

Smart Metering Systems and its group companies' (together “SMS”, “we” or “us”) are committed to implementing a Business Continuity Management framework that continuously enhances the resilience of our organisation and ensures an effective response and recovery capability in the event of business disruptions. This framework will minimise the impact on our people, client services, business operations, and safeguard the SMS brand.

Our aims are to:

- Ensure the welfare of all staff and visitors on-site in the event of an incident.
- Ensure that business-critical functions can continue even during operational disruptions.
- Minimise the duration of operational disruptions for the company, our customers, and other stakeholders.
- Adhere to any legal and regulatory obligations in the event of an incident.
- Preserve and enhance customer trust and safeguard the reputation of SMS.
- Foster resilience and adaptability across all levels.

To achieve this, we will:

- Maintain a robust Business Continuity Management System (BCMS) that aligns with best practices, including the ISO 22301 standard and the Business Continuity Institute's Good Practice Guidelines (BCI GPG). This framework will be continuously reviewed and improved to ensure its effectiveness.
- Regularly conduct risk assessments and Business Impact Analyses (BIA) to identify and prioritise critical business functions and processes. This will ensure that we focus on safeguarding the most essential activities in the event of any disruption.
- Develop comprehensive Business Continuity and Disaster Recovery Plans for key products, services, and IT applications, aiming to minimise the impact of disruptive events and ensure a swift and effective response.
- Establish a designated response team, ensuring that all staff are informed of the plans relevant to their service areas and understand their roles when these plans are activated.
- 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, evaluate, prioritise, and maintain a register of key suppliers, ensuring that all essential suppliers have suitable business continuity arrangements in place to protect the delivery of their services to SMS and our customers.
- Continuously reviewing and improving our business continuity strategies, plans, and procedures to ensure they remain effective and aligned with the evolving needs of our business and the external environment.
- Maintain clear and timely communication with all internal and external stakeholders during and after an incident, ensuring transparency, confidence, and trust. Our communication protocols will be tested and updated regularly.

This policy statement applies to all employees, contractors, and stakeholders, and will be reviewed and updated annually or following any changes in our operations, external risks, or business environment.



Tim Mortlock  
SMS CEO  
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