

Modern Slavery Act 2015

Calisen Metering Holdings Limited

(formally Lowri Beck Holdings Limited)

Modern Slavery and Human Trafficking Statement

Introduction

This statement sets out the approach taken by Calisen Metering Holdings Limited (formally Lowri Beck Holdings Limited) (Reg No 04347790) and its subsidiaries in England and Wales (as set out below and together, "**Calisen Metering**") towards identifying and preventing modern slavery and human trafficking in its business and supply chains, as required under the Modern Slavery Act 2015 (the "**Act**").

Calisen Metering is committed to improving its practices to combat slavery and human trafficking.

Our business and structure

Calisen Metering operates within the utility services industry for a wide range of energy suppliers. Calisen Metering offers a variety of services including meter installation and data collection and utilises several supply chains to achieve this.

Calisen Metering Holdings Limited is the holding entity of the following subsidiaries:

Calisen Metering Services Limited (formally Lowri Beck Services Limited)	Reg No 3364728
Calisen Metering Systems Limited (formally Lowri Beck Systems Limited)	Reg No 5234356
Plug Me In Limited	Reg No 13515633
Plug Me In (Heat) Limited	Reg No 13048116
UW Home Services Limited	Reg No 11427082
Central Homes & Facilities Management Limited	Reg No 09969404

Calisen Metering's supply chains

Calisen Metering invests in and manages utility infrastructure assets. As an expanding business with a number of suppliers, Calisen Metering recognises that there is a risk (however small) of modern slavery or human trafficking to occur in its supply chains. Calisen Metering takes a zero-tolerance approach to modern slavery and human trafficking and adheres to the strictest behaviors and standards and expects the same of its suppliers. Calisen Metering therefore seeks to partner with suppliers that ensure a fair and ethical workplace, where workers are treated with dignity and respect and the highest standards of human rights are upheld.

Calisen Metering's policies

As part of the Calisen group of companies, Calisen Metering adopted Calisen group policies relating to supplier procurement and management:

- (1) Calisen Group Vendor Management Policy;

- (2) Calisen Vendor Management Security Policy; and
- (3) Calisen Group Code of Conduct for Vendors.

As highlighted in the Calisen Group Code of Conduct for Vendors, it is a fundamental requirement of Calisen Metering to conduct its business with integrity and in accordance with the highest standards of ethics, equity and fair dealing.

Calisen Metering is committed to ensuring that there is no modern slavery or human trafficking in its supply chains or in any part of its business.

The Calisen Vendor Management Policy also reflects Calisen Metering's commitment to acting ethically and with integrity in all its business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in its supply chains.

Alongside the Calisen group policies, Calisen Metering is also aware of the UN Global Compact's 10 Principles. There are a number of internationally recognised declarations, standards and codes that it is aware of and respects, including: (i) The UN Universal Declaration of Human Rights, (ii) UN Guiding Principles of Business and Human Rights, (iii) International Labour Organisation core conventions, and (iv) the Code of Ethical Trading Initiative.

Due diligence processes for slavery and human trafficking

Calisen Metering operates a range of certified management systems, including the quality standard ISO 9001, to help ensure that all relevant aspects of legal compliance and due diligence requirements are identified in respect of human trafficking and modern slavery.

Internally, as part of Calisen Metering's recruitment and on-boarding process, it ensures that all employees have valid right to work status for the UK and can produce their own documents as requested, whilst also holding agency and contracting workers to this same standard. This information is held securely within our Human Resources and Finance Systems for the duration of any contract to ensure that the correct on-going management of all employees.

Calisen Metering also source a wide variety of items from a range of suppliers and work to ensure that the items provided are to the highest safety standards and best meet the needs of our business. This includes items such as company vehicles, uniform, tools and IT hardware. They also contract with a range of suppliers who provide services such as cleaning and waste management.

As part of Calisen Metering's initiative to identify and mitigate risk in its supply chain, it: 1) has implemented the Calisen group procurement processes outlined above; 2) has updated its due diligence processes; 3) acknowledges the need to continue to map its supply chains to identify the parts of the supply chains where the risks are most severe or most likely to occur; and 4) has adopted processes to identify and assess potential risk areas in its supply chains. This involves consideration of the geographical location where its supply chain operates as well as assessing whether specific parts of the business or particular relationships or transactions are vulnerable to modern slavery and human trafficking.

