurance against public liability and other third-party liability in connection with any injury, loss or damage to any persons or property arising from the MSV.

## **Will you cover my expenses in facilitating the MSV?**

We do not see that the MSV will incur costs for you. However, Cornerstone will reimburse you if you incur costs from our gaining access or you providing the requested information.

## **Will any damage be caused to my land due to the MSV?**

In the unlikely event that we cause any damage during the MSV, Cornerstone will repair any physical damage caused as soon as possible and to your reasonable satisfaction.

## **Do I have to grant you access for an MSV?**

Cornerstone always prefers to reach a voluntary agreement with the landowner, which allows us access to conduct an MSV. Where an agreement cannot be reached voluntarily, Cornerstone, as a Code Operator, has a statutory right under the Electronic Communications Code as set out in Schedule 3A of the Communications Act 2003 (as amended by Schedule 1 of the Digital Economy Act 2017) to conduct the MSV.

This means that Cornerstone can apply to a Tribunal for access, and the Tribunal can impose an agreement permitting access even if you do not consent to this. At Cornerstone, we aim to avoid such situations and are always willing to work together with landlords.

## **What happens following the MSV?**

Using information obtained from the MSV, Cornerstone will determine whether the site is suitable for the installation and operation of the apparatus.

We will prepare drawings and will do a valuation if the site is suitable. We may also submit a planning application (where necessary) for the installation of the apparatus. At this stage, we will also contact you to discuss further the proposed site's deployment and, where possible, to reach a consensual agreement which permits Cornerstone to install apparatus on the site.

If the site is not suitable, we will notify you either during or after the MSV.

## **Whom can I contact regarding a query about MSVs?**

Where Cornerstone or its contractor has recently contacted you regarding a proposed MSV, you can respond to them.

Alternatively, you can contact Cornerstone at Hive 2, 1530 Arlington Business Park, Theale, Berkshire, RG7 4SA, or email us by visiting our website contact form on [www.cornerstone.network/about/contact](http://www.cornerstone.network/about/contact)