



Enforcement Undertaking Summary

Electric Vehicles (Smart Charge Points) Regulations 2021

An Enforcement Undertaking is a commitment by a business to undertake specific actions within a specified timeframe.

The Office for Product Safety and Standards ('OPSS') has accepted an Enforcement Undertaking under paragraph 20, Schedule 2 to the Electric Vehicles (Smart Charge Points) Regulations 2021 ('the Regulations') as summarised below:

Date Enforcement Undertaking starts	30 December 2022
Date by which all actions specified in the Enforcement Undertaking must be completed	01 August 2023

Name of business:	Shell EV Charging Solutions UK Ltd t/a Shell Recharge Solutions
Company registration number: (if applicable)	10296832
Address: (including postcode)	1 Waterhouse Square 138 - 142 Holborn, EC1N 2ST, London

Model(s) or type(s) of charge point covered by the Enforcement Undertaking
1. SRS Europe: Advanced 3.0
2. SRS Europe: Business Pro 3.0
3. SRS Europe: Business Lite 3.0
Technical requirement(s) addressed in the Enforcement Undertaking
1. Regulation 12 (Security) - Part

Enforcement Undertaking

Model or Type of charge point	Breach(es)	Action(s)	Completion Date
Action(s) to secure that the breach(es) do not continue or recur.			
SRS Europe: Advanced 3.0, SRS Europe: Business Pro 3.0 SRS Europe: Business Lite 3.0	Regulation 12 (Security) - Part	We will ensure that Models 1-3 incorporate a software and firmware solution by August 2023.	01 August 2023
Action(s) to secure the restoration of the position, in so far as possible, to what it would have been if the breach(es) had not been committed.			
SRS Europe: Advanced 3.0, SRS Europe: Business Pro 3.0 SRS Europe: Business Lite 3.0	Regulation 12 (Security) - Part	<p>The use of a software and firmware-based solution allows us to retrospectively apply the new protections to chargepoints already in the field. As such, we can extend our solution to all customers who purchase Models 1, 2 or 3 between 30 December 2022 and 1 August 2023, as well as to those who purchase after 1 August 2023.</p> <p>In this way, we will be able to protect many more customers than if we were to implement a solution for new products as of that date.</p>	01 August 2023
Action(s) (including the payment of any sums of money) to benefit any third parties affected by the breach(es).			
No actions given			
How the statement of compliance will reflect the areas of compliance with the Regulations, and any areas of non-compliance, for the respective charge point:			
We will include reference in our statement of compliance to the specified areas of non-compliance, and to this offer of enforcement undertaking (if accepted).			