Finally, the largest group of external organisations that Calisen Metering works with is its customers, and so alongside supplier due diligence, Calisen Metering has a robust vetting process in place to ensure that every applicable regulation and relevant business need is addressed through the respective contract arrangements with such customers. This in turn includes required controls on modern slavery and human trafficking.

Supplier adherence to Calisen Metering's values

Calisen Metering believes that it is important for all third parties that it works with to morally align with Calisen Metering's corporate values, to ensure that such organisations can build long term and mutually beneficial relationships. As part of Calisen Metering's due diligence process, it ensures that all organisations who are engaged each have an equivalent Modern Slavery and Human Trafficking Statement in place that are easily accessible to other third parties.

Training

Calisen Metering has implemented an online training program on modern slavery to increase awareness amongst all staff. All new starters must complete this training on joining Calisen Metering and all existing staff will be required to complete this training every two years.

Calisen Metering's effectiveness in combating slavery and human trafficking

As a service business, Calisen Metering work with a large number of external organisations and suppliers to deliver the desired service(s) to customers, and so it is accepted that this diverse network brings with it some risks that are continually managed and monitored. Below is a non-exhaustive list of the areas that Calisen Metering has highlighted as their higher risk areas:

- smart meters – the smart meters installed by Calisen Metering are provided as part of their contractual arrangements with third party suppliers, and so Calisen Metering does not directly source the smart meters. Nevertheless, Calisen Metering uses its metering and smart metering contracts to ensure that all necessary steps are taken with suppliers to be assured that such meters and smart meters are manufactured in line with all applicable standards and regulations concerning safety, environmental standards, financial controls and modern slavery and human trafficking;
- textiles – the textiles industry is highlighted as a key risk area for modern slavery and human trafficking, especially with regard to child labour and poor working conditions. As Calisen Metering provide the majority of its workforce with Calisen Metering uniforms and Personal Protective Equipment (PPE), Calisen Metering utilise its due diligence checks and contractual agreements to maintain effective controls and ensure that that all relevant parties adhere to the necessary regulations and minimise all identified risks;
- IT hardware – across Calisen Metering, a wide range of IT hardware is used to meet the needs of each business area and such hardware is continually being replaced and upgraded. The global IT hardware supply chain has been identified as a growing concern in the context of modern slavery and human trafficking due to the unlicensed supply of the rare earth metals required in the manufacturing process, and the use of specific manufacturing locations chosen for their labour costs in order to drive lower prices. To ensure that the hardware that Calisen Metering uses is not linked to this type of issue, only reputable suppliers and brands are engaged and Calisen Metering's supplier due diligence process is also applied to ensure that such suppliers have measures in place to prevent modern slavery and human trafficking in its supply chains.
- agency workers and contractors – all Calisen Metering contractors are subject to the same right to work checks as any other Calisen Metering employee (please see above). Further, Calisen Metering also ensure that any agencies that have been engaged are also subject to contracts requiring such agencies to conduct their own right to work checks and implement safeguarding processes against modern slavery and human trafficking;
- visas and work permit – As part of the diverse workforce at Calisen Metering, there are some employees who require visas to work in the UK. These visas are reviewed before employment commences and then re-verified 6 weeks prior to expiration to ensure that such employees continue to have the correct authorisation to work in the UK. This is also managed by Calisen Metering's internal Human Resources system, which generates a workflow reminder to ensure that this process is carried out in time to avoid or limit any disruption to the employee's contract. If any concerns are raised during initial verification or re-examination due to expiration, such concerns are appropriately escalated and investigated.

Further steps

Calisen Metering is committed to continual improvement and will take active measures to combat modern slavery and human trafficking in its business and supply chains.

This statement is made under section 54(1) of the Modern Slavery Act 2015 and constitutes Calisen Metering's Slavery and Human Trafficking Statement for the financial year ending 31 December 2023.

This statement has been approved by Calisen Metering Holdings Limited board of directors and will be reviewed annually.

Approved by the Board: 23 January 2024

Signed by: Sean Latus

Group Chief Executive Officer