



MBNL InSite

1st ANNIVERSARY

Q4 2021



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Foreword

by Juliette Wallace, Property Director

Welcome to the winter issue of MBNL InSite - your exclusive newsletter from MBNL has just turned one!

With the holiday season just around the corner, we've all started getting excited about celebrations, festive food, gift shopping, and most of all, seeing our loved ones. As ever, a big shout-out to our site provider community for supporting our operational colleagues' access to your sites to keep our network running. Reliable digital connectivity means so much more than just online shopping and HD movies streaming at this time of the year, it also means that people can video-call each other and share the festive joy when in-person gathering may not be an option under the current situation. Thank you again for helping to make this possible.

Looking back on 2021, I'm grateful we've had another fruitful year at MBNL despite the ongoing challenges posed by the pandemic. As digital connectivity becomes increasingly critical to people and businesses, we have succeeded in continuing to deliver robust network performance for EE and Three to provide high quality mobile services to customers across the country.

Undoubtedly 2022 will hold its own challenges. As an industry, we are anticipating some significant developments on a number of industry-led initiatives in the coming year. In particular, we are expecting changes to the Electronic Communications Code and a reform of the National Planning legislation. Both of these should

offer opportunities for Operators, site providers and planning authorities to work together in more efficient and collaborative ways, eventually enabling us to bring improved mobile connectivity to more parts of the country quicker, in line with the Government's target. I look forward to continuing to work closely with you to deliver on that mission.

In this festive edition, we're bringing you a special feature around "Climate Change & Net Zero" with an update on how BT/EE and Three are playing their parts in helping to build a more sustainable future, and a report on 5G's role in laying the path to net zero by Mobile UK. I'm also pleased to have two contributions from MBNL. Firstly, a brief introduction to the National Planning Regulation and MBNL's planning approach by our Planning Team, and secondly, an article by our Operational Security Team on how smart access management has transformed access and security of our sites since it was deployed a year ago. Finally, we are holding an online survey for you to share feedback on your interaction experience with us, and to get a chance to win a shopping voucher worth £250! The survey is on page 8 of the newsletter and will only take a couple of minutes to complete. Please do take part to give us your valuable input.

Whatever your plans for the festive period,
**I wish you a joyful Christmas and
a safe & happy new year.**

“Reliable digital connectivity means so much more than just online shopping and HD movies streaming at this time of the year, it also means that people can video-call each other and share the festive joy when in-person gathering may not be an option under the current situation.”



BT/EE and Three on a mission to connect the UK to a greener future

Climate change has been in the spotlight for the past few decades but the public attention to it has never been greater. As world leaders and policy makers strengthened their pledges to tackle climate change at the COP26 summit in Glasgow last month, the UK's mobile operators are also playing their parts in helping to better protect the environment and to build a more sustainable future.

By sharing their infrastructure through MBNL, the industry's first network-sharing joint venture – BT/EE and Three have already significantly lowered the impact of their operations on the environment by reducing the number of sites, and the equipment and energy needed to run them. Both operators have ambitious plans for further reducing their operational impact on the environment and are looking at new and innovative ways to reduce their carbon footprint over the coming years.

BT aims to reach net-zero carbon emissions from its own operations by 2030 and from supply chain and customers by 2040. The group's whole business is currently powered using 100 per cent renewable electricity, from mobile and broadband networks to EE's stores on the high street. The operator is making its products, network and operations circular, ensuring people and businesses can buy more sustainable products, use them for longer and refurbish or recycle them. To help reduce electronic waste, EE offers free annual device MOT and speedy repairs to help customers extend the life of their phones, as well as trading in of old devices and more eco-friendly phones and accessories for customers to choose from. On plastic waste, EE aims to have 100% of the plastic packaging they use to be reusable, recyclable, compostable or removed entirely by 2025. BT is also planning to move the majority of the vehicles in its fleet over to electric or zero emissions models by 2030.

Three is committed to limiting the effect it has on the environment, measuring its emissions and setting a carbon reduction strategy. In 2020, around 94% of Three's buildings and network used renewable energy and 98% of waste collected from its retail stores was diverted from landfill for recycling or energy generation. A key focus for Three in 2021 was to have zero waste to landfill from its high street stores, with other locations following in 2022. Three is working with the Carbon Trust to understand its own carbon footprint and is setting a net-zero goal focusing on reducing waste and promoting reuse and recycling around its operations, working with its employees, partners and suppliers to improve its environmental impact. Three is already implementing initiatives to reduce single use plastics through its supply chain and increasing customer deliveries by electric vehicles. The operator also offers customers the chance to recycle their old electrical and electronic items when purchasing a new item from it to help reduce electrical equipment waste.

