

Document title	Cellnex UK Operational Escalation Procedure		
Document Code	UK-SA-PRO-0011	Version 6.0	Date 08 January 2025

Document Manager	Robert Gorry, Head of Access & Service
Final Approver	Matt Smith, Head of Service Assurance

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Cellnex UK Operational Escalation Procedure

Cellnex Escalation Guidance

The below scenarios provide guidance for which team within Cellnex your query or escalation should be directed to.

Site Access & Accreditation

- Access requested out of hours via Agora, attendance required during the same out of hours period
- Site Provider preventing or blocking access
- Engineer locked on site
- Check access request outage details
- Supervision not arrived/late

For the above scenarios impacting access to a Cellnex Site please use the [Site Access Escalation Matrix](#)

Safety, Health or Environment (SHE)

- Report a fire at site or major incident at site
- Report an accident e.g. injury to person(s)
- Report an incident e.g. damage to property or the environment
- Near miss e.g. event that had the potential to cause injury or ill health, damage to property or the environment
- Unsafe condition/hazard e.g. potential to cause injury or ill health.
- Unsafe Act e.g. task or other activity that is conducted in a manner that may threaten the health and/or safety of workers
- RF issue

For the above H&S issue or incident scenarios please use the [SHE Escalation Matrix](#)

Network Operations Centre (NOC)

- Facilities issue or Post Work Report e.g. overgrown site, broken fence, loose feeders, fly tipping, vandalism/damage at site etc.
- A lock issue (combi code or iLOQ)
- An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation

For the following facilities or post works issues please use the [NOC Escalation Matrix](#)

Cellnex Site Access & Accreditation

Please note, all access requests should be logged on [Agora](#). If you have a general query or would like to escalate an access request in working hours please submit a ticket in [Jira](#).

For the following scenarios impacting access to a Cellnex Site please use the contact points below:

- Access requested out of hours via Agora, attendance required during the same out of hours period
- Site Provider preventing or blocking access
- Engineer locked on site
- Check access request outage details
- Supervision not arrived/late

Level	Position	In hours Monday – Friday 7am – 6pm	Out of Hours Any time outside of in hours timings
Level 1	Cellnex Service Desk	+44 (0) 20 4526 8561	+44 (0) 20 4526 8563 <i>If you would like your issue to be escalated, please inform the Level 1 Service Desk.</i>
Level 2	Site Access Team Lead	Annabelle Lenaghan Email: annabelle.Lenaghan.ext@cellnextelecom.co.uk Tel: +44 (0)7973 743885 Jack Hoyle Email: jack.hoyle.ext@cellnextelecom.co.uk Tel: +44 (0)7973 744552 Stephanie Richter Email: Stephanie.Richter.ext@cellnextelecom.co.uk Tel: +44 (0)78103 16536	+44 118 206 6877
	Accreditation Manager	Jez Lenaghan Email: Jeremy.Lenaghan.ext@cellnextelecom.co.uk Tel: +44 (0)7810 315445	
Level 3	Head of Access & Service	Robert Gorry Email: Robert.Gorry.ext@cellnextelecom.co.uk Tel: +44 (0)78124 71393	

Cellnex SHE Team

If you have an emergency please use the escalation path below, for all other issues submit a ticket in [Jira](#).

For the following H&S issue or incident scenarios please use the contact points below:

- Report a fire at site or major incident at site
- Report an accident e.g. injury to person(s)
- Report an incident e.g. damage to property or the environment
- Near miss e.g. event that had the potential to cause injury or ill health, damage to property or the environment
- Unsafe condition/hazard e.g. potential to cause injury or ill health.
- Unsafe Act e.g. task or other activity that is conducted in a manner that may threaten the health and/or safety of workers
- RF issue

Level	Position	24/7
Level 1	SHE Team	+44 (0)3330 150 272

Cellnex NOC

Please note, all access requests should be logged on [Agora](#). If you have a general query or would like to escalate an access request in working hours please submit a ticket in [Jira](#).

For the following scenarios where you have logged a Jira ticket and not received a response in 30 minutes for a service impacting issue or 24 hours for non-service impacting issue, please use the contact points below:

- Facilities issue e.g. overgrown site, broken fence, loose feeders, fly tipping, vandalism/damage at site etc.
- A lock issue (combi code or iLOQ)
- An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation

Level	Position	24/7
Level 1	Cellnex Service Desk	Email: noc.uk@cellnextelecom.com Tel: +44 (0)20 4526 8569
Level 2	NOC Incident Management team	Email: cellnex.noc.im@cellnextelecom.com Tel: +44 (0)20 4526 8570
Level 3	NOC Manager	Robert Oprea Email: robert.oprea.ext@cellnextelecom.com Tel: 00 40 72 339 6165