

Openreach Free Issue: HOW TO OPEN, RELOCATE OR CLOSE AN STA (INCLUDING A SATELLITE STA)

Standard Operating Procedure

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Section 1: Introduction

Purpose

The purpose of this SOP is to explain how to:

- Apply to Openreach for a new STA;
- Relocate an existing STA;
- Close an existing STA;
- Open and close a Satellite STA.

Scope

This SOP is to be read and understood by:

- All personnel tasked with surveying sites for new STAs;
- All managers;
- All suppliers wishing to open an STA;
- National Logistics, Store's Leads and nominated deputy.

Responsibilities

It is the responsibility of:

- National Logistics to manage the distribution of forms related to opening, relocation and closing of STAs.
- Suppliers and managers to complete the application form ensuring it meets the requirements.
- The personnel surveying sites and managers to understand the physical requirements of a site and the labour required to maintain compliance in order to keep the STA operational.
- National Logistics to liaise with Openreach and the applicator regarding the status of the application.
- Openreach Transport to visit new sites to conduct a site survey;
- Openreach Supply Chain to approve or reject applications;
- Openreach Contractor Management to progress STA applications with their Supply Chain and notify National Logistics when it has been approved or declined.

Only those who have read this SOP must carry out these tasks.

Section 2: How to apply to open a New STA

Site Survey

Prior to making an application for an STA, a site survey must be conducted to ensure it is suitable to meet the Openreach and MTS requirements.

Prior to the visit, request an **STA Creation Request** form and the **3rd Party Stores Sites Physical Security Protection Requirements** documents from National Logistics

During the mobilisation, stage consideration must be given to the following:

- Sufficient internal storage space for DSLAMs, copper cable, side-pods, dry stock and the fork lift truck;
- External space for skips, heavy and dirty stock, fibre and covered space for PCPs;
- External storage space for lockable segregation of copper cable drums (if there is no internal storage space); an area for return of used and empty cable drums returned by engineers;
- The cost to rack the stores and carry out load testing of warehouse racking;
- IT requirements for office-based staff to operate the stock systems; a minimum of two people to perform stores transactions and manage the yard will be required;
- Labour and time involved to stock the warehouse from the initial delivery of start-up stock, if it is a brand new site;

National Logistics recommended that **Store's Leads** and **Warehouse Operatives** attend an existing STA to observe a delivery if they have never operated one previously.

Application Form and Minimum Stock Buffers

If the site meets the requirements, return the completed STA application form to National Logistics ensuring all the questions have been answered and the supporting photographs have been included. National Logistics will check the application form for missing information before submission to Openreach.

National Logistics will then provide the site with a list of SKUs so that the site can forecast the stock-holding requirements. The Operations Manager must work with the Store's Lead to determine the minimum of SKUs that the site will require for at least the next 3 weeks' demand. This will also constitute the first order.

Submission to Openreach

Return the completed Buffer list to National Logistics for review. National Logistics will forward the STA Application form and the Buffer requirements to Openreach for approval and processing. The application process generally takes a minimum of 4 weeks before Openreach reply.

If there are any further questions relating to the application from Openreach, National Logistics will address these and liaise with the applicator. Do not make contact with Openreach directly to ask when the STA will be approved; all communication must be conducted via National Logistics.

Approval / Refusal

When Openreach have made their decision, National Logistics will be notified. If approved, National Logistics will notify the site of their unique STA code, delivery day and any other pertinent information. If it is refused the reason will be given and the site can address this and reapply.

T Codes

The next stage of the process is for Openreach to create the T Code (transport code) and create the buffers for automatic stock replenishment. Following this, the deliveries will begin.

Training

National Logistics will also be in contact to:

- Set-up and provide training;
- Grant access to the stock system, Morrison Asset Tracking System (MATS), for recording stores transactions;
- Provide access to the relevant Standard Operating Procedures.

Section 3: Satellite STAs

How to create a Satellite STA

Suppliers that do not qualify for their own STA can be set-up as a dependant Satellite STA of another STA at the discretion of Morrison Telecoms Services. The site is subject to the same governance and the same time-critical deadlines as the parent STA.

The satellite will not receive direct deliveries from Openreach (or their suppliers) and is responsible for the transport costs associated with collecting the materials from the parent STA. In the Morrison Asset Tracking System the 'child' site will be given the same T Code and an addendum letter will be added to the STA number to link it to the 'parent' site:

T06 MTS - Risby (SEN)	502225
T06 MTS - Centrex (Brentwood)	502225B
T06 MTS - MDL (Suffolk)	502225M
T06 NG Bell DSLAMs (502225)	502225N

The buffers at the parent site will be increased to accommodate the additional demand. However, if a dependant satellite site does not perform their transactions in MATS in keeping with the STAs delivery day, then this will be affect the replenishment of stock to the parent STA.

An STA can have more than one dependant satellite site, but replenishment to the main STA will suffer if any of the suppliers do not meet the Time Critical Activities.

The MTS Programme Manager must Contact National Logistics if they want a supplier to be given the status of a satellite site. National Logistics will provide the training, but if the satellite site does not comply with the time-critical activities, it will be closed and the satellite will have to collect all materials from the STA and provide a WO Estimate at the time of the request.

How to close a Satellite STA

- If the satellite STA closes, it will need to transfer all remaining stock and cable back to the parent site.
- An STA can only be closed on MATS when there are no remaining materials on the system.

Section 4: How to relocate an STA

If an existing STA relocates, the new site must meet all of the criteria for a new STA so a new application form must be submitted. Follow the process for How to apply to open a new STA in Section 2.

Please contact National Logistics to arrange training for any new starters.

If the application is approved, the STA will be given a new STA code for Openreach's audit purposes, the same T Code will be retained.

- Allow a minimum of 4 weeks to relocate an STA;
- Openreach and MTS require a full stock check prior to relocation;
- Any stock and cable losses from the results of the audit will be reported to the client;
- The Commercial team will apply contra-charges for losses, if it is a supplier site.

Previous buffers will need re-evaluating if there have been changes to:

- Work-streams;
- The size of the site – if it is smaller the buffers will need reducing as there will not be the space to accommodate the same quantity of materials. The STA must return any excess stock or cable prior to relocation.
- Any externally purchased stock, if it cannot be returned for credit, needs relocating to another site, or potentially could be sold; if not it needs scrapping responsibly;
- Notice period to off-hire of plant, skips, portakabins, vehicles, disconnection of utilities, etc.

Section 5: How to close an STA

Notify National Logistics in the first instance.

- National Logistics will notify Openreach to cancel all existing buffers to prevent further deliveries taking place;
- The site will revert to manual ordering if anymore materials are required prior to closure;
- All BT Free Issue Stores and Cable are to be returned following the BT processes. It would be considered unusual if a site closed without any adjustments, both up and down are to be expected and the client may apply charges may for losses. An STA can only be closed on MATS when there are no remaining materials on the system.
- If any externally purchased stock cannot be returned for credit, it needs relocating to another site, selling or scrapping;
- Take into account any notice period to off-hire of plant, skips, portakabins, vehicles, etc.;
- Disconnect any services and IT;
- Archive any documents as they may be required for audit purposes
- Photographs will be required of the empty site and a survey conducted by an MTS representative to ensure all materials have been removed.
- Liaise with the SHEQ Team
- If the site closing has a satellite STA, it will need to find a new parent STA.
- National logistics will close the STA officially by submitting the *STA Closure Request* form.
- The STA will be removed from the Daily Status Report.

Section 6: Document Retention Policy

The retention period is 2 years for stores documents. You may need to refer to them to check for errors in the audit process.