You can learn more about the net-zero plans of BT/EE and Three by visiting their websites:

BT/EE:

newsroom.bt.com/how-bt-is-playing-its-part-in-a-sustainable-future-not-tomorrow-today/

newsroom.bt.com/bt-group-accelerates-net-zero-targets-and-launches-campaign-to-get-the-nation-talking-about-climate-change/

ee.co.uk/our-company/corporate-responsibility/being-responsible/the-environment

Three:

www.three.co.uk/social-commitment/environment



The 5G Experience – how 5G will help lay the path to net zero



The climate emergency is indisputably the biggest challenge facing the world today and will require concerted positive action from countries, policy makers, industry and individuals to address. In a recently published [report](#), Mobile UK explains how 5G and wider digital connectivity has a major role to play in accelerating the path to net zero and sets out the potential emissions reductions that are possible with 5G-enabled technologies and solutions in the **energy, transport, manufacturing and agricultural sectors**.

Energy – data-driven digitalisation for net zero

With its very high data speeds and low latency, 5G will be a key feature underpinning the connected digital technology, such as Internet of Things (IoT), for managing the future energy system efficiently and effectively, enabling reductions in carbon emissions. This connectivity will allow the collection and analysis of vast amounts of data on energy demand, network capability and storage capacity. Combining this with data from connected transport, homes and buildings, will allow for a fully optimised and strategically planned energy system.

Transport - cleaner vehicles and cleaner journeys

5G can make road journeys more efficient, minimising emissions by enabling vehicles to be digitally connected to infrastructure such as predictive traffic lights, automatic toll points and parking spaces, streamlining the flow of traffic and reducing delays, meaning less energy will be consumed. 5G-enabled transport systems will collect vast amounts of data and information on traffic conditions and transport status, making it easier for people to make low-carbon journeys. Good quality digital connectivity supported by 5G also makes working from home possible for many people, thus cutting down the carbon emissions produced by commuting.

Manufacturing – greater efficiency, fewer emissions

5G will play an integral role in driving the deployment of modern smart technologies to revolutionise traditional manufacturing processes. 5G's powerful connectivity will enable factories to use a variety of technologies and advanced networks to improve automation, precision, quality and productivity. Manufacturing will become "smarter" - more dynamic, adaptable and flexible, enabling real-time decisions to be made that will autonomously optimise and run the entire production process. Such advancements will create huge efficiency savings and an opportunity for substantial greenhouse gas emission reductions for the whole industry.

Agriculture – a digital revolution in farming

5G underpins "smart farming" technology that is revolutionising agriculture. 5G-enabled technologies will play a key role in driving low carbon farming practices, helping to reduce emissions in agriculture. Sensors will be used to collect key information such as temperature, light, humidity and grassland yields. Smart machinery, such as autonomous tractors, drones that can spray crops, and digital tags on livestock that can monitor their health remotely, will enable greater efficiency in agricultural activities and reduce emissions that harm the environment.

While 5G will have a transformative impact across the entire economy, it is these sectors that are expected to particularly benefit from the next generation of mobile connectivity. They are also crucial to the UK's target of reaching "net zero" by 2050, collectively accounting for around half of all the country's greenhouse gas emissions. The faster 5G networks get built, the faster they can assist the path to net zero.



What goes on behind the National Planning scene

by Will Osborne, Town and Country Planning Manager,
and Samantha Gray, Community Relations Manager

In the UK, National Planning Regulation is a devolved function, which means that England, Scotland, Wales and Northern Ireland all have different legislations and differing local authorities for managing their planning matters. Mobile infrastructure installations are located far and wide across the country – in the centre of towns or cities, in conservation areas, on listed buildings and in designated areas such as national parks. A single installation at any given location provides coverage to a wider area and benefits the entire surrounding community. Regardless of the location, appropriate planning consent has to be obtained from the relevant planning authority before the installation progresses.

At MBNL, our in-house Planning Team provide guidance and advice to both our internal teams and our external partners on all planning matters including site identification and design, planning applications and industry consultations. The Planning Team also undertake engagement with various key stakeholders involved in the planning process, such as Government, Local Authorities, elected representatives, local communities, and the media.

When a new site is proposed, MBNL's appointed agent follows MBNL's guidance and processes to start engagement with the planning authority and to prepare the necessary applications. The level of consultation varies depending upon the location. As an example, sensitive locations such as conservation areas, listed buildings and national parks require a more thorough engagement plan and include multiple stakeholders.

