

Smart Metering Systems Plc and its group companies' (together “SMS”, “we” or “us”) are committed to implementing a Business Continuity Management framework that continually seeks to improve the resilience of our organisation and enables the delivery of an effective response and recovery capability for any business disruption. This management framework will minimise the impact on our people, client services, business operations and protect the SMS brand. Our internal processes monitor the effectiveness of risk management, covering all levels of organisational activity.

Our aims are to:

- Ensure welfare of all staff and visitors on site in the event of an incident.
- Continue to deliver agreed products and services to our customers during operational disruption.
- Reduce the period of operational disruption, for the company, our customers, and other stakeholders.
- Ensure compliance with regulatory and governance obligations following an unforeseen incident.
- Maintain communication with all stakeholders both internal and external during operational disruption.
- Maintain public and customer confidence and SMS's reputation.

In order to achieve this, we will:

- Continually improve the Business Continuity Management framework in line with Business Continuity Institute (BCI) 'Good Practice Guidelines' and alignment to BS EN ISO 22301, to increase the resilience of our organisation during disruptive events.
- Ensure an effective level of day-to-day management of Business Continuity matters.
- Use Business Impact Analysis to adequately understand business processes and identify prioritised activities that require additional risk treatment.
- Create robust Business Continuity and Disaster Recovery plans for key products, services, and IT applications, seeking to minimise the impact of disruptive events and activate a rapid and effective response capability.
- Have a nominated response team in place, ensuring all staff are aware of the plans that affect their service delivery areas and their role following invocation.
- Ensure all site plans are regularly exercised (at a minimum annually), tested and maintained, ensuring they are fit for purpose so they may be effective and efficiently implemented during disruption.
- Create, assess, prioritise, and maintain a register of key suppliers and ensure that all key suppliers have appropriate business continuity arrangements to protect the delivery of their services to SMS and our customers.

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
31st March 2023