Environmental Social Governance (ESG) Policy

This Policy represents SmartCT's approach to Environmental, Social and Governance across its activities. Compliance with this policy is ensured through aligning SmartCT processes and people behaviours to the commitment below.

SmartCT is committed to:

Environmental

• Ensure our environmental commitments are imbedded in our decision-making processes.

• Embed an "environmental mindset" across the business by developing a culture of environmental responsibility and leadership amongst employees and our supply chain.

• Measure and review our environmental performance and embed in our working life the learning that arises from both our and others' experience.

• Protect the environment by operating in an environmentally responsible manner and lead to low-carbon economic transition by helping our customers achieve their environmental commitments.

• Continue to monitor and improve our integrated ISO 9001/14001 certification.

• Use adherence to environmental goals, energy efficiency and/or waste management as award criteria when sourcing relevant services and goods.

• Promote communication whilst limiting travel by using technological collaboration tools.

• Optimise scheduling procedures to ensure optimal engineer utilisation and ensure that they are based in the most efficient geographical location when employing or replacing engineers.

• Ensure that staff are adhering to speed limits when undertaking business travel and reduce or avoid unnecessary emissions.

We shall achieve this by ensuring environmental management is integral to our decision-making processes.

Social

- Continue to invest in the skills development of our teams.

- Continue to strive for a positive engagement with all employees.

- Continue to provide (discount platform, company socials, life assurance) and explore expanding the Range of employee benefits.

- Continue to develop a fair compensation plan to pay employees an appropriate amount according to their performance, experience, and job requirements, and addressing gender pay gap.

- Review and improve the employee handbook to communicate employees expected behaviours, how they can raise concerns with managers, including a formal grievance as a last resort.

- Continue fostering community engagement by encouraging employees to support the community through both charitable and volunteer support focused on various causes, including job training and opportunity, supporting local community, and protecting our health and the environment.

- Promote responsible supply chain management and perform regular assessment of our Tier 1 suppliers.

Governance

- Continue to operate via the internal working committees with responsibility for monitoring, reviewing, and enhancing sct policies and practices.

- Continue to strengthen our workplace practices to attract and retain talent, as well as customers.

- Always maintain high ethical standards and monitor compliance.

- Protect the personal data we are trusted.

- Monitor that business and customer information is not manipulated, lost, or compromised, that cyber security risks are managed, and that the organisation continues to maintain ISO 27001.

Signed: _Andy Morgan_

Name: Andy Morgan

Date: 04/01/2024

Position: CEO