Group Integrated Policy Statement

Quality, Environment, Occupational Health & Safety, Information Security

Smart Metering Systems Limited (SMS), together with its subsidiary companies and wider group, including Horizon and Smart Meter Assets, is committed to operating responsibly, safely, and sustainably while delivering high-quality, secure services to our customers.

This Policy sets out our overarching commitments and provides the framework for our Management Systems, which encompasses our management of and interactions with our employees, contractors and other stakeholders.

Our Commitments:

Clear Leadership

We provide clear leadership, governance, and oversight to support our Management Systems, ensuring compliance with legislation, regulations, standards, and contractual obligations, including the requirements of ISO 9001, ISO 14001, ISO 27001, and ISO 45001.

Managers at all levels are accountable for integrating our management system's requirements into business planning and decision-making.

Positive Culture

We promote a positive and proactive culture that supports quality, safety, wellbeing, environmental responsibility, and information security. Individuals are empowered to raise concerns and to stop work where risks are identified, without fear of reprisal.

Supporting People and Technology

SMS is committed to consulting with and involving our people, and to investing in competence, training, systems, and technology to support safe, secure, and high-quality delivery of our services.

Managing Risk

We apply risk-based thinking across our activities to identify and manage risks and opportunities related to quality, health and safety, the environment and information security, to prevent harm, loss and adverse impacts.

Protecting the Environment

We are committed to protecting the environment by preventing pollution, minimising waste, using resources responsibly and considering environmental impacts across the lifecycle of our activities, while supporting the transition to a low carbon future.

Safeguarding Information

We are committed to protecting the confidentiality, integrity, and availability of information by managing information security risks and (where appropriate) embedding security-by-design principles across our operations and supply chain.

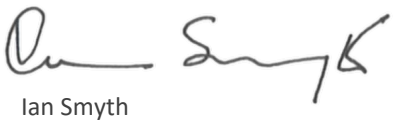
Engaging Customers and Stakeholders

We engage openly with customers and stakeholders to understand requirements and deliver services that meet or exceed expectations.

Continual Improvement

We set SMART objectives and targets aligned to business priorities and monitor performance, learn from incidents and nonconformities, and drive continual improvement.

This Policy is communicated, understood, and applied throughout the organisation and is available to interested parties. It is reviewed periodically, or following significant change, to ensure its continued suitability and effectiveness.



Ian Smyth
CEO
1st April 2026