

It is Smart Metering Systems Plc and its group companies' (together “SMS”, “we” or “us”) policy to manage and excel in all aspects of Safety, Health & Wellbeing, Environment, Information Security and Quality across all business units and activities. This includes our management of employees and sub-contractors, as well as our interaction with customers and the general public who are affected by our activities.

Our health and safety journey has evolved following the ongoing challenge of the COVID-19 pandemic. We continue to improve and adapt our working practices to ensure they remain as safe as possible. This collective effort has resulted in improved performance across the organisation, with almost all our key performance indicators ahead of target.

In order to achieve this, SMS will adhere to the following principles:

- We will ensure as a minimum, compliance with legislative requirements, standards, codes of practice and other applicable requirements through the implementation of ISO standards: 9001:2015, 14001: 2015, 27001:2013 and 45001:2018.
- We will develop and maintain a positive safety, health, environmental, quality and information security culture both within the business and with external organisations. This is reinforced through our five Core Values: Safety, Customer Excellence, Innovation, Pride and Sustainability.
- We will ensure that the systems for identifying, assessing, eliminating, and controlling risks to the environment, employees, and others; are established, implemented, adhered to, and continuously improved where necessary.
- We will empower our employees to stop work if they feel their health and safety is compromised without fear of reprisal.
- We remain dedicated to preventing and mitigating safety, health, environmental quality, and information security related incidents. We will ensure that activities are safe for employees, associates, sub-contractors, and others who come into contact with our works.
- We are committed to the investment in the systems required to investigate and analyse data allowing us to effectively report on safety, health, environmental, quality and information security incidents and performance.
- We will ensure that all employees are suitability trained and competent to allow them to work safely, promoting an awareness of safety, health, environmental, quality and information security practices at work.
- We will review customers' requirements and contract specifications in order to deliver a service that meets and exceeds the customers' needs and expectations.
- We are committed to continually improve our environmental performance by preventing pollution, minimising waste, and reducing the direct and indirect impact of our operations on the local environment.
- We will pursue the continuous development and improvement of our Management Systems through constant performance evaluation based around the setting of SMART objectives, which are measured through reactive and pro-active monitoring.
- We will foster an ethos of transparency and dialogue with our customers, employees, sub-contractors, general public and stakeholders by the communication of this Policy Statement and the implementation of our Management System procedures.

This Policy statement will be communicated to our employees, supply chain partners and relevant interested parties and shall be reviewed on an annual basis or following significant change to legislation or our organisation and activities.



Tim Mortlock  
SMS PLC CEO  
31<sup>st</sup> March 2023