The UK's Mobile Network Operators (MNOs) have access to certain Permitted Development Rights (PDRs) set out in legislation for each of the devolved nations. PDRs involve minor forms of development and the process is usually through a simple notification to the planning authority. In many cases PDRs allow the MNOs to install equipment without the need for a formal application.

At MBNL, we adopt an open and transparent approach to our planning applications and follow closely the principles of [Ofcom's Electronic Communications Code - Code of Practice](#) in all communications when our applications are being considered. We take pride in our engagement activities where our team often go the extra mile to ensure our site providers and other key stakeholders are informed and heard throughout the process, and any concerns from the general public are addressed.

MBNL are committed to continuing to work closely with central government, the devolved authorities and our site provider community to deliver world-class mobile connectivity infrastructure to benefit the whole country.

Our Planning Team are on hand to answer any questions or concerns you may have and can be reached at community.relations@mbnl.co.uk



Site access and site security – the journey continues...

by John Watkins, Senior Security Operations Manager



At MBNL, we appreciate that site access and site security are of foremost importance to our site provider community; and our Operational Security Team have been working tirelessly to raise our standards and performance in this key area over the last couple of years. MBNL's Senior Security Operations Manager John Watkins shares how the team have been working to deliver on that mission.

The Operational Security Team work closely with many other teams within MBNL, such as the Health and Safety Team, to make our sites safer and more secure. The improvement journey is very rewarding, as our efforts help to secure the sites, protect the assets, provide our site providers the assurances they need, and most importantly deliver a resilient network to provide vital mobile connectivity to EE and Three's customers across the UK.

As part of this journey, at the end of 2020 we introduced the MBNL MyLocken system. MBNL MyLocken utilises mechatronic locks to provide rigorous site access management, allowing us to record and monitor real-time activity as engineers and contractors attend sites. One year on, we are confident site activities are being securely logged across the MBNL estate; from engineers visits to maintain the network equipment, through to activities required to upgrade the equipment, enabling MBNL to provide EE and Three with best-in-class mobile connectivity round the clock to serve their

customers. The continued rollout of the MyLocken locks also gives us important data on some significant areas relating to site visits such as visit pattern and trend, and contractor behaviour, which will provide us with useful insight for improving both our ways of working and the experience of our site providers.

Another milestone achievement of our journey is the establishment of the MBNL Physical Security Operations Centre (PSOC) in January. The PSOC keeps an eagle eye on the MBNL estate via both the MyLocken system and also CCTV systems and has been very effective in helping to prevent attacks and incidents on our CCTV-monitored sites. We have been extending the deployment of CCTV systems across our estate to better monitor and secure vulnerable sites against theft, vandalism, and unauthorised activity, supplemented with the use of asset marking solutions such as SmartWater Spray. Our ability to install CCTV is only possible due to the continued support of our site providers in approving installation on their sites. The support we have received so far is really encouraging and greatly appreciated.

As we progress into 2022, we will continue to install more MyLocken locks and CCTV systems where necessary to ensure the continued improvement of site access and security to safeguard and benefit all involved in our sites – whether site providers or our operatives.



Have your say and win a **£250** shopping voucher to splash out!!

MBNL invites you to take part in our short survey to tell us about your experience of interactions with our colleagues and partners. Your feedback will provide us with valuable insights into how we can improve our ways of working and deliver better experience to all of our site providers.

The survey will take only a couple of minutes to complete, and you could win a £250 shopping voucher to splash out in the new year!

Please follow the link below to take the survey. We look forward to hearing from you!

***The survey is open until 15 January 2022. One lucky winner will be drawn at random and informed by end of January 2022.**

Please complete our short survey





Friendly reminder: we need your continued support for site access during the holiday period

Access to our telecommunications equipment is of paramount importance for keeping our network running to connect people and businesses. During the Christmas and New Year period, it is even more imperative that we have your continued support in facilitating access to our site on your property to enable swift fault fixes and responses to extreme weather conditions.

We are looking forward to working with you to keep the UK connected this holiday season. To that end, we need to know if the means of accessing our equipment over the Christmas and New Year period will be different to normal. We especially need to be clear on how we can get in touch in case of emergency fault fixing, and where we have to attend site at short notice. Do contact us to let us know of any alterations to the access arrangements via the contacts listed below.

Getting in touch with MBNL is only an email away: for any incidents, damage or faults to report, please email the Ericsson Team C3.estates@ericsson.com. For feedback to us and support with your site, please email the MBNL Team landlords@mbnl.co.uk

