

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 customers. Our mobile 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 need to identify areas where electronic communications apparatus such as masts, antennas and dishes can be installed to improve mobile phone services.

Where a potential location has been identified, Cornerstone will need to conduct a Multi-Skilled Visit (MSV) to assess if the land is suitable for the installation and operation of apparatus. Information that will need to be assessed include:

- 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; and
- How will we install the apparatus on the site?

What happens prior to the MSV?

Once a site is selected, Cornerstone will make enquiries to confirm who owns or is responsible for the site.

Once identified, Cornerstone or its appointed contractors will contact the landowner to obtain permission to access the site and agree convenient times and dates for when the MSV can occur. A minimum of 48 hours' notice will always be given prior to accessing the site. If there are any special access arrangements that need to be complied with when accessing the site, these will also be agreed.

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 having consideration to structural, radio and planning matters to enable detailed design drawings to be produced;
- Testing the structural capabilities of any building or structure upon 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;
- Connecting into any power sources and testing these if possible, to see whether an additional power supply will be required;
- Taking measurements and photographs, using tape measures, cameras and drones.

There may be times when additional works may be required. This is unusual and will depend upon the type of site being assessed.

Fields or Rural land

Where apparatus is intended to be installed on a field or other land, ground surveys may need to be conducted to check the soil structure (this is relevant to the laying of foundations). This may involve digging holes to determine the soil composition and structure of the soil. Cornerstone will advise you of whether such works are required prior to the MSV.

Rooftop and Buildings

Where apparatus is intended to be installed on a building or a roof, such works 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; and
- Removing cladding to identify the construction materials beneath.

The aim of these works is to ascertain how the building/roof has been constructed so that Cornerstone can determine whether it can support the apparatus. These tests can often be avoided if the landowner has structural drawings and calculations of the building.

What equipment is likely to be involved at a visit?

- Camera
- Drone (for photographs at height)
- Tape measure
- Ladder
- Harnesses and safety equipment
- Testing equipment to test the power supply

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 the installation and operation of apparatus. No masts, antennas or dishes will be installed during the MSV.

Is there any digging involved in a visit?

Not normally. On the rare occasions this is required, we will speak with you before we visit and ensure that any disruption is kept to a minimum.

Will there be a power cut during the MSV?

No. Works carried out during the MSV do not require the electricity to be switched off nor will it result in a power cut.

Who is involved in the MSV?

There will be a variety of individuals, all with different skills, who will attend the MSV. These will include telecom operators such as radio planners, acquisition surveyors, design and build contractors and fibre providers such as BT and Virgin Media.

How long does a visit take?

A visit will typically last between two to four hours.

How many times will you visit?

The MSV may be conducted in several stages over a maximum period of 56 days.

Will I be notified prior to you visiting?

Yes. Cornerstone will provide you with a minimum of 48 hours' prior notice before accessing your land and will agree a mutually convenient time and date for each visit.

If there are any special access arrangements that need to be complied with when accessing the site these will be agreed 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; and
- The terms of your lease.

We can assist in identifying whether such permission is required.

What is your health & safety process?

Health & Safety is Cornerstone's primary concern and it has been awarded OHSAS 18001, which is the British standard for an effective Occupational Health and Safety Management System.

All attendees are:

- Fully trained;
- Wear appropriate Personal Protective Equipment;
- Required to adhere to strict guidelines when conducting the MSV.

What information do you need from me prior to the MSV?

We request landowners to confirm the location of the power supply and the supply size prior to the MSV.

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

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 risk to health. If, however the ACM is likely to be disturbed or damaged then there is a risk to health.

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, then the duty holder must tell people who intend to visit and carry out works of its presence so that safe working methods can be adopted.

If you are being asked to provide an asbestos survey it is because Cornerstone believes that the building was built or refurbished before the year 2000 and may contain asbestos.

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

This helps Cornerstone to risk assess the site. If there are any site risks known to the landowner, we ask these are communicated to us. We also request a site induction to be carried out.

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 apparatus that Cornerstone intends to install. These drawings and calculations assist Cornerstone in this assessment and can remove the need to undertake works such as:

- Cutting away the 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.

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?

It is not envisaged that the MSV will result in you incurring costs. However, where costs are incurred as a result of gaining access or providing the information requested, Cornerstone will reimburse you.

Will any damage be caused to my land as a result of the MSV?

In the unlikely event that any damage is caused 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?

It is Cornerstone's intention to always reach an agreement with the landowner permitting access for an MSV.

Where, however an agreement cannot be reached voluntarily, Cornerstone, as a Code Operator, has a statutory right under the Electronic Communications Code as set out at Schedule 3A of the Communications Act 2003 (as amended by Schedule 1 of the Digital Economy Act 2017) to conduct the MSV. This right was confirmed by the Upper Tribunal (Lands Chamber) in the case of *Cornerstone Telecommunications Infrastructure Limited v the University of London* [2018] UKUT 0356 (LC). This means that access can be imposed by the Upper Lands Tribunal even if the landowner does not consent to this. At Cornerstone, we aim to avoid such situations where possible 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 apparatus.

If the site is suitable, drawings will be prepared, and a valuation made, after which we will contact you to discuss further.

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

Who can I contact regarding a query about MSVs?

If you have recently been contacted by Cornerstone or its contractor regarding a proposed MSV, please do contact them directly.

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