



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.

Where an Enforcement Undertaking includes technical requirements in Schedule 1 of the Regulations, the actions will not take effect until after 30 December 2022, when Schedule 1 comes into force.

Date Enforcement Undertaking accepted	30 June 2022
Date by which all actions specified in the Enforcement Undertaking must be completed	30 April 2024

Name of business:	Shell Recharge Solutions
Company registration number: (if applicable)	10296832
Address: (including postcode)	3 Waterhouse Square London EC1N 2SW

Model(s) or type(s) of charge point covered by the Enforcement Undertaking
1. SRS Europe: Connect
2. SRS Europe: Advanced 3.0
3. SRS Europe: Business Pro 3.0
4. SRS Europe: Business Lite 3.0

5. ABB: Terra AC

Technical requirement(s) addressed in the Enforcement Undertaking

1. Regulation 10 (Off-Peak Charging) Home chargers only
2. Regulation 11 (Randomised Delay)

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: Connect; Advanced 3.0; Business Pro 3.0; Business Lite 3.0	Regulation 10	By mid-August, we will roll out off-peak scheduling functionality to all in scope chargepoints sold after 30 June. This will apply both retrospectively to those sold in July and August – which will temporarily be non-compliant – and to those sold after mid-August.	19 August 2022
ABB: Terra AC	Regulation 10	By mid-August, we will roll out off-peak scheduling functionality to all in scope chargepoints sold after 30 June. This will apply both retrospectively to those sold in July and August – which will temporarily be non-compliant – and to those sold after mid-August.	19 August 2022
SRS Europe: Connect; Advanced 3.0; Business Pro 3.0; Business Lite 3.0	Regulation 11	By the end of October, we will roll out randomised delay functionality to all in-scope chargepoints sold after 30 June. This will apply both retrospectively to those sold from July-October – which will temporarily be non-compliant – and to those sold from November.	30 October 2022
ABB: Terra AC	Regulation 11	We are reliant on the release of ABB's v1.6 FW before we can roll out the randomised delay function on their hardware. Once this is available, we can commit to implementing it on our software within four weeks.	Subject to ABB Completion.
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.			
As noted above, for all areas of non-compliance listed, we will roll out fixes via updates. By the end of October, all charge points sold between June and October, and all sold after that date, will be fully compliant with the Regulations.			

Action(s) (including the payment of any sums of money) to benefit any third parties affected by the breach(es).
Not applicable.
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:
All statements of compliance included with the sale of partly non-compliant charge points over the coming months will make clear that in some areas, the Regulations have not been met. We intend to make clear to our customers that these areas of non-compliance post no safety, security or stability risks, and have been notified to the Office for Product Safety and Standards via an Enforcement Undertaking.