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It is Smart Metering Systems Ltd 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 public who are affected by our activities.

We continue to improve and adapt our working practices to ensure they remain as safe as possible.

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, 27001:2022 and 45001:2018.
- We will cultivate and sustain a positive culture of safety, health, environmental responsibility, quality, and information security both within the organisation and with external partners. This commitment is reinforced by our five Core Values.
- We will empower our employees to stop work if they feel their health and safety is compromised without fear of reprisal.
- We are committed to preventing and minimising incidents related to safety, health, environmental concerns, quality, and information security. We will ensure that all activities are conducted safely for employees, associates, subcontractors, and anyone else who interacts with our operations.
- We are dedicated to investing in the systems needed to investigate and analyse data, enabling us to efficiently report on safety, health, environmental, quality, and information security incidents and performance.
- We will ensure that all employees receive the appropriate training and are competent to perform their work safely, fostering awareness of safety, health, environmental, quality, and information security practices in the workplace.
- We will carefully review customer requirements and contract specifications to ensure we deliver a service that not only meets but exceeds their 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 are dedicated to minimising the risks associated with the confidentiality, integrity, and availability of both company and customer information.
- We will drive the continuous development and improvement of our Management Systems by consistently evaluating performance through the establishment of SMART objectives, which are measured using both reactive and proactive monitoring.
- We will cultivate a culture of transparency and open dialogue with our customers, employees, subcontractors, the public, and stakeholders by communicating this Policy Statement and implementing our Management System procedures.

This Policy Statement will be shared with our employees, supply chain partners, and other relevant stakeholders. It will be reviewed annually or following significant changes to legislation, our organisation, or its activities.



Tim Mortlock  
SMS CEO  
31<sup>st</sup> March 2025